

April 2024

PeaceHealth HAC Report



Old business Follow up

Lactating availability and space

- ▶ KMC has a dedicated private space for all in the Labor and Delivery department 24/7.
- ▶ Caregivers work with their leaders if they would like another location other than L&D.
- ▶ KMC has a system-wide policy regarding paid and unpaid time to breastfeed and or pump that follows the federal law regarding this topic.

PeaceHealth Website for Comments

- ▶ www.peacehealth.org/comment
- ▶ Located on numerous places on our website
 - ▶ Contact Us
 - ▶ For Patients and Visitors
 - ▶ PeaceHealth Ketchikan Medical Center

Request a Care Estimate

https://www.peacehealth.org/patient-financial-services/hospital-pricing/request-an-estimate

For Patients and Visitors For Providers Careers Donate About Us My PeaceHealth

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Find a Doctor Find a Location Care & Services Pay a Bill

Home / Patient Financial Services / Hospital Pricing / Request a Care Estimate

Request a Care Estimate

You are provided with three easy ways to obtain an estimate

1. You can now request an estimate online via [MyPeaceHealth -Login Page](#).
2. No login? Click on [Request Estimate as Guest](#) to create an estimate.
3. To receive an estimate, please call us at 844-212-1049 and select option 2. We are available to help you Monday through Friday from 8:00 am to 5:00 pm.

[Request an estimate](#)

Request a care estimate
[844-212-1049](#) (Option 2)
Monday - Friday
8:00 am - 5:00 pm

For the most accurate estimate, have the following information:

- Name of procedure
- CPT Code (your doctor's office can give this to you)
- Whether the procedure is planned as inpatient or outpatient
- The PeaceHealth location where you will receive services

Important information about estimates

Please understand that it is not always possible to predict the exact amount you will be charged. Our estimates are based on an average of similar services performed, final charges are based on actual services received.

Request a Care Estimate

Continued.

https://www.peacehealth.org/patient-financial-services

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Patient Financial Services

- [Pay a Bill](#)
- [Frequently Asked Questions](#)
- [Get Health Insurance](#)
- [Financial Assistance](#)
 - [Participating Providers](#)
- [Hospital Pricing](#)
 - [Balance Billing Protection](#)
- [Request a Care Estimate](#)
- [Good Faith Estimates Rights](#)
- [Contact Us](#)

Direct Contracting

You could be eligible for enhanced Medicare benefits, at no extra cost. [Learn more](#)

Provider Based Entities

Some clinics are licensed as a part of a PeaceHealth hospital. For these clinics, you may receive a separate charge or billing for facility fees in addition to any professional fees for services, which may result in a higher out-of-pocket expense.

Request a Care Estimate

Continued.

