

# Patient Handbook







## Welcome to BSA Health System

We are honored you've chosen us to care for you or your loved one. For over a century, BSA Health System has proudly served the Texas Panhandle and Tri-state region with quality healthcare. At the heart of everything we do is a simple purpose—caring for people: our patients, their families and one another. We are more than a healthcare provider—we're your partner in care. Whether it's a same-day procedure or long-term recovery, our mission never waivers: to provide quality healthcare in Christian love, service and dignity.

### BSA Mission

BSA Health System is committed to providing quality healthcare in Christian love, service and dignity.

### BSA Vision

At BSA, our vision is built on three core pillars that guide our actions and aspirations:

1. We strive to be a Great Place for Patients and customers, offering exceptional care.
2. We are committed to being a Great Place to Work, fostering a positive and supportive environment for our employees.
3. We aim to maintain the financial strength necessary to achieve both of these goals.

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# Your Stay: What to Expect

## ADMITTING

**When You Arrive:** When you arrive, a member of our admitting team will be here to welcome you and help you through the check-in process. They'll verify your insurance, collect important information, and assist with any required forms. If you're able, please bring your insurance information with you. Depending on your coverage, you may be asked to make a deposit at this time. You'll receive an identification band to wear during your stay—this helps us ensure your safety and provide accurate care.

**Patient Confidentiality:** If you prefer a confidential stay, please let the admitting team know during the admission process. If confidentiality isn't requested, your room number may be shared with callers, and flower or mail deliveries will be made directly to your room.

**Medications:** Please do not bring medications from home unless directed by your doctor. If asked to bring any medications, please notify your nurse when you arrive. Our pharmacy team will review them with you to ensure your safety. While you are in the hospital, your care team will provide new instructions for all medications and treatments.

## PRIVACY

BSA Health System is committed to protecting your right to privacy. When you visit our hospital or one of our clinic locations, you or your representative will receive a copy of the Notice of Privacy Practices and be asked to sign an acknowledgment form.

This document explains how your health information may be used and shared, and outlines your rights regarding the privacy, security and confidentiality of your personal information. If you have any questions or concerns, please contact our Facility Privacy Officer at 806-212-5240 or write to:

**BSA Health System**  
**Attention: Privacy & Compliance Office**  
1600 Wallace Blvd.  
Amarillo, TX 79106

## PATIENT RIGHTS & RESPONSIBILITIES

BSA Health System recognizes the rights of human beings for independence of expression, decision and action and will protect these rights of all patients, regardless of age, race, creed, sex, national origin, religion or source of payment.

To provide quality healthcare to patients and their families, BSA Health System maintains that our patients have the following rights to the extent permitted by law:

- Effective communication that is delivered in a manner which is understandable to each patient including the use of language interpreters and resources for patients with communication impairments.
- Information provided in a manner tailored to the patient's age, language and ability to understand.
- Respect for cultural and personal values, beliefs and preferences.
- Privacy and confidentiality of protected health information, within legal limits, including discreet handling of case discussion, consultation, examination and treatment.
- Visitation including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend and the right to withdraw or deny such consent at any time.
- Know the name and professional status of the physicians and others involved in care.
- Access spiritual guidance and pastoral care support.
- Effective assessment and management of pain.
- Access, request amendment to and obtain information on disclosures of health information, in accordance with law and regulation.
- Have a support individual present for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated [the individual may or may not be the patient's surrogate decision-maker or legally authorized representative].
- An environment free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

