

Pre-Procedural Guide



KootenaiHealth

Patient Care Questions

If you have any concerns or questions regarding your care here at the hospital please let the staff know so we may answer your questions.

Kootenai Health Contact Information

Phone Numbers:

Kootenai Health	(208) 625-4000
Patient Advocacy (Patient Support)	(208) 625-4298
Admitting/Patient Access.....	(208) 625-4081
Chaplain	(208) 625-4797
Medical Records.....	(208) 625-6222
Patient Billing/Business Services	(208) 625-5000
Specialty Proceedures.....	(208) 625-6625
Preoperative Clinic	(208) 625-4470
Day of Surgery	(208) 625-5420

Address:

Kootenai Health
2003 Kootenai Health Way
Coeur d’Alene, ID 83814



About the Hospital

Visiting Hours

For the safety of patients and employees, the outside doors at Kootenai Health are locked from 8 p.m. to 4:30 a.m. During this time, all visitors must enter the building through the Emergency Department.

Visiting hours are different for each unit. We request visitors with a cold, sore throat or fever please not visit. Speak with a unit nurse for specific visiting hours or call (208) 625-4000.

Food Options

Cafeteria

Kootenai Health's cafeteria is located on the first floor of the hospital.

Hours open:

- Breakfast 6:30 – 9:30 a.m.
- Lunch 10:45 a.m. – 2 p.m.
- Dinner 4:45 – 7:30 p.m.
- Night service 7:30 p.m. – 3 a.m. (Grab-and-go)
- Salad bar 6:30 a.m. – 7:30 p.m.

Big Blue Coffee Company

Big Blue is located just outside Kootenai Health's Café. Visitors can buy many types of espresso drinks, coffee, tea, fresh pastries, treats, and pre-made meals to-go. Big Blue Coffee is open Monday through Friday from 6 a.m. to 9 p.m., and Saturday/Sunday from 6 a.m. to 1 p.m.

Cell Phones

Help us keep a quiet, calm and healing area for our patients by turning off the sound on your cell phone and making calls in waiting areas located near the elevators.

Smoking Policy

Kootenai Health is a tobacco-free campus. Use of tobacco products is not allowed in any indoor or outdoor areas. Nicotine replacement options may be ordered by your doctor to help you if you have a hard time not using tobacco while at Kootenai Health. Please talk to your doctor about this before surgery. (See page 22 for information to help you quit smoking.)

Gift Shop

Kootenai Health's gift shop is located in the east lobby of Kootenai Health. It is a specialty gift shop with cards, gifts, flowers and candy. For information please call (208) 625-5141.

Hours open:

- Monday through Friday, 10 a.m. – 2 p.m.
- Closed on weekends and holidays.

MyChart Online Patient Portal

MyChart is a free, personalized online health record that provides secure access to help users manage their health care information. With MyChart, you can:

- View upcoming or past appointments and procedures
- Complete pre-visit tasks easily from home
- Review after visit and discharge summaries
- Send and receive private, secure messages with your health care team
- Request medication refills
- View test results as soon as they are available
- Pay your bills

Questions? E-mail us at mychart@kh.org, or call our MyChart Patient Support Line at (208) 625-3200.

Download the mobile app



or visit mychart.kh.org
to register!

Billing Questions

If at any point you have questions about your bill or how to pay for your bill, call (208) 625-5000, Monday - Friday, 7:30 a.m. - 4:30 p.m., and a patient account representative will help to answer your questions.

Interpreter Services

Kootenai Health offers interpretive services for the hearing impaired and for those who do not speak English. If you would like to use these services, please let your nurse know.

Valet Parking:

Valet parking is free and is there for all patients and visitors to use.

- **South visitor entrance:** Monday through Friday, 7 a.m. – 5 p.m.
- **North visitor entrance:** Monday through Friday, 8 a.m. – 4:30 p.m.

To retrieve keys after hours:

- **South visitor entrance:** Check in with Security or at the Nurses' Station
- **North visitor entrance:** Check in with Guest Services

Driving Directions

★ Preoperative Clinic - South Entrance:

Take exit 12 for US-95 and turn south onto Lincoln Way (US-95 – signs for Moscow/Lewiston). Take the first right onto W. Ironwood Drive. Patient and valet parking are clearly marked at the south end of the hospital and can be accessed by turning right just before the parking garage. Park in a designated patient area and enter the hospital through the South Entrance.

★ Day of Surgery - North Entrance:

Take exit 12 for US-95 and turn south onto Lincoln Way (US-95 – signs for Moscow/Lewiston). Take the first right onto W. Ironwood Drive. Patient and valet parking are clearly marked at the north end of the hospital and can be accessed by turning right onto Kootenai Health Way. Park in a designated patient area and enter the hospital through the north side visitor entrance.

