

Hours of Operation

The following is a list of our hours of operation and services we provide for your convenience during your stay. We hope you enjoy your stay with us. Please feel free to contact the front office with any concerns.

Housing Office: Call 729-2400 or 729-2405

Monday-Friday
8:00 a.m. - Midnight
Closed for lunch (Thur. & Fri.)
1/2 hour in evening

Saturday and Sunday
9:00 a.m. - Midnight
Closed for lunch (Sat. & Sun.)
1/2 hour in day & evening

Travel Office: Call 729.2424 or 729-2415

Monday-Friday 8:30 a.m. - 5:00 p.m.
Saturday and Sunday Closed

Medicaid Office: Call 729.2414 or 729-2412

Monday-Friday 8:30 a.m. - 5:00 p.m.
Saturday-Sunday Closed

If you need assistance after hours dial "0" for the operator.

Emergency Services:

On each phone there is a directory of phone numbers. Dial "0" to contact the operator.

Security: Dial 2415 or 2416

Life threatening emergency: Dial 1111 or 9911

During normal business hours dial
Quyana House at 2400.

Other Services Cont.

INTERPRETERS

Yupik interpreters may be reached at 3993. For all other languages, please dial 3990.

LAUNDRY FACILITIES:

Coin-operated washers and dryers are located on the lower level of the Quyana House. There is also a vending machine for laundry products. Your Quyana room key will allow you access into this room at any time. For the comfort of the people in the next room, please do not use it after 10p.m. There is a change machine located near the vending machines on the lower level of Quyana.

NEWSPAPERS

Several village newspapers and the Anchorage Daily News are available for purchase outside the ANMC main entrance.

NOTARY SERVICES

Notary services are available by dialing 3992.

PARKING

Parking for guests and visitors is available in the parking lot in front of Quyana House, 24 hours a day seven days a week. All parking at ANMC is free. Please do not park in the marked reserved or designated areas. Be sure to lock your car doors and do not leave any valuables out in the open. Quyana Hospitality Services or ANMC is not responsible for lost, damaged, or stolen property.

SECURITY SERVICES

Hospital grounds and buildings are patrolled by Security personnel 24 hours a day to ensure all guests, patients, and staff remain safe. Security can be contacted at 2915 or 2916. Also, for non-emergencies, you can contact the Quyana House desk during normal business hours.

VENDING MACHINES

Vending machines for snacks and beverages are located in the Emergency Department waiting area and in the lower level of the Quyana House. A change machine is located near the vending machines.

Policies and Guidelines

DRUG/ALCOHOL ZERO TOLERANCE POLICY

Use or possession of illegal drugs or alcoholic beverages on or off ANMC property is not permitted. If you are reported doing any of these activities, staff will contact Security. You will be immediately checked out of your room and your key deposit will be forfeited and a "no trespass" notice may be issued in either 30/60/90. Security may ask you to submit to a Breath Alcohol Test.

Housing, meals and sometimes travel will then be at your own cost.

If you are having any of these problems with your roommate, please notify Quyana House staff. If staff is unavailable, dial "0" and they will contact Security. It is for your safety that we ask you to contact staff or the operator instead of confronting the person yourself.

SMOKING

Smoking is prohibited in your room or anywhere on ANMC property (including the Bus Stop Area). If you are reported smoking in your room or anywhere on the property, staff will contact Security. You will be asked to check out and your key deposit will be forfeited. **ANMC IS A SMOKE FREE CAMPUS.**

CHILDREN

Children are not to be left alone at any time on ANMC property. Do not leave your children in the room or let your children leave your room unattended. If a child is left alone and or in a dangerous situation, ANMC Security may be notified and the child may be removed.

VISITING HOURS AND INFORMATION

Family members and friends are welcome to visit, as long as it does not interfere with the rights of your roommate and/or other guests. There are visiting areas in the lounge area outside the office, the main lobby of the hospital, or the cafeteria. Visitors can not stay the night in your room, or visit in your room past 9:00 p.m.