- Considerate and respectful care that recognizes individual psychosocial, cultural and spiritual values, beliefs and preferences.
- Participate in decisions about care, treatment, and services including the right to have family and physician promptly notified of admission to the hospital.
- Involvement of surrogate decision-maker in making these decisions when the patient is unable.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
- Family involvement in care, treatment and services, decisions to the extent permitted by the patient or surrogate decision-maker.
- Receive information about outcomes of care, treatment and services and any unanticipated outcomes.
- Participate in determining care by consenting to recommended treatments or procedures, formulating advance directives, deciding to withhold resuscitative services, deciding to forgo or withdraw life-sustaining treatment and appointing a surrogate decision maker.
- Give or withhold informed consent, including informed consent for production or use of recordings, films or other images of the patient for purposes other than their care.
- Participate or not participate in a research, investigation or clinical trial program.
- Create an advance directive and have hospital staff and practitioners who provide care in the hospital comply with the directive.
- Be free from neglect, exploitation and verbal, mental, physical and sexual abuse.
- File a complaint and have complaints reviewed by the hospital.
- Access to protective and advocacy services.
- Remain free from seclusion and restraint of any form that is not medically necessary.
- Optimal comfort and dignity during the terminal stage of an illness.

## Each patient has the responsibility to:

- Provide proper identification.
- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and/or alternative therapy used.
- Report perceived risks in his or her care and unexpected changes in his or her condition.
- Inform the doctor or nurse if the patient does not understand the plan of care and what is expected of the patient.
- Know and follow the treatment plan prescribed by the medical team.
- Express concerns about his or her ability to follow the plan of care.
- Make and keep appointments and notify the staff when unable to do so.
- Accept responsibility for outcomes related to refusing treatment or not following the medical team's instructions.
- Follow hospital rules and regulations and secure all valuables and belongings.
- Demonstrate consideration for the rights of staff, other patients and visitors and assist in the control of noise, the number of visitors and our non-smoking policy.
- Respect hospital property and the property of others.
- Meet any financial obligations agreed to with the hospital in a prompt manner and provide necessary financial information.

## YOUR POST DISCHARGE NEEDS

As your hospital stay or inpatient treatment comes to an end, your physician may recommend additional services to support your continued recovery—either at home or in another care setting.

### You Have a Choice

While we're here to offer guidance, the decision about which provider to use is yours. You have the right to choose any qualified agency or provider that meets your needs and aligns with your doctor's recommendations.

You'll receive a list of available options to consider, and you can also visit [Medicare.gov](https://www.medicare.gov) to compare providers based on quality ratings and services offered.



Please note that your choices may be influenced by provider availability and your insurance coverage. If you're unsure where to start, we're here to help.

## **We're Here to Support You**

Our case management team is available to answer questions, explain your options, and provide contact information so you can make a decision that's right for you. We want you to feel confident and informed every step of the way.

## **A Note for Medicare Patients**

If you need to move to another facility and your preferred provider doesn't accept you as a patient, but another Medicare-approved provider is available, Medicare may not continue to cover your hospital stay if you decline the available option.

## **Examples of Post-Discharge Providers:**

- Home Health Services
- Durable Medical Equipment (DME)
- Skilled Nursing Facilities
- Long-Term Acute Care Hospitals

## **EMERGENCY CODES**

While in our hospital, you may hear the following alerts called overhead. Below are the alerts that may impact you as a patient or require your response.

### **Severe Weather Event**

*If you hear Facility Alert - Severe Weather Warning, your response should be:*

- Follow guidance of hospital staff.

*If you hear Facility Alert - Severe Weather Alert, your response should be:*

- Move away from windows.
- Follow guidance of hospital staff.

## **Fire Response**

*If you hear Facility Alert - Fire Alarm Activated, your response should be:*

- Follow guidance of hospital staff.

*If you observe smoke or flames, your response should be:*

- Immediately exit the room and shut the door behind you. Use call light to notify staff if unable to exit the room.
- If a fire pull station is in your area, pull it.
- Notify staff present.
- Follow guidance of hospital staff.

## **Facility Lockdown**

*If you hear Facility Alert – Facility Lockdown your response should be:*

- Stay in your room unless otherwise instructed by staff.
- Follow guidance of hospital staff.

## **Active Shooter**

*If you hear Facility Alert – Active Shooter, your response should be:*

- Stay in room unless otherwise instructed by staff.
- Push available furniture to block the entrance door to the room.
- Move to the bathroom and barricade the door.

