



# Your Guide

to River Falls Area Hospital

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# Welcome

## to River Falls Area Hospital

### **THANK YOU FOR ENTRUSTING US WITH YOUR CARE.**

At River Falls Area Hospital, our dedicated staff and physicians are committed to providing you with the finest health care available. As a member of the Allina Health family, we are proud to be able to offer you the exceptional care you have come to expect. And we want you to know that your health, comfort and safety are our top priorities.

We strive to continually improve our services and invite you to let us know how we can better meet your health care needs. If you have questions or concerns about your care or safety at River Fall Area Hospital, please talk to your health care provider or call our Patient Advocate at 715-307-6145. You can also contact me personally at 715-307-6006. We want to hear from you.

Welcome to River Falls Area Hospital. We're honored you have chosen us to be your hospital.

Warmest regards,



David R. Miller  
President, River Falls Area Hospital



## Our mission

We serve our communities by providing exceptional care as we prevent illness, restore health and provide comfort to all who entrust us with their care.



### Our Vision

We will:

- Put the patient first;
- Make a difference in people's lives by providing exceptional care and service;
- Create a healing environment where passionate people thrive and excel; and
- Lead collaborative efforts that solve our community's health care challenges.

### Our Values

**Integrity.** We match our actions with our words.

**Respect.** We treat everyone with honor, dignity and courtesy.

**Trust.** We act in the best interest of our patients, doctors, communities and one another.

**Compassion.** We create a caring environment for our patients and one another.

**Stewardship.** We use our resources wisely.

## Our history

From the beginning, quality and compassionate care has been part of the health care delivered to River Falls and the surrounding areas – healing and helping our neighbors throughout their lives.



The hospital, founded in 1939, has evolved from a small city hospital to a larger regional hospital that is backed up by the Allina Health network. Our health care campus includes the River Falls Area Hospital, River Falls Medical Clinic, a number of specialty provider partners and the Kinnic Health & Rehab facility. The current campus opened in September of 1992 and operates 25 beds as a critical access hospital. We have more than 250 employees and 156 doctors on staff.

The focus of the hospital, clinic and specialty partners is to deliver exceptional health care, support services and preventive care — putting the patient first in everything we do. Our health center provides an integrated personalized approach to patient care, where hospital staff, doctors, clinic staff, long-term care and rehabilitation / wellness services are provided in unison. Our patients can count on getting the best health care possible...right here.

## A part of the Allina Health family



River Falls Area Hospital is a part of Allina Health, a not-for-profit family of hospitals, clinics and other care services designed to support the lifelong health care needs of communities throughout Minnesota and western Wisconsin.

Allina Health's more than 23,000 employees, 5,000 doctors and 2,500 volunteers share a common mission to deliver exceptional health care and support services to the people in our communities putting the patient first in everything we do. Allina Health provides a complete continuum of care, from disease prevention to innovative diagnostic and treatment services for complex medical conditions.

As a patient of River Falls Area Hospital, you have the ability to access medical expertise, technologies and services available throughout the Allina Health family.

# While you're in our care

## Admission

When you reach your room, a nurse will complete your admission process. You'll be shown where to put your belongings, how to operate your bed, call for a nurse and use the telephone and TV. A hospital gown, robe, and slippers will be provided for you if you did not bring your own. Your nurse will explain what types of treatment, procedures, and medication your doctor has ordered for you.

## Patient privacy

River Falls Area Hospital is committed to ensuring that your personal health information remains private whether it's on a computer screen, spoken, or in a written document.

## Personal belongings and valuables

You may wear clothes of your own choice while you are a patient here, unless your care requires hospital attire. Please do not keep valuable items or large sums of money with you in the hospital. Send these items home with a trusted family member. The hospital is not responsible for damage, theft, or loss of personal belongings you bring with you. If necessary, the medical center has a safe where valuables can be stored. It's helpful if your personal belongings are marked or labeled to help locate them in case they're misplaced during your stay.

## Care Board

Good communication is an important part of a quality health care experience. A white 'Care Board' is located in each patient room to enhance communication between patients and care givers. Nurses will record important information on your Care Board, such as your nurse's name and phone number, and events scheduled for you. The board is updated as your care plan evolves and at shift changes.