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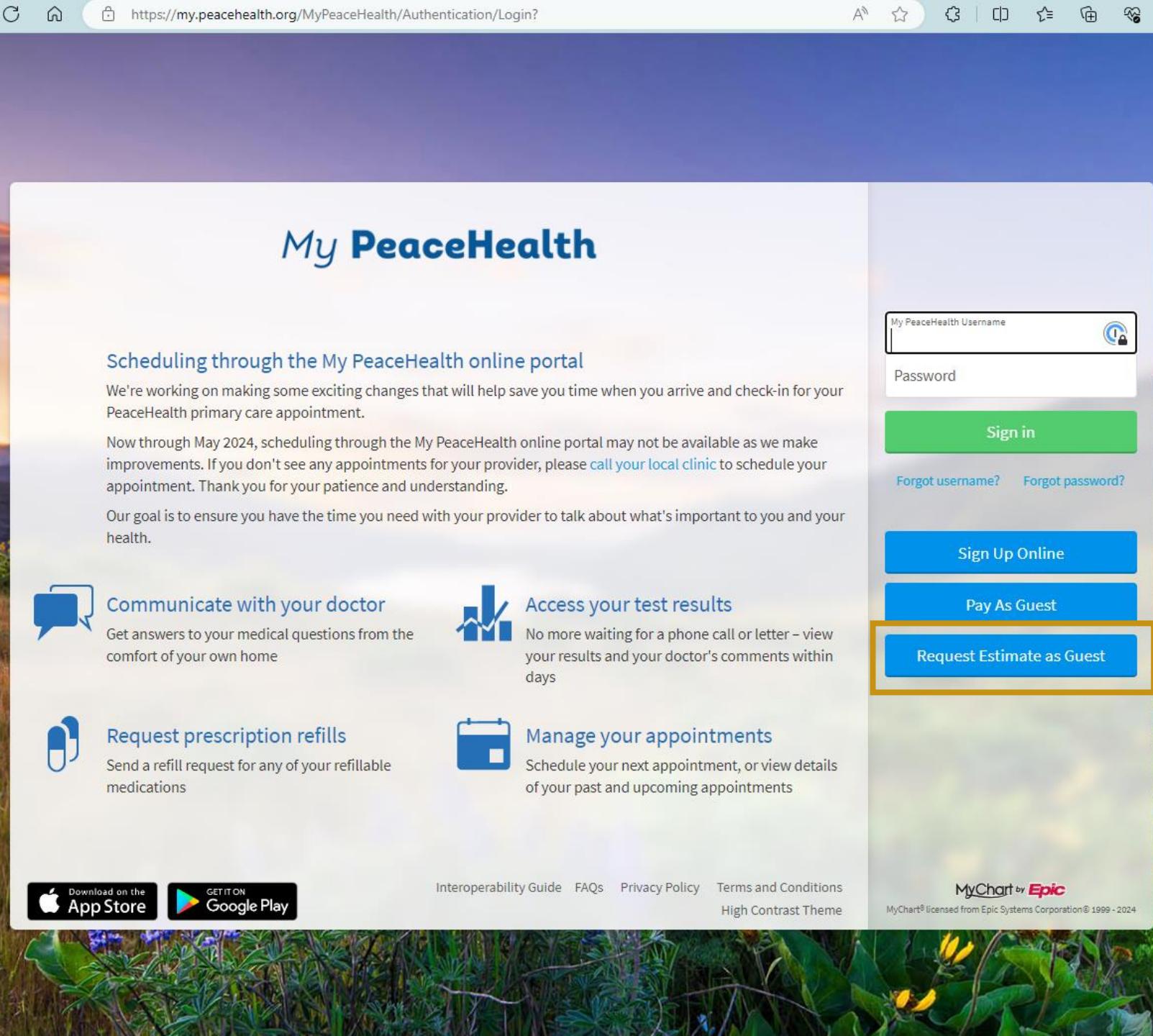
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Request a Care Estimate

Continued.



The image shows the homepage of the My PeaceHealth online portal. The header features the "My PeaceHealth" logo. Below the header, a main section discusses scheduling changes and provides information about communicating with doctors, requesting prescription refills, accessing test results, and managing appointments. A "Request Estimate as Guest" button is highlighted with a yellow box. The footer includes links for the App Store and Google Play, and navigation links for Interoperability Guide, FAQs, Privacy Policy, Terms and Conditions, and High Contrast Theme. The footer also mentions MyChart by Epic and its copyright information.

My PeaceHealth

Scheduling through the My PeaceHealth online portal
We're working on making some exciting changes that will help save you time when you arrive and check-in for your PeaceHealth primary care appointment.

Now through May 2024, scheduling through the My PeaceHealth online portal may not be available as we make improvements. If you don't see any appointments for your provider, please [call your local clinic](#) to schedule your appointment. Thank you for your patience and understanding.

Our goal is to ensure you have the time you need with your provider to talk about what's important to you and your health.

Communicate with your doctor
Get answers to your medical questions from the comfort of your own home

Access your test results
No more waiting for a phone call or letter – view your results and your doctor's comments within days

Request prescription refills
Send a refill request for any of your refillable medications

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

Download on the [App Store](#) [GET IT ON Google Play](#)

Interoperability Guide [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

MyChart by **Epic**
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Providers

Did you know about our visiting specialties?



Spotlight on Urology

Alan Kowitz, MD, is our newest visiting urologist joining us monthly in Ketchikan. In addition to standard urology treatments, Dr. Kowitz offers specialized procedures including:

- **Rezum**© treating benign prostatic hyperplasia (BPH), a condition that causes the prostate to grow.
- **Botox**© bladder injections for overactive bladder.