## **Evacuation**

*If you hear Facility Alert – Evacuation, your response should be:*

- Follow guidance of hospital staff.

## **THIS IS A PLACE OF HEALING**

At BSA, your safety—and the safety of your loved ones, our staff and all visitors—is our top priority. We are committed to providing a healing environment where everyone feels respected, valued and protected.

Workplace Violence is defined by The Joint Commission as “An act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors.”



To ensure the best care experience for everyone, we ask that all patients, families, and visitors treat our staff and each other with kindness and respect. Aggressive or violent behavior of any kind will not be tolerated. Thank you for partnering with us to maintain a safe, supportive space for healing.

### VISITATION GUIDELINES

Visits from friends and family can greatly support the healing process. We welcome visitors aged 12 and older during our visiting hours: **6 a.m. – 9 p.m. daily.**

Please note that visiting hours for our Pediatric Unit are from 8 a.m. to 8 p.m.

- Up to **two visitors** are allowed in the room at a time.
- Additional guests are welcome to wait in the nearby waiting area.
- To ensure our patients get the rest they need, we kindly ask all visitors to leave the hospital by **9 p.m.**
- **One overnight guest** is allowed per patient.

### TOBACCO-FREE POLICY

As part of our commitment to good health, we are a tobacco-free organization. The use of tobacco products, including vaping, is not allowed on BSA Health System property, including inside and outside of our buildings and also on adjoining sidewalks, driveways and parking lots.

Please understand that this policy requires all caregivers, patients, visitors, vendors and volunteers to refrain from using tobacco products while on hospital property. We appreciate your cooperation as we work together to maintain a tobacco-free environment. Please ask your nurse or physician about options for smoking cessation, such as a patch.

## **SERVICE ANIMALS**

BSA Health System complies with the Americans with Disabilities Act (ADA), and therefore, welcomes patients and visitors with service animals.

As defined by the ADA, a service animal is a dog that has been individually trained to do work or perform tasks directly related to an individual's disability. Since we are a healthcare facility, BSA Health System caregivers may ask those presenting with a service animal two questions:

- Is the animal a service animal required because of a disability?
- What work or task has the animal been trained to perform?

Dogs or other animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. BSA Health System may exercise discretionary authority on whether to accommodate emotional support animals.

Service animals are allowed in patient rooms and public areas of the hospital. However, it may be appropriate at times to exclude service animals from areas where the animal's presence could compromise a sterile environment. Service animals will be excluded from the facility if they are not house broken or if the handler does not maintain control, or care of the animal.

## INTERPRETER SERVICES

A hospital can be a frightening place if you cannot communicate with the staff. For that reason, we make every effort to provide language services, including translation assistance. These services are available to our patients and their family members 24/7 at no personal cost. If you need assistance, please ask your nurse to arrange these services for you.

## SPIRITUAL CARE SERVICES

A member of our spiritual care team is available to support the spiritual and emotional needs of patients and families of every belief. Please contact the spiritual care office at 806-212-5343.



# Your Care and Treatment

## BEDSIDE SHIFT REPORT

To ensure clear and consistent communication about your care, our nursing teams at BSA Health System conduct bedside shift reports. You can expect the outgoing and incoming nurses to meet at your bedside during each shift change to discuss your care together—with you involved.

### What is nurse bedside shift report?

At each shift change, your outgoing and incoming nurses will meet at your bedside to discuss your care together—with you included in the conversation. This ensures a smooth handoff and gives you the chance to hear updates, ask questions, and share any concerns.

### What should I expect?

During the bedside shift report, your nurse will:

- Introduce the oncoming nurse
- Review your care plan, including medications, tests, and progress
- Include you in the conversation to make sure you understand what's happening
- Ask if you'd like any visitors or family members to stay or step out, to protect your privacy

### How You Can Participate

You're a key part of your care team! Here's how you can participate:

- Speak up about any needs, questions, or concerns
- Share anything that's changed or that you'd like your nurses to know
- Let your nurse know if you'd like to be woken up for shift report when you're sleeping

It is important to us that you are actively engaged in your care. We want you to feel informed and supported throughout your stay.

