

Portneuf Medical Center

Guest House



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Welcome

Welcome to the Portneuf Medical Center's Guest House. We are pleased to be able to offer the Guest House to provide overnight housing for patients or family members of patients as an alternative to paying the expense of either local commercial housing accommodations (hotel or motel) or the expense of continuing round-trip travel to the hospital.

These accommodations are made possible by the vision of generosity of groups and individuals who are interested in helping people stay close to the clinical care that is available at Portneuf Medical Center. We especially thank Michael Callaghan, MD, the Portneuf Health Care Foundation, Portneuf Medical Center Auxiliary, and members of the local community for making this available to patients and their family members.

If you are interested in staying at the guest house or if you have any questions or problems during your stay, please don't hesitate to contact us.

1st Contact: Social Worker at Portneuf Cancer Center, (208) 239-1754 between 8:00 am and 4:30 pm, Monday through Friday.

2nd Contact: After hours or if you are unable to reach the Social Worker at Portneuf Cancer Center, please ask for the House Supervisor or call Portneuf Medical Center Security at (208) 251-4597.

Please be informed that Portneuf Medical Center Social Services and Security have access to all areas of the Guest House and may be accessing the house to show it to potential guests or as part of security rounds. Our goal is to ensure that the Guest House is a safe, clean, and welcoming place so people can focus on attending the priorities of their medical care.

Accommodations

The guest house is located 440 South 12th Street in Pocatello. The house has two separate living areas and entrances. Each living area has two bedrooms, one bathroom, a kitchen, and a common area. Because each bedroom is furnished with two single beds, occupancy is limited to a maximum of two people per room per night. Although we try to maximize a person's privacy and space, each living area is designed to have a shared bathroom, living room, and kitchen area. There is also an extra living room area that is available to provide added comfort to our guests.

Sterile pillows, blankets, bed linens, towels, hand towels, and wash cloths are provided in each of the bedrooms. Many guests find it beneficial to bring their own pillow and blanket for added comfort.

There is a laundry room in the down stairs area of the Guest House that is available for your use at no cost. The washer and dryer are provided for your personal use only. **Please do not launder the hospital linens in these machines.**

Each living room area is equipped with a flat screen television with cable stations for your enjoyment. The extra living room has a larger flat screen and a DVD player to watch movies. Puzzles, books, and magazines have been provided for your enjoyment as well.

The Portneuf Medical Center Auxiliary has provided basic food items that are for your convenience and use. Please feel free to enjoy those items.

Each room has a phone which is available for local calls, including calls to Portneuf Medical Center. Guests who wish to make long distant calls will need to use calling cards or call collect. Your room phone number will be provided to you when you check in.

The guest house has wifi services to connect personal devices to the internet. **The password for the wifi is "B3ourguest!"**

Please specify if you are unable to safely get up or down a flight of stairs.

Registration, Check-in, and Check-out

Room availability and check-in of guests into the Guest House is coordinated by the Cancer Center Social Worker (239-1754) during normal business hours (M-F, 8:00am–4:30pm). Coordination of placement after hours, including weekends, holidays, or in the absence of the Cancer Center's Social Worker will be handled by the House Supervisor and Portneuf Medical Center Security.

Registration paperwork will be completed at check-in and check-out. A \$20.00 key and linen deposit will be required at check-in. The room fee is \$20.00 per night. The deposit will be returned at check-out or may be applied to your per-night fee. If you have financial concerns that limit your ability to pay the nightly fee, please discuss this with the social worker.

Guests should return the keys and parking permit to the Cancer Center Social Worker, the House Supervisor, or Portneuf Medical Center Security. Check-out will be completed at that time.

Occupancy and Length of Stay

Because we work hard to prioritize the needs of our patients and because we have limited space in the Guest House, we may limit the length of your stay in the Guest House. Generally, a Guest House stay is limited to a **maximum of five (5) nights**. Your anticipated length of stay will be discussed

as part of the registration process. In the rare event that a priority case requires us to shorten your length of stay, you would be given 24 hours in order to find another location in which to stay. In these cases, the Cancer Center Social Worker or member of the Case Management team will be contacted to help you explore temporary housing options.

Caring and Cleaning of the Guest House

The Guest House is professionally cleaned after each guest checks out and the linens are also professionally laundered. **Daily housekeeping services are NOT provided** but, if there is a housekeeping concern, please contact us right away. During your stay, the care and cleaning of the Guest House is your responsibility.