## Preventing Infections

We strive to protect all patients, staff, and visitors from exposure to infection. Cleansing hands is the easiest way to reduce the risk of spreading germs that cause infections. Please wash your hands regularly and ask your healthcare team members and your visitors if they have cleansed their hands before touching you.

## Your daily schedule

All patients have their own individualized care plans but there is a general schedule of activities that occur during the day.

### MORNING

- Lab work (blood draws)
- Vital signs taken (temperature, blood pressure, pulse)
- Electrocardiograms (EKGs)
- Breakfast (served between 8 – 9 a.m.)
- Physician may visit
- Ordered therapies (physical, occupational, or speech therapy)
- Bathing, rest periods, medications, physical therapy, patient education
- Visiting hours begin at 9 a.m.

### AFTERNOON

- Lunch (served between 12 noon–1 p.m.)
- Visiting hours continue
- Ordered therapies (physical, occupational, or speech therapy)
- Physical therapy, rest periods, medications, patient education
- Physician may visit
- Vital signs taken

### EVENING

- Dinner (served between 5 – 6 p.m.)
- Visiting hours end at 8 p.m.
- Medication and treatment
- Bedtime care

### NIGHT

- Vital signs taken, turning and repositioning, medications, sleep.



# Your health care choices

## Consent for treatment

Our staff is trained to provide information about any medical, surgical, or diagnostic treatment before you receive it. It's your right to decide to accept or refuse treatment. If you can't decide about health care because you are ill or hurt, others will have to choose for you. In an emergency, your consent may be assumed.

## Advance care planning/health care directives

Advance care planning is a process of understanding and clarifying your future health care treatment goals, weighing your options and making decisions about appointing a health care agent and completing a health care directive. Allina Health has trained facilitators to assist you in these discussions at no cost to you. There is an information sheet in your admission folder that provides more information about health care directives. Your nurse or social worker can discuss advance care planning or health care directives with you.

## Tests for blood borne diseases

If a staff member is accidentally exposed to your body fluids or blood (for example, resulting from a needle stick) we will ask your permission to test your blood for certain blood borne diseases.



These tests would be provided at no cost to you and the results would be completely confidential. Only you and the exposed staff member would be informed of the results. These tests are voluntary and will not be done without your permission.

## Your health care team



### The medical staff

Your doctor, as the coordinator for your treatment program, should be consulted if you have questions about your illness.

### The nursing staff

Professional nursing staff and patient care technicians provide twenty-four hour nursing care. A nurse manager is responsible for directing and coordinating nursing care on each unit. The care manager is responsible for coordinating your care during and after hospitalization. Please feel free to contact your nurse, care manager or nurse manager if you have questions or concerns.

### Spiritual care

We believe that total patient care includes the spiritual, as well as the physical and emotional, needs of each patient. Upon request, volunteer chaplains provide pastoral services to assist you whatever your religious tradition. Your priest, minister, rabbi or other spiritual leader is always welcome to visit you while you are here.

### Dietitian

The hospital maintains a registered dietitian to meet your dietary needs during your stay.

### Social worker

A social worker is available to all patient areas and is trained to help patients and family members deal with social, emotional and financial problems that relate to illness or hospitalization. Social work services collaborates with the health care team to facilitate the resolution of psychosocial needs, to restore and maintain holistic health and wellness and plan for continuing care needs following your return home or transfer to another facility.

Our social worker is also available to assist you with questions about health care directives, to coordinate River Falls Area Hospital resources, to offer supportive and grief counseling and to make referrals for protective services or access to the Ethics Committee when needed.

### Housekeepers


A member of the housekeeping staff checks your room daily. If there is a housekeeping problem in your room, tell a member of your health care team, and it will be taken care of as soon as possible.

### Other hospital personnel

During your hospital stay, many health care professionals may participate in your care. They can be identified by the name badges they wear.

We are committed to providing our patients and their families high-quality, compassionate and professional care. As part of that commitment, we've made it easier for you to identify members of your care team and how they may help you.