## VIRTUAL NURSING

It's our priority to ensure you have a wonderful patient experience – by keeping you safe and informed during your stay. We have expanded your care team, which may include a virtual nurse, who will provide an extra level of support to you and your bedside caregivers.

### How does it work?

Similar to a FaceTime or Zoom call, a member of your care team will provide an iPad and connect you with the virtual nurse to review admission questions or discharge instructions. A team member will be present at all times to assist you during the virtual visit.

Rest assured:

- A patient care technician will enter your room to set up an iPad for the virtual visit
- If you do not want the virtual visit, please decline at that time
- No video or audio files are ever recorded or stored
- No pictures are taken

The device provides an added layer of support, allowing our care teams to provide the best possible care. If you have any additional questions, please ask your nurse. Your care team is always here to help and support you.

## HOURLY ROUNDING

To ensure you receive the best possible care, a member of our nursing team will check on you every one to two hours during the day.

During each check-in, your nurse or care team member may:

- Check your comfort and help manage any pain
- Assist with personal needs, like helping you safely to the bathroom
- Reposition you to protect your skin, improve breathing and maintain comfort
- Ensure your call button, phone, water and other personal items are within easy reach
- Take a moment to check in and invite you to share any questions, requests or concerns

If you need assistance between these visits, please use the call button in your room. Your nurse will show you where it is located. In case of an emergency, an alarm cord is located in the bathroom. Pulling it will alert our staff and bring immediate assistance.

## **PAIN MANAGEMENT & MEDICATION SAFETY**

### **Describing and measuring pain**

At BSA Health System, we're committed to helping you feel as comfortable as possible during your stay. That includes working closely with you to manage any pain you may be experiencing. Open communication with your care team plays a key role in creating the right treatment plan for you.

To better manage your pain, your nurse or doctor may ask you to describe how you're feeling. Sharing the following details will help us find the best way to help:

- How would you rate the pain on a scale from 0 to 10?
- Where is your pain located?
- How often do you feel the pain?
- What makes the pain better or worse?
- What does the pain feel like (aching, burning, sharp, etc.)?
- When did the pain begin?

### **Pain Management**

Your comfort is a priority, and while pain may not be completely gone, our goal is to keep it at a manageable level—so you can move, breathe comfortably, and stay active in your recovery. It's easier to treat pain early—don't wait until it becomes severe. Let us know what's working, what's not and what's important to you.

### **Pain Treatment Options**

Just like antibiotics treat infections, different methods can help manage pain. We may use a mix of treatments during your stay to help you stay comfortable, especially after surgery or injury. Options may include:

- Prescription medications
- Over-the-counter pain relievers



- Non-medication techniques such as:
  - Ice or heat therapy
  - Breathing and relaxation exercises
  - Physical therapy

Opioid medications may be used when necessary, but they are not the only way to manage pain. Your care team will talk with you about what works best for your needs.

**Important:** Only take pain medications as directed by your doctor and only as needed for pain.



## Drug Addiction & Safety

At BSA Health System, your safety is our top priority—including the safe use of pain medication. You should only take pain medication when you are experiencing pain and always follow your doctor's instructions. If a smaller dose manages your pain effectively, it is safe to take less than the prescribed amount—unless your doctor advises otherwise.

Drug overdose is the leading cause of unintentional injury-related death in the United States, with most involving opioid medications. If you have concerns about your use of opioid medication or feel you may need support for opioid use disorder, please speak with your care team. Your care team is here to help and support your recovery every step of the way.

# Your Safety

## CONFIRM YOUR IDENTITY

When you're admitted to the hospital, you'll receive a patient ID band to wear on your wrist. This band includes important information that helps us confirm your identity and ensure you receive the right care. Your care team will check your ID band before giving medications, drawing blood, or performing any procedures. This is one of the many ways we work to keep you safe during your stay.

**Please keep your ID band on at all times** while you're in the hospital. If it becomes loose or uncomfortable, let a member of your care team know so we can replace it right away.



