



Questions & Answers



FOR YOUR COMFORT WHILE HOSPITALIZED

West River Health Services recognizes the important role family members and visitors can meet in the patient's hospitalization experience. With providing quality care as our first priority, we offer several services for you.

TELEPHONE

Each hospital room is equipped with a private telephone line. You may wish to receive incoming calls at this number: (701) 567-4561, or after admission, you will receive a direct number.

Hospital operator may be reached by dialing "0."

Local calls: Dial "9," wait for a dial tone, and then dial the number you desire.

Long distance: Dial "9," wait for a dial tone, then dial "0" and the number for a credit call card, or dial "0" to get an operator to charge the call to your home phone. The hospital has prepaid phone cards available for purchase at the switchboard. If you have any other questions about using the phone, there are detailed instructions located in each bedside table.

TELEVISION

Television is provided as a hospital service. Local cable viewing is offered.

WIRELESS INTERNET

Password: wrrmcwireless



FOOD SERVICE

A restaurant style menu will be provided. You may order meals anytime between 7 a.m. - 6 p.m. by calling the Food and Nutrition Services department at 6195. (If you prefer, Food and Nutrition Services staff will choose your menu and send meals at standard times.)

Meals for guests may be purchased for \$7 and delivered to your room, or guests are welcome to eat in the hospital cafeteria.

A special meal is provided for you and a guest before discharge.

CAFETERIA SERVICE HOURS

5:45 - 10:00 a.m.	Continental breakfast (self-serve and honor system payment)
2:00 - 1:00 p.m.	Lunch (Mon.-Sun.)
5:30 - 6:30 p.m.	Dinner (Mon. - Sun.)

MENU posted outside cafeteria
Ring doorbell for assistance



Complimentary coffee and tea are available in the dining room at all times.

VENDING MACHINES

A food vending machine is located in the hospital lobby, and beverage machines are in the clinic lobby and ER waiting room.

FLOWERS AND MAIL

Flowers and mail will be delivered to you shortly after they arrive at the hospital.

CHAPEL

The chapel is located off the front lobby for your spiritual needs.

PARKING

Patients/visitors may park anywhere in the parking lot except those areas clearly marked as loading zones, physician parking, or “no parking” areas.

If you need handicap access, please use the ER entrance or the entrance located on the south side of the hospital. Facility map available at wrhs.com.

VISITING HOURS

Visitors chosen by the patient will enjoy full and equal visitation privileges consistent with the patient's wishes.

Please stop at the nurses station to check with the OB nurse before entering the room.

If you have a fever with coughing or sneezing, please consider calling or emailing.

Several sanitizing stations are located throughout the medical facility.

YOMINGO®

YOMINGO EDUCATION:

This platform offers excellent resources for everything you want to know about pregnancy, birth and beyond.

AutoRegistration at <https://www.wrhs.com/>
Under Services Birthing Wing.



OBSTETRICS TEAM

OB staff have successfully completed special training and are certified in neonatal resuscitation. The team also is educated and prepared for stabilization and transport of sick and/or premature infants, and the management of obstetrical emergencies.

OBSTETRIC PHYSICIANS:

Dr. Cathy Houle, Family Medicine with an interest in Obstetrics

Dr. Stacie Wellman, Family Medicine with an interest in Obstetrics

Dr. Nicole Gullickson, Family Medicine with an interest in Obstetrics

Dr. Thomas Arnold, OB/GYN

Dr. Karen Andres, General Surgeon

PEDIATRICIAN:

Dr. Carrie Ann Ranum

OBSTETRIC POSTPARTUM NURSES:

Heidi DeFoe, BSN, RN

Hailey Mellmer BSN, RN

Chelsea Burns, BSN, RN

Anne Dickson, BSN, RN

Tina Maier, BSN, RN

OTHER EDUCATION:

What to Expect When You're Expecting

by Heidi Murkoff (Author)

Nursing Mother's Companion 8th Edition: The Breastfeeding Book Mothers Trust, from Pregnancy Through Weaning

by Kathleen Huggins (Author)

Birthing Wing

For those beginning new families or expanding existing ones, WRHS Family Birthing Wing is here to make your birth experience extraordinary. Highly qualified physicians and nursing staff are skilled in providing care for routine and higher-risk pregnancies for mothers each year. All patients stay in a beautifully decorated and comfortable private room.

- Birthing rooms to accommodate you through labor, delivery, recovery and postpartum.
- Personal attention from a single nurse means more individualized care and more timely answers to any questions that may arise.
- OB staff have successfully completed special training and are certified in neonatal resuscitation, resuscitation stabilization, transport of sick and/or premature infants, and in the management of obstetrical emergencies.
- OB patients are monitored with fetal/contraction monitors while in labor. We will also work with patients who prefer limited monitoring.
- Staff members are available throughout your stay to promote and facilitate successful breastfeeding.
- Infant hearing testing
- Gestational Diabetes testing, education and information
- Educational video library
- Childbirth Preparation Class
 - Complimentary prenatal education
 - Tour of the birthing wing
 - All expectant mothers and support person encouraged to attend.
 - Call Chelsea Burns, BSN, RN to schedule at 701-567-4561 or Chelsea.Burns@wrhs.com to register for the screening.
 - **YoMingo Education** offers you excellent resources for everything you want to know about pregnancy, birth and beyond.
- WIC is a program for pregnant and breastfeeding women, infants, and children younger than five and is available in all counties in North Dakota. <http://www.ndhealth.gov/wic/> Hettinger office at 701-567-6198.
- We offer Cribs for Kids a program designed to help babies have a safe place to sleep. Please call Chelsea Burns, BSN, RN for more information at 701-567-4561 or Chelsea.Burns@wrhs.com.

If you need an estimate of charges for services you will be receiving please contact the Financial Counselor at (701) 567-6156.