Guest Room Guide

Welcome to Quyana House



The Quyana Hospitality Services Mission:

To provide lodging, travel and supportive services in a caring environment for customers receiving medical care away from home.

Quyana House offers many of services to patients receiving care at the Alaska Native Medical Center (ANMC). In Quyana House, you will receive help with your lodging, meals, ground transportation, airline reservations and Medicaid.

Quyana House serves as a home away from home, a village within a city. Many of our guests specifically ask to stay with us because we are close to ANMC. At any given time, there is at least one person from every region within Alaska. This gives our guests the opportunity to see old friends and make new ones.

All services are offered with the utmost care ensuring that our customers have one location for all their hospitality needs.

Thank you for choosing the
Alaska Native Medical Center.



4315 Diplomacy Drive Anchorage, Alaska 99508

800-478-6661
907-563-2662 fax
www.anmc.org

QUYANA HOSPITALITY HOUSE

Room & Guest Information

ROOM ASSIGNMENTS

Each guest is assigned a roommate based on gender.

A \$5.00 refundable key deposit is required when you check into Quyana House.

For your protection, we recommend locking any valuables in your closet. You must provide your own padlock since Quyana House does not have any padlocks available. Quyana House is not responsible for any items left in your room and is not responsible for lost or stolen property.

If you are being admitted to the hospital for more than one day, you must check out of Quyana House and bring your belongings with you. Your case manager will submit a request when you are discharged and able to return.

ROOM MOVES

There is always a possibility that you will have to move to a different room so we can make room for patients coming in. We will make every effort to make it a smooth transition. If you are asked to move and need help with your belongings, please contact the front desk.

HOUSEKEEPING SERVICES

Guests are responsible for upkeep of their rooms. This includes making the beds and keeping the bathroom tidy.

For clean linen and towels, either come to the front desk or ask one of our friendly housekeepers for assistance. There are blue bins located in each hallway for your dirty linens and towels.

If your trash can is full, tie up the garbage bag, then place it in the big yellow bins marked "garbage" in the halls. There are also extra garbage bags hanging on the side of the yellow trash bins.

Extra rolls of toilet paper are on the side of the trash bins in the hallways, if they are all out, contact the front desk or housekeeping.

UNNECESSARY NOISE

Guests and visitors are expected to maintain a quiet atmosphere and avoid any unnecessary noises. If you are bothered by noises after office hours, please dial "0" and inform the operator. The operator will then contact Security.

CHECK-OUT TIME

Check out time is 11:00 a.m. If you need an extension, come to the front desk and we will contact your case manager to discuss an extension.

Give yourself time when you are checking out. The housing office is sometimes very busy and you may have to wait.

Make sure you have packed all your personal belongings. Quyana Services is not responsible for items left in your room. Items that are left are turned over to ANMC Security Office.

If you are scheduled to depart outside normal office hours, drop your card key(s) in the key deposit box located outside the Quyana Office by the travel doors. Make sure you complete the pink slip. If you had movies and left them in your room, make sure to note this on the form. It is always best to return the movies the night before since we are open until 12:00 midnight

If you have a key deposit, we will mail it back to you. Fill out the pink slip completely so that we can ensure the deposit is mailed to the correct address. Failure to fill out a pink slip or not returning keys and/or movies may result in losing your key deposit.

MEDICAL PROCEDURES

If you are receiving medical procedures in your Quyana House room, you must advise the staff at the front desk. We want to make sure that we provide the proper disposal of medical waste. Examples would be: peritoneal dialysis, oxygen, insulin injections.

OXYGEN

Special regulations are in effect in rooms where patients are receiving oxygen. Electronically operated equipment and aerosol products are not permitted in these rooms.

REFRIGERATOR

A refrigerator is provided in each room, and is shared with your roommate. When you leave, it is your responsibility to empty and clean the refrigerator of your belongings.

If you bring food from the cafeteria, return the trays to the cafeteria. Dispose of any unwanted food, in the bins in the hallway.

SPECIAL REQUESTS

Shower chairs: Contact front desk; we have a limited amount available.