## RAPID RESPONSE TEAM

We want to partner with you for your safety. If you notice a sudden change in condition, feel something is “just not right,” or believe there is a medical emergency, please call for the Rapid Response Team and notify your nurse immediately. Be sure to ask for the Rapid Response Team and provide the room number.

### To activate the Rapid Response Team:

- From your cell phone: Call **806-212-7783**
- From your room phone: Dial **911**

Every patient is somebody’s everything. Please join BSA Health System in making our health system a Great Place for Patients.

## ISOLATION PRECAUTIONS

To protect your health and the health of others, special infection control precautions may be used during your stay. If these precautions are needed, a sign will be placed on your door, and anyone entering your room—including caregivers and visitors—will be asked to wear protective gear such as gowns, gloves, and sometimes masks.

If you ever notice someone entering without the proper protective equipment, it’s okay to kindly remind them. Your safety is our top priority, and we appreciate your help in keeping everyone protected.

If you are coughing or sneezing often, we may ask you to wear a surgical mask to help prevent the spread of germs. Thank you for your understanding—it helps keep our hospital a safe place for all.

### Room Cleaning

Your room and bathroom will be cleaned and disinfected regularly, especially high-touch surfaces like bed rails, tables and call buttons. If you ever feel your room needs extra attention, simply let your nurse know or press the call button. We’re here to help ensure a clean and comfortable environment during your stay.

## PREVENT FALLS

### What can you do to help prevent a fall?

Falls can happen quickly, especially in a hospital setting where you may be feeling weak, tired, or unsteady. That's why our care team is committed to helping keep you safe. But we can't do it alone—patients, caregivers, and family members all play an important role in fall prevention.

Here are a few ways you can help:

#### While in Bed

- Ask for help anytime you need it—never hesitate to use your call button.
- Know where your call button is and keep it within easy reach.
- Keep bed rails up if your care team has placed them up for your safety.

#### When Getting Up

- Call for assistance the first time you get out of bed—even if your nurse says you can move independently later.
- Only get out of bed on your own if your nurse has told you it's safe to do so.
- Always wear non-skid socks or well-fitting shoes—the hospital floor can be slippery.
- Use your glasses, cane or walker. If they're out of reach, ask your nurse to bring them closer to you.
- Use the bed rail for balance when standing up from bed.

#### Keep Us Informed

- If you've fallen in the past three months, please let us know.
- If you fall during your stay, notify a staff member immediately.



# Your Discharge

## UNDERSTAND YOUR DISCHARGE INFORMATION

Before leaving the hospital, it's important to feel prepared and informed about what to expect during your recovery. Your care team is here to help you plan for a safe and smooth transition home.

### Before You Go Home

Please work with your care team to complete the following steps before discharge:

- Speak with your doctor, nurse, or case manager about any assistance you may need after leaving the hospital.
- Receive written instructions outlining symptoms or health concerns to watch for at home.
- Complete any required lab work or imaging tests.
- Confirm that all follow-up appointments have been scheduled.
- Review your medications with your nurse, including their purpose, possible side effects, and prescription needs.
- Gather all personal belongings such as home medications, valuables, glasses, and hearing aids.

Please note: Your doctor must complete documentation in your medical record, and all physicians involved in your care must be consulted and agree to your discharge plan.

We appreciate your patience and understanding that we take the time to complete all of these steps because doing so is very important for your health and safety.

### Planning for Your Recovery

Recovering at home may feel different from your usual routine. You might experience more fatigue, some discomfort, or need to temporarily adjust what you can do. Taking time to make a discharge plan will speed up your recovery and increases your comfort.