In addition to urology, PeaceHealth Ketchikan routinely welcomes the following visiting specialties to our site:

- Cardiology
- Oncology

Ready to refer?

PeaceHealth has built standard order sets for providers to be able to more seamlessly refer patients to specialty services.

In-house specialties caring for the community.

To get connected or make a referral to any of the in-house specialties listed, call the hospital's main line to be routed appropriately: **907-225-5171**

Infusion Therapy --

Offers numerous treatments for anything from cancer to Crohn's disease.

Orthopedics --

PeaceHealth maintains 3 surgeons & 1 PA.

Behavioral Health/Psychiatry --

2 fulltime psychiatrists on staff.

OB/GYN --

3 fulltime providers living in Ketchikan.

Diagnostic Imaging --

Tools include CT, MRI, ultrasound, x-ray, 3D mamo, bone density, among others.

Laboratory --

Full-service lab open extended hours.



Sports Medicine at KMC

[Joshua Schkrohowsky, MD](#), joined PeaceHealth in 2021 as an expert in sports medicine. He strives toward minimally invasive care with a conservative approach to surgery.

Supporting your patients.



Same Day Care

Same Day Care does not replace primary care, but it does bridge the gap between primary care and the Emergency Department with access to imaging and lab services.

Same Day Care is open to all in the community ages 3 months and older.

Hours:

Tues - Fri: 11am - 7pm
Sat: 8am - 5pm

Call day-of for an appointment:
907-228-8520

[Click here for symptoms we treat](#)

Behavioral Health Holds / Title 47

What someone experiencing a mental health crisis can expect:

- ▶ The patient can be placed on a hold by law enforcement in the field or in the Emergency Department.
- ▶ If the patient is brought in by law enforcement, LEO (Law Enforcement Officer) will complete the emergency detention application (MC105).
- ▶ MC105 allows for emergency detention (hold) for 24 hours until the physician and mental health provider (Akeela) completes an evaluation.
- ▶ Patient is informed of the 24-hour legal hold status.
- ▶ The patient can be placed on a hold by Akeela and/or by an emergency physician.

Behavioral Health Holds / Title 47, continued

Upon admission to the Emergency Department:

- ▶ Clothes are removed and the patient is placed in a special-colored gown that is free of ties to prevent self harm.
- ▶ Belongings are scanned for anything that could cause harm to self or others, bagged and secured.
- ▶ Patient is placed in a “ligature free” room.
- ▶ Nurse examines, vital signs taken and triage questions are asked.
- ▶ Elopement risk assessed. A security guard or other assistive personnel may be placed at the door to ensure the patient does not harm themselves or attempt to leave if elopement risk is high. The patient may also be placed in a locked room to prevent elopement.
- ▶ ER MD evaluates the patient and orders may vary dependent on need. Both medical and behavioral health needs assessed.
- ▶ Assessment for mind altering substances on board. Mental Health Assessment can not be performed if mind altering substances are on board.
- ▶ Once medically cleared by the ED MD and patient is of sound mind, Akeela mental health professional (via telehealth) evaluates the patient.

Behavioral Health Holds / Title 47, continued

If patient cannot be safely discharged or transferred:

- ▶ Akeela will file paperwork and contact a judge for a 72-hour hold.
- ▶ The patient is informed by the MD that they are admitted and that we have a judge's order to hold them for 72 hours.
- ▶ Patient is given their rights and a copy of the judge's order. This is completed by the supervisor.
- ▶ Hospitalist evaluates and writes orders for admission.
- ▶ Placed in one of our behavioral health rooms on the Med/Surg unit (2).
- ▶ Med/Surg nurses assesses the patient, and the admission process to the unit begins.

Behavioral Health Holds / Title 47, continued

Once on the Med/Surg Unit:

- ▶ The patient's rooms is monitored 24/7 via camera.
- ▶ If the patient is designated as high risk, escalates or attempts to elope, seclusion orders are obtained, and the door is locked.
- ▶ Daily evaluations by the hospitalist and mental health professional from Akeela.
- ▶ If the patient does not improve and we can not safely discharge, the patients is referred for transfer to an inpatient facility for treatment.