Please remember to be courteous to the other residents of the Guest House by keeping it tidy and welcoming at all times. Guests are required to keep bedrooms, bathrooms, and common living areas of the Guest House clean and orderly for the benefit of others who may be sharing those areas. Dishes must be done daily and put away, and the trash should be taken out to the large trash bin located near the driveway. The trash is picked up early Monday morning so if the large bin is full please move it to the curbside for pick-up.

Non-perishable food and supplies may be left in the Guest House to be used by future guests. Any perishable food items should be removed at the time of check-out.

Parking at the Guest House

When you check in, you will be provided with a temporary use parking permit. Since street parking near ISU is restricted and strictly enforced, the parking permit must be visible in your windshield to prevent ticketing. Guests may park in the driveway of the Guest House or on the street in front of the Guest House.

The parking permit must be returned along with your room key at check-out.

Safety Guidelines

In order to maintain a safe, clean, and healing environment you agree to follow the rules of use for the Guest House. **There is no smoking in the Guest House or on its grounds.** We also forbid any alcohol consumption or use of illegal drugs. Pets are not allowed on the premises of the house.

Visitors are welcome at the Guest House until 9:00 pm. After 9:00 pm, we ask that only registered guests be in the Guest House. We also ask that noise levels be controlled, especially after 9:00 pm, so that our guests may have the opportunity for rest and recovery.

Parents are responsible for the safety of their children who are staying at the Guest House. **Minors may not be left unattended at the Guest House.**

Portneuf Medical Center is not responsible for lost or stolen items. We request that guests take precautions day and night to ensure personal safety and secure any personal items. Doors should remain locked, especially at night and when leaving the Guest House.

Please follow fire safety guidelines by having only the allowed number of guests staying in the bedroom. You are allowed up to two (2) adults in each bedroom. It is against fire codes to have guests sleeping on floors or in common areas of the house. The facility is equipped with fire detectors.

If you encounter a safety concern, please feel free to contact Portneuf Medical Center Security by dialing 239-1000. In case of emergency please dial 911.

Any violation of these rules will result in a request for immediate departure from the Guest House.

Departure Checklist

- Keys and parking permit must be returned.**
- Make sure all valuables are gathered and accounted for before vacating the room.
- Check kitchen to assure that any dishes you may have used are washed and put away.
- All perishable food items must be removed from the cupboards and refrigerator and disposed of.
- Any broken or malfunctioning items should be reported at the time of check-out.

Important Phone Numbers – Portneuf Medical Center Services

| | |
|--|-----------------|
| Admissions – Main Office (Ground floor) | 239-1642 |
| Cardiopulmonary | 239-1370 |
| Labor & Delivery | 239-2280 |
| Postpartum | 239-2270 |

| | |
|--|-----------------|
| Emergency Department | 239-1801 |
| NICU – Newborn | 239-2255 |
| Nursery | 239-2250 |
| Third Floor | |
| Critical Care / ICU | 239-2365 |
| CV Floor | 239-2355 |
| ICU / CV ICU | 239-2365 |
| Fourth Floor | |
| Medical Floor | 239-2451 |
| Surgical Floor | 239-2471 |
| Fifth Floor | |
| Rehab | 239-2550 |
| Behavioral Health Services | 239-2571 |
| Geriatrics Psych Unit | 239-2560 |
| Gift Shop | 239-1156 |
| Guest House – 440 South 12th Ave. | |
| Room 1 (Upstairs South) | 478-9231 |
| Room 2 (Upstairs North) | 478-9221 |
| Room A (Basement West) | 478-9238 |
| Room B (Basement East) | 478-9232 |
| Health Information Management | 239-1100 |
| Medical Imaging | 239-1550 |
| Portneuf Operating Room – Surgery Center | 239-1262 |
| Patient Accounts | 239-2100 |
| Pocatello Cardiology – South MOB, Suite 101 | 234-2001 |
| Portneuf Cancer Center | 239-1720 |
| Robb Dye – MSW Social Worker | 239-1754 |
| Portneuf Wound Care & Hyperbaric Center – South MOB, Suite G1 | 239-2670 |
| Security | 239-1780 |
| Portneuf Grille | 239-1190 |

Driving Directions to Hospital

Northbound on I-15

Heading north on I-15, take the Clark Street exit (Exit 69). Stay in the right-hand lane. At the stoplight turn right onto Center Street. Heading east, turn right onto Hospital Way and head south up the hill 0.4 miles. The North Side entrance into Portneuf Medical Center will be the first right.

East on I-86 to Southbound on I-15

Merge to the right (Exit 63A) when you reach the "Flying Y", where the interstate changes from I-86 to I-15, now heading south 2.5 miles take the Clark Street exit (Exit 69). Turn left onto Center Street at the first stoplight. Heading east, turn right onto Hospital Way. Travel south up the hill 0.4 miles. The North Side entrance into Portneuf Medical Center will be the first right.