## **A few areas to consider during your discharge planning may include:**

- How will you get home? Make arrangements for a trusted loved one or caregiver to drive you.
- How will you pick up prescriptions or medical supplies? Plan how and where you'll get any items needed for your recovery.
- Will you need help moving around? Consider if you'll need support getting in and out of bed, chairs, or using the restroom.
- Can you bathe and dress on your own? If not, plan for help with personal care in the first days of recovery.
- Is clean, running water available in your home? Clean tap water (not well water) is essential for safe wound care.
- Do you have pets? You may need extra help with their care while you rest and heal.
- What's your plan for meals and groceries? Ask a loved one to assist with cooking, grocery runs, or meal delivery.

## **Watch for these symptoms after discharge**

Contact your primary care provider immediately if you experience:

- A fever over 101°F
- Trouble urinating or having a bowel movement
- Nausea or vomiting that won't go away
- Pain that isn't relieved with medication
- Problems with your medications
- Excessive or unusual bleeding
- Swelling in your arms or legs
- Shortness of breath that is getting worse

If your condition worsens at any point after discharge, don't wait—seek medical assistance immediately. If you are experiencing severe or potentially life-threatening symptoms, call 911 or go to the nearest emergency room right away. Your health and safety come first.





### **PROVIDE FEEDBACK ON YOUR CARE**

Thank you for letting us take care of you. You may receive a survey from Press Ganey. Please let them know how we did! Your feedback is important and helps us improve our patient care. You may receive a survey via email, mail or text.

### **RECOGNIZE A BSA TEAM MEMBER**

Did you have a GREAT BSA experience? We want to hear about it! Help us recognize a BSA team member who provided you with exceptional service. Scan the QR code to submit a nomination.



### **The Power of One Award:**

Each month, BSA Health System proudly honors one outstanding team member with the Power of One Award. This recognition celebrates an employee who goes above and beyond in making BSA a Great Place for Patients and a Great Place to Work. Award recipients exemplify our mission to provide quality healthcare in Christian love, service and dignity.

### **The Provider Impact Award:**

This award recognizes physicians whose peers or patients feel embody exemplary compassion and clinical expertise in their efforts to support BSA Health System's mission: to provide quality healthcare with Christian love, service, and dignity. Recipients of this award are celebrated for their dedication to improving patient care and their significant contributions to the overall well-being of our community.

### **The DAISY Nurse Award:**

The DAISY Nurse is an international recognition program that honors the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of an auto-immune disease. During his hospitalization, Patrick's family deeply appreciated the care and compassion shown to him and the entire family.

### **The PHIL Award:**

Each year, BSA Health System proudly presents the PHIL Award (Pulmonary Health and Illness of the Lungs) to a respiratory therapist who has provided outstanding care and treatment to patients with pulmonary illnesses. The PHIL Award is the only nationally recognized hospital-based program that honors and recognizes respiratory therapists as nominated by patients, their family members and other caregivers. The award was created in 2006 by Sharman Lamka in memory of Philip C. Lamka, who passed away due to complications from an interstitial lung disease.



# Your Bill & Medical Records

## YOUR BILL

Our financial counselors welcome your questions. If you need further details or help understanding the billing process, please contact **844-831-0709**.

You have the right to receive a free copy of your itemized billing statement of hospital charges for services, if the request is made within one year from the date of discharge from the hospital. Once requested, you will receive an itemized bill within 30 days of the request date. Please call **844-831-0709** to request a statement.

Physician fees, such as those charged by the physician who interpreted your X-rays or administered anesthesia during surgery, are not included in the hospital bill. You will receive separate statements from these physicians for their services. Payments for services rendered and questions regarding these fees should be made directly to them.

## MEDICAL RECORDS

BSA MyChart gives you 24/7 access to your personal health information wherever you are, on any device. It's one seamless record for any of our facilities, and with MyChart, you can:

- Schedule office and video visits
- Register and check in to upcoming appointments
- View test results
- Message your provider
- Request prescription refills
- Access your medical record
- Make payments

To register, you will need the activation code you received at patient check-in. The code remains active for 14 days. If you do not have your activation code, visit [mychart.bsahs.org](http://mychart.bsahs.org) or call the MyChart support line at **855-523-8770**.