WAKE-UP CALLS

Dial "0" on your phone to contact an operator, who does wake-up calls until 6:00 a.m. There are no wake-up services available between 6:00 a.m.-7:30 a.m. and after 9:00 a.m. To have a wake-up call after 7:30, please schedule the wake-up call the night before with the front desk.

TELEPHONES

TTY- A specially equipped telephone is available to help those who are hard of hearing. Please contact the front desk at 2400. Telephones are provided in each room. You may receive calls directly to your room by having your callers dial 729- and your room's 4-digit telephone extension. If your telephone extension is 1234, your callers would dial 729-1234.

There is no voice mail on the room phones, and the housing staff is not available to take messages. Please make sure your callers understand: if you don't answer, they should call back later.

Local calls can be made by dialing 9 and then the number. Long Distance calls can be made by calling card only. Calling cards are available for sale in the small coffee shop located on the left side of the hallway towards the cafeteria.

TEMPERATURE

Every room has a thermostat with limited control. If the room is too hot or too cold, please try to adjust the thermostat. The windows do open but, for your safety, you should close them at night.

If your heat is not working in your room, please contact the front desk at 2400. If we are not open, contact maintenance at 2820.

If you need extra blankets, contact the front desk at Quyana or housekeeping after hours. Dial 7 from your room phone and, when prompted, dial 3090. Provide your call back number (the 4 digit extension on your phone), hang up the phone and you will be contacted by the housekeeping supervisor.

TELEVISION AND CABLE SERVICES

The television Cable Boxes are operated by the same remote control. If you need help, come by the front desk. After hours there is no one to fix your TV and/or Cable Box and you must wait to contact the front desk during normal business hours.

MOVIES ON DEMAND

New Release Movies are available at your fingertips. The cost is \$9.99 a movie. Contact the Quyana House front desk and they will assist you in getting your movie account set up.

TUB ROOM

There is a tub room available on the lower level of the Quyana House for your use. You can get the key from the front desk and it must be returned when you are done, so we can notify housekeeping to clean the room. Remember to return the key in a timely manner because there is only one tub room, which is shared by all our guests.

VIDEOS, GAMES, BOOKS, AND PUZZLES

We offer movies, jigsaw puzzles, and children's games for one-day check out. Remember, we can have up to 108 guests at one time and only a limited number of movies and games available; therefore, timely returns are greatly appreciated. There are also books available upstairs by the travel doors.

Other Services Available

OTHER GUEST SERVICES AVAILABLE AT ANMC

BANKING/ATM

An automated teller machine (ATM) is located inside the cafeteria. Wells Fargo banking service manages the machine. Wells Fargo charges non-members \$1.50 to use the ATM. If you encounter any problems with the machine, please call 1-800-869-3557.

COFFEE SHOP

The coffee shop is located on the left side of the hallway headed to the cafeteria. You may purchase calling cards, toiletries, snacks and beverages. Depending on available stock, they also provide shaving kits, hairbrushes, and padlocks. **Your meal card DOES NOT work at the coffee shop.**

Their hours of operation are:

Weekdays	6:30 a.m. -4:00 p.m.
Weekends	7:30 a.m. -2:00 p.m.

FAMILY HEALTH RESOURCES (FHR):

All patients who receive services from Quyana Hospitality Services will be referred to Family Health Resources. You may either go to the FHR office located in the Admitting/ Central Registration office or, if you have a current phone number on file a FHR representative will contact you. They will screen to see if you are eligible for alternative health funding from Medicaid, Medicare and/or Disability.

GIFT SHOP

The ANMC gift shop is open Monday through Friday from 10:00 a.m. to 2:00 p.m. It's also open on the first and third Saturday of every month from 11:00 a.m. until 2:00 p.m. The shop features traditional Native arts and crafts. The gift shop accepts cash and checks only. For more information, call 1122.

There is also a gift cart located between the gift shop and main ANMC lobby. They sell a variety of gift and novelty items such as cards, pens, books, eyeglasses, lotions, etc. The gift cart is open 7 days a week from 9:00 a.m. to 3:00 p.m.