## Your care team wears the following colors:

- |                                                                                                   |                                           |                                                                                              |                           |
|---------------------------------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------|
|  Navy Blue        | Registered Nurses                         |  Teal       | Patient Care Support      |
|  Dark Teal        | Laboratory Services                       |  Green      | Clerical Support          |
|  Maroon           | Pharmacy                                  |  Royal Blue | Therapy Services          |
|  Olive Green     | Respiratory Therapy                       |  Purple    | Licensed Practical Nurses |
|  Black<br>Khaki | Nutrition Services                        |  Gray     | Radiology                 |
|  Dark Brown     | Environmental Services and Linen Services |  Khaki    | Materials/Supplies        |

## Your safety and security

### Proper identification

You will be given an identification band to wear during your hospital stay. It's important that you wear this band at all times until you are discharged from the hospital. For your safety, staff members will frequently check your identification band, or ask for your name and birth date prior to performing treatments or procedures or administering medications. If they don't, please ask them to.

All hospital staff members are required to wear photo identification badges to help you identify employees. No one other than a properly identified employee should enter your room, ask you for information, or care for you in any way.

Extra precautions are taken with maternity patients and babies. All obstetrics staff can be identified by pink identification badges, and a special security system is in place for identifying and tracking babies.

### Medications

For your safety, the pharmacy provides your medicine in the form of a single unit dose whenever possible while you are a hospital patient. Patients are not permitted to administer their own drugs or keep personal medications at their bedside.

When medications or intravenous solutions are brought to you, we encourage you to ask the doctor or nurse what medicines you are being given and what they are for.

All caregivers should wear gloves when starting IVs, drawing blood, and performing other procedures involving body fluids. They should also wash their hands or apply foam disinfectant frequently and before providing direct patient care. If they don't do this, please ask.

### Concerns about your care or environment

We are committed to providing you with excellent service that will meet your specific needs. If you have a concern, please bring it to the attention of your doctor, nurse, or nurse supervisor. If you prefer, you may contact our Patient Advocate at 76145 (715-307-6145). By voicing your concern, you will help us identify and address areas that need improvement.

### Speak up

Everyone has a role in making health care safe. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved, and informed member of your health care team. We invite and welcome your participation.

### Preventing Falls

If you've been advised not to get up or out of bed without assistance, please use your call button to contact a nurse for help.

### Leaving the Unit

The safest place for patients is on the medical unit. In the interest of safety, if you plan to leave the unit, even briefly, stop by the nurses desk and tell them your plans.

# Hospital and in-room amenities



## Your bed

Hospital beds are electronically operated, and your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bed rails are for your protection. They may be raised at night or during the day if you're resting, recovering from surgery or taking certain medications. Call your nurse for assistance before trying to get out of bed when the rails are raised.

## Calling your nurse

A button to call your nurse is located on the bed rail and also on the bed station. When you press the button, the nurses' station is alerted that you need assistance and a light flashes above your door. A staff member will respond to your signal as soon as possible.

## Telephones

All standard patient rooms are equipped with a telephone. You can receive calls directly to your room from outside the hospital. Family members can dial your room directly or call the hospital at 715-307-6000 to be transferred to your room.

To make a call:

- **In-house calls** – Dial the last five digits of the phone number
- **Local calls** – Dial 9 + 10-digit number
- **Long distance calls** – Dial 9 + 0. This will connect you with an operator who will assist you. Long distance calls must be billed to your home or credit card or you may call collect.
- **Public phone** – Located by the Emergency Department.
- **Cellular phone** – Use of cellular phones is allowed within the hospital except where noted. Signs indicating that cell phone use is restricted means that cell phones must be powered off before entering that area. These areas include the Emergency department, Specialty Care Unit and Surgery rooms.

## Television

A television with local and cable stations is provided free of charge in each room. Each inpatient room also includes a DVD player.

## Patient education

Speak to your nurse regarding in-room patient education. Movie videos are available for your convenience; ask your nurse to assist you.

## Food and nutrition



### Cafeteria

The cafeteria at River Falls Area Hospital serves breakfast, lunch and dinner daily. Family and relatives are welcome to eat in the hospital cafeteria, but accommodations can be made if they prefer to eat in your room. Ask your nurse for more details. Patients who choose to eat in the cafeteria should notify their nurse. There is also grab and go food available between 9 – 11 a.m. and 1:30 – 4:30 p.m.

#### CAFETERIA HOURS:

- Breakfast: 7:30 – 9 a.m.
- Lunch: 11 a.m. – 1:30 p.m.
- Dinner: 4:30 – 6 p.m.

