

PLEASE TAPE CLOSED HERE BEFORE MAILING. DO NOT USE STAPLES.

If you have any questions while you are in the hospital, please feel free to ask any member of the care team. We will do our best to assist you.

After you are discharged, you may receive a survey in the mail asking about your visit. Please fill out the questionnaire and let us know how we did. We would love to hear how your stay was and if there are any areas for improvement.

Thank you for your patience and understanding. We greatly appreciate it!



Place
First Class
Stamp
Here



Salem Hospital
Interventional Recovery Unit (IRU)
890 Oak Street SE
Salem, OR 97301

Procedure delays

Why they happen and how we can help you



Your happiness is important to us.

We understand your time is valuable — we know delays are frustrating. We apologize for any inconvenience and will do our best to keep you and your support person updated on any delays during your time with us.



Why was my procedure delayed?

- Your provider may have had to attend to an emergency procedure first. Emergency cases take priority over those that are scheduled and those where there is no risk to life. The cardiac catheterization lab and imaging departments also may have needed to take care of a patient in critical condition before seeing you.
- The procedure scheduled before yours may have taken longer than expected.
- The procedure room might require special attention or added cleaning because of a previous procedure

What to expect from us:

- An explanation of the delay to the best of our ability.
- Updates for you and your support person.

What you can do:

- Let us know if we can make you more comfortable while you wait. For example, feel free to ask us to:
 - ▶ Bring you a warm blanket
 - ▶ Turn down the lights and close the door so you can rest
- Use your call light if you need anything or haven't heard from us in a while. We appreciate your understanding and are happy to improve your stay however we can.

Have comments for us?

Return this form or give us a call.

Please let us know how we can improve our care:

Interventional Recovery Unit (IRU)
503-814-2126