1-208-239-1000

Looking for a specific office, department, or lab? The switchboard can help you find those areas.



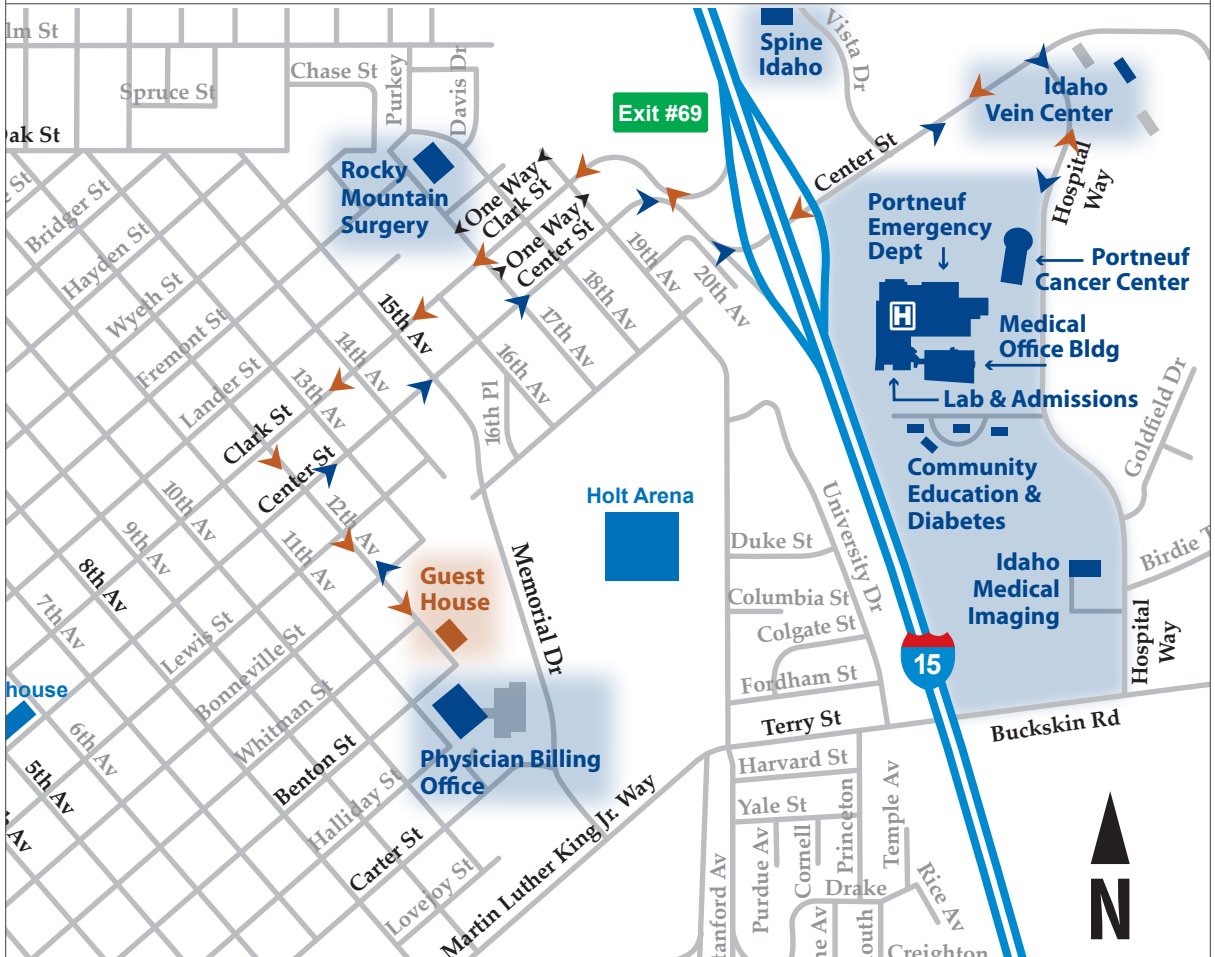
Guest House address is 440 South 12th Avenue

Driving Directions from Hospital to Guest House

Head north on Hospital Way, turn left on Center Street at stop light. Turn left onto 12th Avenue and continue following to the end of the road. Guest House will be the last house on the left side of the street. (Indicated with an ➤ orange arrow.)

Driving Directions from Guest House to Hospital

Follow 12th Avenue to Center Street. Turn right onto Center Street and follow up to Hospital Way. (Indicated with a ➤ blue arrow.)





Cancer Center