### Catering to You™

We are pleased to offer our patients Catering to You™ dining services. You can call in your meal selection, or you can have someone assist you with your meal selection. If your doctor requests a modified diet, a registered dietitian will help plan one for you, and it could include instructions for use at home. A dietitian is available for questions regarding your nutrition.

#### PATIENT MEAL TIMES:

- Breakfast: 8 – 9 a.m.
- Lunch: 12 noon – 1 p.m.
- Dinner: 5 – 6 p.m.

# Friends and family

## Visiting hours

Visitors are asked to keep the health of all patients in mind and not to visit if they have flu or cold symptoms.

## General visiting hours

Visitors are welcome in most patient areas from 9 a.m. to 8 p.m. Visitors are asked to stop at the nurse's station to make sure patients are ready for visitors.

## SPECIALTY CARE UNIT VISITING HOURS

Visiting hours may be restricted for patients in the SCU or in an isolation area. Check in at the nurse's station before visiting.

## BIRTH CENTER VISITING HOURS

Fathers, labor partners, and siblings are generally welcome anytime; others should visit during regular visiting hours. All visitors are asked to wash their hands before holding a newborn. Children who have been exposed to chicken pox or other contagious illnesses should not visit.

## Mail, flowers and gifts

Visitors should check with the nurse before bringing gifts of food or drink to patients.

## Gift shop kiosk

The gift kiosk is located in the hospital front lobby and is staffed by volunteers. The shop has gift items, jewelry, books, greeting cards, candy and flowers. Additionally, a gift case is located across from the birth center.



## Waiting areas

Specially designated lounge areas for visitors are located at the end of most patient wings and in the lobby. In addition, a designated surgery consulting waiting room is available for family members of surgery patients.

### Special Gift Rules:

Because of the potential allergic reactions, balloons and other gifts made of latex are prohibited in the hospital. Mylar balloons are acceptable.

## General information

### Thank you for not smoking

River Falls Area Hospital is a tobacco free facility. Tobacco use is not permitted anywhere on the campus, including private sidewalks, entrances, and parking lots. Your health is our first concern. While you are a hospital patient at River Falls Area Hospital, you will be offered support and help to stop using tobacco. During your admission, your nurse will talk with you about starting a smoking cessation program during your hospitalization. We hope this program will help you permanently 'kick the habit.'

### Emergency plans

Do not be alarmed if a fire drill or disaster drill occurs while you are a patient. These and other emergency plans are our way of ensuring your safety. If a fire drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire-resistant building, and the staff is trained in fire protection. Should severe weather occur while you are in the hospital, precautions will be made for your safety.

### Your rights and responsibilities

As a patient in a Wisconsin hospital, you have certain rights and responsibilities. These rights and responsibilities are designed to ensure your well-being and recovery, and encourage you to take an active role in your care.

When you arrived at River Falls Area Hospital, you should have received a copy of the brochure, "Your Rights and Responsibilities as a Patient". This brochure contains only a brief summary of your rights and responsibilities. If you would like more information please request a copy of the Patient's Bill of Rights from your nurse or the Hospital Patient Advocate.

Talk with your health care provider or nurse if you have any concerns. If you have a concern that has not been addressed, you can reach the Patient Advocate by calling 715-307-6145 or by written correspondence to:

**Patient Advocate**  
River Falls Area Hospital  
1629 East Division Street  
River Falls, WI 54022

If we are unable to resolve your concerns, you are encouraged to contact one of the following:

**Wisconsin Department of Health Services**  
Division of Quality Assurance  
800-642-6552

**The Joint Commission**  
800-994-6610  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)



# General information

## Licensing and regulatory agencies

River Falls Area Hospital is accredited by The Joint Commission and also fully licensed and certified by the Wisconsin Department of Health Services, and Centers for Medicare and Medicaid Services.

## Your hospital bill

Medical billing and insurance can be complicated. You may receive more than one bill for your hospital stay.

Some hospital visits include services such as reading radiology images, analyzing laboratory specimens, physician consultations or providing anesthesia. These services are billed separately from the charge for staying in the hospital.

Our goal is to help you understand your bill and receive the maximum benefits allowed under your insurance policy. An insurance and patient account specialist might visit you while you are in the hospital to answer your questions about your insurance coverage and inform you of your estimated financial obligation. If you do not have insurance, you can discuss payment options and/or available payment programs with an insurance and patient account specialist while you are here, dial extension 76422.

