

WELCOME

YOUR ACCOMMODATIONS

TELEPHONES AND TELEVISION

FOOD AND NUTRITION

PAIN MANAGEMENT

FOR YOUR SAFETY AND SECURITY

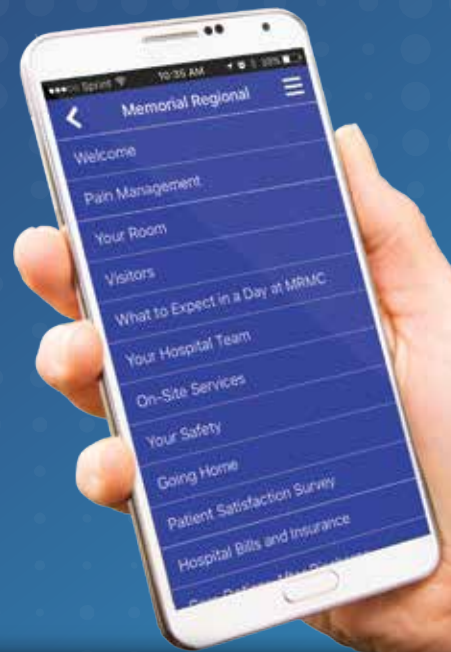
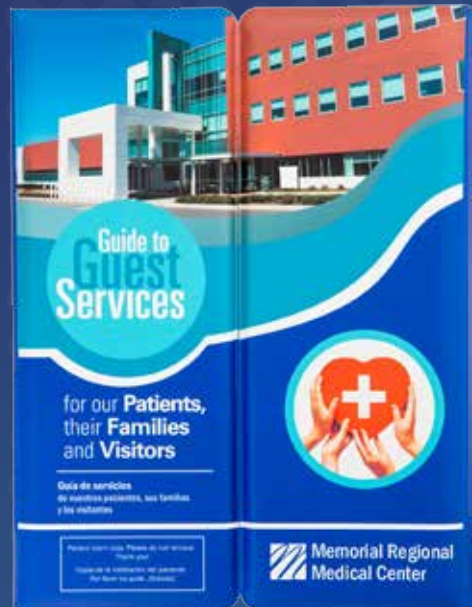
YOUR HOSPITAL TEAM

SPECIAL SERVICES

FAMILY AND FRIENDS

HOSPITAL BILLS AND INSURANCE

GOING HOME



INFORMATION AT YOUR FINGERTIPS

**Publishers of**  
**Quick Reference Materials:**  
The Guide to Guest Services™  
The Custom Mobile App Our Services™

# The Guide to Guest Services™

## The Guide to Guest Services

is a custom, bedside directory for patients and visitors presented in a professional-looking folder made of premium grade, soft vinyl. This versatile product provides a single printed source to highlight all of the information that patients and visitors will need during their stay.

## The Guide is User Friendly

The Guide organizes and separates information on individual cards for easy location. Your guests can find what they're looking for because each card is clearly identified by a bold title.

## The Guide is Easily Updated

You'll never have to put up with outdated information again. Reprint only the cards that need updating. It's a real time and money saver.

## The Guide Saves You Money

You'll save 50 to 75 percent in printing expenses during the first three years when compared to the traditional patient information booklet or package.

## The Guide is Simple to Keep Clean

All surfaces are vinyl for easy cleaning; seams are sealed to keep out moisture. Materials and inks used are impervious to cleaning solutions. Housekeeping will find the Guide as easy to clean as any other room accessory.

*"We use the Guide to Guest Services as a way of communicating with our patients in a professional and user-friendly way. The Guide allows us to share important information with each patient, update as needed, and save money on continuous printing."*

Natalie A. Head - Comm. Director  
Anderson Hospital, Maryville, IL

## The Guide Eliminates Waste

Because of the durability and protection of the vinyl folder and clear pockets your Guides will last many years. And you'll be helping the environment by eliminating thousands of pounds of disposable printed literature.