[mychart.bsahs.org](http://mychart.bsahs.org)

You may request an official copy of your medical records. Ask your nurse for a medical records request form or visit [bsahs.org/patients-and-visitors/contact-us](http://bsahs.org/patients-and-visitors/contact-us), for instructions.

# Additional Information and Resources

## **PATIENT CARE COMPLAINTS & GRIEVANCES**

To report a complaint or a concern regarding patient safety or quality of care, please contact a BSA Health System employee or manager at any time. If your complaint or concern is not resolved to your satisfaction, please contact our Risk Management department at **806-212-5830**.

Patient care complaints and grievances may also be submitted in writing with your name, your address and a description of your concerns to the following:

### **BSA Health System**

#### **Risk Management Department**

1600 Wallace Blvd., Amarillo, TX 79106

Phone: 806-212-5830

<https://bsahs.org/patients-and-visitors/contact-us/>

### **U.S. Department of Health and Human Services**

200 Independence Avenue, SW | Room 509F, HHH Building

Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

## COMPLIANCE & PRIVACY

BSA Health System does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

### **BSA Health System:**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other/formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

These services are available to our patients and their family members 24/7 at no personal cost. If you need assistance, please ask your nurse to arrange these services for you.

If you believe that BSA Health System has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, please submit your complaint in writing with your name, your address, a description of the alleged discriminatory actions and the resolution sought to the following:

### **BSA Health System**

#### **Quality Compliance & Patient Safety Officer**

1600 Wallace Blvd., Amarillo, TX 79106

Phone: 806-212-5240

<https://bsahs.org/patients-and-visitors/contact-us/>

**Attention:** If you are a patient of BSA Health System and you and/ or your family members need assistance in understanding the English language, language assistance services, free of charge, are here to assist. Ask your nurse or other healthcare team member for assistance.

## BSA HEALTH SYSTEM LOCATIONS

### **BSA Hospital**

1600 Wallace Boulevard  
Amarillo, TX 79106  
806-212-2000

### **BSA Urgent Care Center**

4510 Bell St.  
Amarillo, TX 79109  
806-424-4621

### **BSA Family Medical Clinic**

3501 South Soncy  
Suite 150  
Amarillo, TX 79119  
806-212-6353

### **BSA Advanced Wound Care Clinic**

1000 South Coulter Street  
Suite 100  
Amarillo, TX 79106  
806-212-4700

### **BSA Amarillo Diagnostic Clinic**

6700 W. 9th Ave.  
Amarillo, TX 79106  
806-358-0200

### **BSA Amarillo Surgical Group**

1000 South Coulter Street  
Suite 200  
Amarillo, TX 79106  
806-212-6604

### **BSA Cardiothoracic Surgery**

1000 South Coulter Street  
Suite 200  
Amarillo, TX 79106  
806-212-4535

### **BSA Harrington Breast Center**

1310 Wallace Boulevard  
Amarillo, TX 79106  
806-212-1905

### **BSA Harrington Cancer Center**

1751 Wallace Boulevard  
Amarillo, TX 79106  
806-212-4673

### **BSA Outpatient Therapy Services**

5111 Canyon Expressway  
Amarillo, TX 79110  
806-212-0700

### **BSA Panhandle Ear, Nose & Throat**

3501 South Soncy Road  
Suite 140  
Amarillo, TX 79119  
806-355-5625

### **BSA Physicians Hearing Center**

3501 South Soncy Road  
Suite 140  
Amarillo, TX 79119  
806-355-5625

### **BSA Sleep Disorders Center**

1600 Wallace Boulevard  
Amarillo, TX 79106  
806-212-0130

## HEALTH INFORMATION ONLINE

Keep up with the latest local healthcare happenings by liking us on Facebook and following us on Instagram.



### **Thank you!**

We know that you have options when considering healthcare in Amarillo, Texas. We thank you for choosing BSA Health System. We are honored to serve you now and in the future.

Our patients choose BSA Health System because it's a name they trust. Our mission is to provide quality healthcare in Christian love, service and dignity. Thank you for choosing BSA Health System for your care.



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