If you have questions or concerns about your hospital bill or insurance coverage after you have returned home, you can contact River Falls Area Hospital's patient account representative at 715-307-6422.



Although each patient is responsible for their bill until it is paid, your patient account representative will work with you and your insurance provider to process your bill and arrange payment options for that portion not covered by your insurance plan.

## Financial assistance

At River Falls Area Hospital, we believe in ensuring all patients receive the care they need, regardless of their ability to pay. That's why we offer a range of programs to help those who otherwise could not afford to pay their medical bills. Our patient account representatives can provide you with information about these programs and help you determine if you are eligible. To speak with a patient account representative, call 715-307-6422.

## Pain management



Pain, which can be described as stabbing, pinching and aching, can cause discomfort, distress or agony. Pain can last a short while (acute) or be long-term (chronic).

As a patient at this hospital you can expect:

- Information about pain and pain relief measures
- Concerned staff committed to pain prevention and management
- Health professionals who respond quickly to reports of pain

During your stay you may be asked to rate your pain on a scale of 1 to 10, with 1 being no pain, and 10 being the worst pain you can imagine. Or you might be asked to assess your pain using a chart with faces. Only you can let your doctor or nurse fully understand the level of pain you may be feeling.

As a patient at this hospital, we encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management.
- Talk with your doctor or nurse regarding method of pain management; intravenous (in to a vein), injection, patient-controlled analgesia (PCA) pump, intrathecal narcotic/epidural (injection into your back in the spinal column or epidural space), tablet or pill.
- Ask for pain relief when pain first begins as tablets or pills may take up to 20 minutes to begin working.
- Tell your doctor or nurse if pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

# Computer friendly campus

## GuestNet wireless Internet

For your convenience, we are pleased to offer free high-speed wireless Internet (Wi-Fi) for our patients and visitors. To access this service:

- Open up a Web browser on your laptop computer or wireless device.
- If you don't gain Internet access, choose GuestNet from your list of wireless networks.
- Read and accept Allina Health's terms for using GuestNet.

If you have problems accessing the Internet over GuestNet, or have problems with your device in general, please refer to the owner's manual for your device or other support services offered by the device's manufacturer.

Allina Health uses a content filtering system to block access to many sites with inappropriate content. For network security purposes, some social networking sites are not permitted.

As a courtesy to other patients and visitors, please keep your volume muted or use headphones.



## CaringBridge website

A CaringBridge website supports and connects loved ones during critical illness, treatment and recovery. Personalized CaringBridge websites are free to set up and include:

- Patient care journal to provide regular updates to family and friends.
- Guestbook for messages of love and encouragement.
- Photo gallery.
- Free online support for using the service.

To set up a personal website, go to [CaringBridge.org](http://CaringBridge.org)

## Special services

### Housekeeping

Providing you with a clean and comfortable room in which to regain your health is a partnership between patient care staff and the hospital's housekeeping department. While nursing and other patient care staff provide regular linen changes, small spill clean-ups and trash removal, River Falls Area Hospital's housekeepers work each day to assure hygienic work surfaces, fixtures, bathrooms and floors to help fight infection. They also provide special cleaning services, as needed.

If you have concerns about the cleanliness of your room, please talk to your nurse or call ext. 71680.

### Electronic medical record and MyChart

The Allina Health family of hospitals and clinics has spent the past several years implementing one of the most comprehensive electronic medical record systems in the nation. This system affords patients seamless, coordinated and more informed care and improved patient safety. Your complete medical record is available instantly to your provider at any Allina Health facility, anywhere, anytime.

*MyChart* is an Internet-based tool you can securely access to review portions of your medical records, get lab results, schedule appointment online, and much more. For more information on *MyChart*, go to [allina.com/mychart](http://allina.com/mychart).

### Interpreter services

Interpreters are available to assist patients and their families. To provide the best possible care for all our patients, Allina Health Interpreter Services and phone interpreters are available 24 hours and are free of charge.

In addition to a wide array of spoken languages, we offer American Sign Language (ASL) interpreters to patients who are deaf, hard of hearing, blind or who have low vision. Telecommunications devices for the deaf (TTY), Telstroke flashing lights, pocket talkers and phone amplifiers are also available at no cost.

