WELCOME TO GREAT FALLS CLINIC MEDICAL CENTER

On behalf of the Administrator, Medical Staff, and all other staff, welcome to Great Falls Clinic Medical Center (GFCMC). We want you to understand that although you are in our facility recuperating from a surgery or illness, our focus at GFCMC is on your comfort while at our facility. We want to make sure that you are provided with what you need to make your experience here as positive as possible. We also invite you to contact administrative personnel when you have anything that you would like to discuss to improve the care at our facility.

We have outlined some of the different services provided at GFCMC below and hope that you will find the information helpful and may offer some assistance during your stay.

MEAL SERVICE: The staff at GFCMC will provide you with a daily menu to offer you a choice while staying with us. The menu will be given to you in advance so you may choose your menu selections. Our kitchen staff will also offer a "special of the day" and the daily specials will be put in your admission packet for your review. Your physician may restrict your diet based on your diagnoses and how you progress during your hospitalization. Special diets such as clear liquids, full liquids, and other restricted diets may be ordered and staff will provide any information regarding those diets as necessary. Please communicate any special food needs and food allergies to your nurse so that we may accommodate our diets to meet your needs.

DISCHARGE PLANNING: GFCMC has a full time Case Manager/Discharge Planner who will focus on meeting your needs through your hospitalization to discharge. Our staff will communicate discharge goals and expectations from admission and meet regularly with you and your family to assist you transition after an acute care stay is no longer medically necessary. Our goal is to make sure that you have a full understanding of the discharge process and communication from our Discharge Planner will play an important role in ensuring a smooth transition once you no longer require acute care hospitalization. Our staff will assist with the process to review your needs and verify services needed at the time of discharge and will help to coordinate those services for your discharge from our facility.

TV/MOVIES: GFCMC offers cable TV and the channel line up is enclosed in your admission packet .We also have a wide selection of movies that you are able to request to view at any time during your stay. Please review a list of movies available in the admission packet.

SATISFACTION SURVEY: We have included a stamped satisfaction survey and would greatly appreciate any feedback that you may have regarding your experience with us. Your input is valuable and we thank you for your support.

PHONE SERVICES: Each room is equipped with phone services. You will need to dial a “9” to get an outside line for local calls. You will need a long distance calling card for long distance services. Dial a “9” to get an outside line and then you will be able to call the 1-800 phone numbers on your long distance phone card. Please ask for assistance as necessary.

COMMUNITY RESOURCES: If you are from out of town and would like a list of motels and restaurants, please ask the Ward Secretary to assist you.

FINANCIAL QUESTIONS: Great Falls Clinic Medical Center has a Credit and Collection policy available to you at your request. If you have any questions regarding your insurance coverage, please refer them to the Case Manager.