If an interpreter is needed during your hospital stay, please tell us right away.

### Allina Home Oxygen & Medical Equipment

Allina Home Oxygen and Medical Equipment (HOME) provides sales and rental of home oxygen and respiratory equipment, rehabilitation and mobility equipment, specialty beds, as well as other equipment and supplies for young and old patients alike, with acute, chronic, and terminal medical conditions. HOME delivers over 1,200 products and services directly to your home, and provides education on how to gain the most from your medical equipment and supplies. If your physician recommends medical equipment or supportive supplies for your use at home after discharge, call HOME at 1-800-737-4473.

## Special services



### Community Falls Program

Our hospital partners with the physicians at the River Falls, Ellsworth and Spring Valley Medical Clinics to provide community members 65 and older a comprehensive falls prevention program. The purpose of the program is to provide preventative measures and resources to seniors who are at risk for falls to allow them to lead independent lives for as long as possible. The Community Falls Prevention Program team will provide one to one consultations, recommendations, and education to greatly decrease fall risk factors. For more information, please call the nurse navigator at 715-307-6170.

### Ethics Committee

Sometimes patients and family members face making a difficult decision about health care for themselves or for a loved one. The River Falls Area Hospital Ethics Committee can help you in such circumstances. The Ethics Committee is a group of people who are prepared to listen and respond to you. They can help get all the facts you need to make a decision, and they can offer feedback and suggestions. They have been educated in medical ethics and can bring their ideas together; however, they will not come up with a final answer or tell you what to do. To get in touch with the Ethics Committee please call extension 0 and ask for a house supervisor who will make the contact.

### Notary public

The services of a notary are available for patients free of charge. For information, contact your nurse.

## Going home

### Discharge process

Your doctor will write a discharge order when you are well enough to leave the hospital. Your nurse will work with you to schedule the time of your discharge and will help you with any forms that need to be signed before you leave. Please arrange your transportation home, so your discharge will not be delayed. A staff member will escort you to the lobby for discharge. Remember to check for any personal belongings before you leave your room.

If you have questions about your health after returning home, please call your doctor's office.

### Home health care

If you require continued care after returning home, River Falls Area Hospital's care managers or social workers will help you find a provider for nursing and personal care services. Care that is considered medically necessary by your physician may be covered by insurance or Medicare; other services can be arranged on a private-pay basis. There are several Medicare-certified home health agencies in the area. Hospice and palliative care services are also available through local agencies to support terminally ill patients and their families. Contact a care manager or social worker at extension 76145 or 715-307-6145, if you would like assistance with home health care or hospice arrangements.



### Patient surveys

After you return home, you may receive a patient survey in the mail that we would like you to complete and return. It is important for us to know if your experiences and the care you received met your expectations and the high standards we set for ourselves.

# The River Falls Area Hospital Foundation

As a not-for-profit organization, River Falls Area Hospital reinvests in this region by supporting services and programs that help improve community health.

From the development of a new cancer care program to support of programs that help low-income members of our region access health care services, our hospital is committed to its mission:

**To serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.**

The River Falls Area Hospital Foundation is dedicated to helping the hospital secure financial resources it will need as it grows and expands to meet the needs of this region. And to do that, we will need your continued support.

A contribution to the River Falls Area Hospital Foundation is an investment in your health and your community. Contributions are used to:

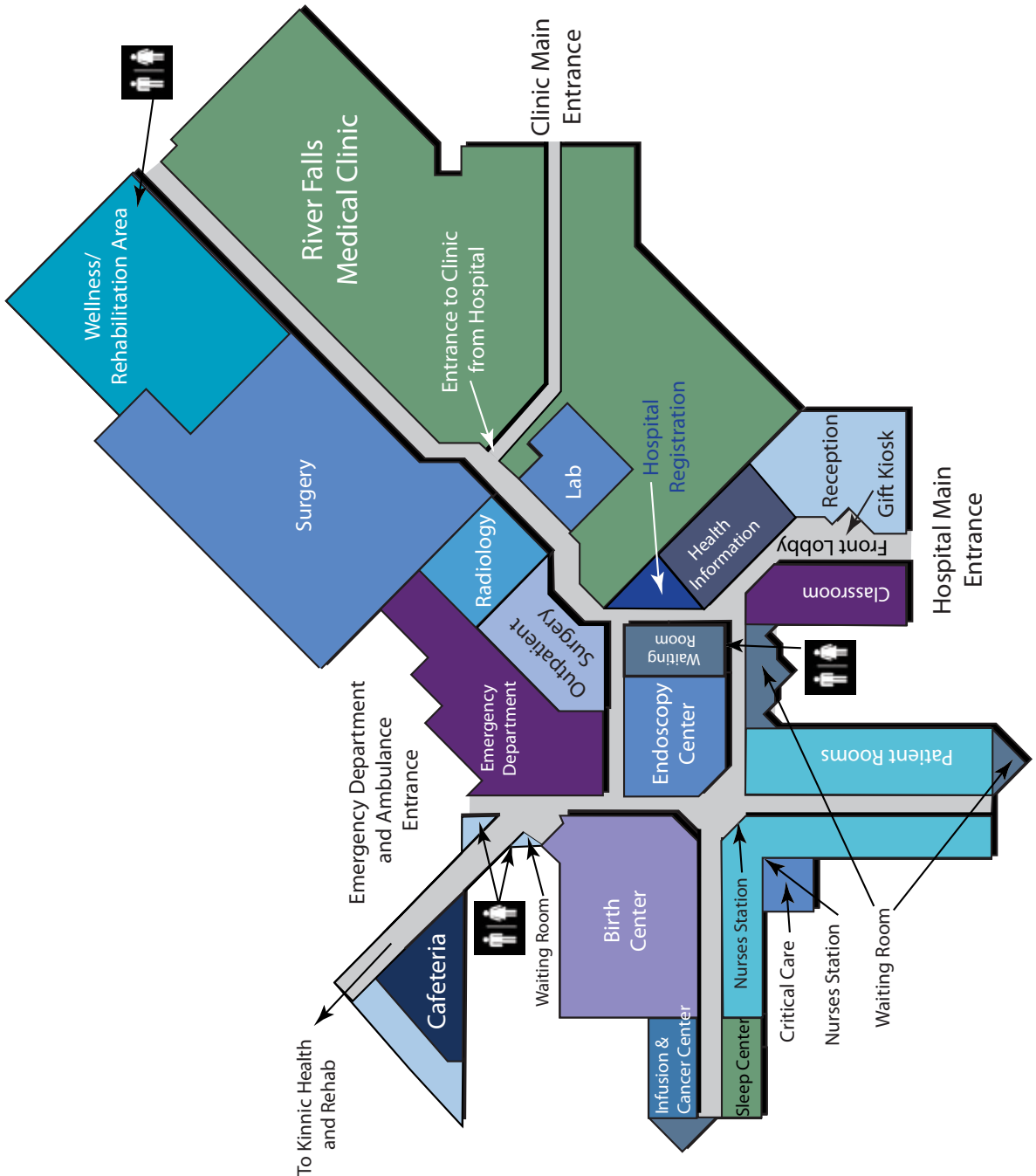
- Purchase medical instruments and equipment;
- Support facility enhancements;
- Support health-related programs of local nonprofits;
- Support local community health initiatives;
- Support area residents pursuing a career in the health care profession.



With your support, we will continue to provide exceptional state-of-the-art care to our patients while working with our community partners to improve community health.

For more information, or to make a gift to the River Falls Area Hospital Foundation, please contact the Foundation director at 715-307-6001.

# River Falls Area Hospital Campus





## Notes

## Notes

## Telephone directory

Administration.....	715-307-6002
Billing / Patient Accounts.....	800-859-5077
Foundation .....	715-307-6001
Financial Counseling .....	715-307-6422
Hospital (main number).....	715-307-6000
Birth Center.....	715-307-6330
Medical / Specialty Care Unit .....	715-307-6100
Human Resources .....	715-307-6010
Intepreter Services.....	612-262-3220
Medical Records (Release of Information).....	715-307-6040
Patient Registration .....	715-307-6420
Rehabilitation .....	715-307-6050
Social Work / Patient Advocate.....	715-307-6145
Wellness Center .....	715-307-6060



Allina Health

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**RIVER FALLS  
AREA HOSPITAL**

1629 East Division Street  
River Falls, WI 54022  
715-307-6000

[riverfallsareahospital.com](http://riverfallsareahospital.com)