## The Guide Offers Versatility

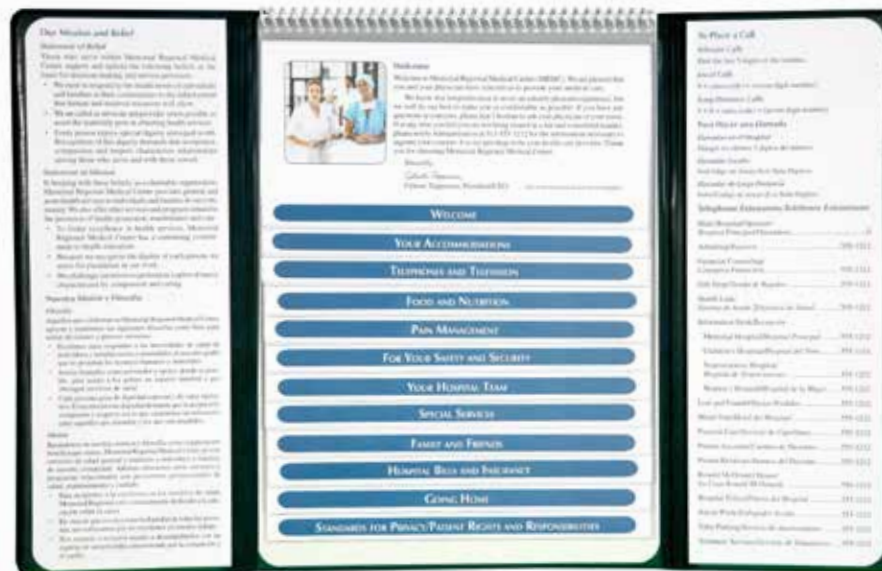
The total printing surface is much greater than that of a large booklet. Larger type may be used to improve readability. Maps and illustrations can offer more detail.

## The Guide Gives Your Staff More Time

Your guests won't have to call a nurse every time they have a question. They can easily find their own answers in the Guide.

## Cover Design

You may provide us with the cover design or allow us to design a cover for you. In either case we will submit a proof of the cover allowing you to confirm color and art before production.



## A Template, Layout and Printing

We will provide you with a generic template which you can edit specifically to your organization. We do the layout and printing of your information cards. This includes collating and installing the cards in the pockets.

## A Finished Product

Working closely with you, we will design the folder, organize the copy, and provide proofs for your approval at every step. We'll handle everything and deliver a finished product that is ready to put into service. It's that easy and always backed by our **Plain Language Guarantee**.

*"The guest guides provide a one stop information source for patients, family members and staffs. The information is precise and understandable. The guides are also easily cleaned upon patient discharge. I can't imagine HVSH without these guides."*

Dot Kempf  
Huron Valley-Sinai Hospital  
Commerce Township, MI

## Our Services™

An App for Apple and Android Devices

### Key Features

- Custom content – the information shared through Our Services is your custom content
- Our Graphics team will provide layout, design and functional links
- Quick Reference format
- Throughout Our Services, users can be linked back to your own website or to other sites you would like them to visit
- Content is presented in a quick reference format, allowing users to quickly and easily find the information they need
- One-touch dialing of your phone numbers listed within the plan
- Through Our Services plan information is stored on the device. Cellular connectivity is not required to access the plan



## About Our Services™

Our Services is a mobile application through which your patients and their families can access your unique content using their mobile devices. Whether you want to share patient and visitor information, a schedule of events or classes, health and wellness resources, or general campus information, Our Services empowers your visitors, putting any and all of that at their fingertips, while on and off your campus. For more information about Our Services, please contact us at 800-637-8525.

Download Our Services for free through the Google Play store or the Apple App Store to see examples of how other facilities are using Our Services.

Ask about a **FREE**  
downloadable Demo!



**For more information give us a call at  
1-800-637-8525.**

We want to serve you next!  
Visit us on the web at [www.gcckc.com](http://www.gcckc.com).  
Email us at [info@gcckc.com](mailto:info@gcckc.com).

**GCC**

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*This product design is a Registered Trademark of Guest Communications Corporation.*

*"Our Guide to Guest Services™ book has been praised for its attractiveness and reusability, and it provides one, easy-to-access, patient and guest services resource. The guide fulfills state requirements, as well as Barton specific guest related services in both English and Spanish."*

Angela Moniot  
Marketing Specialist  
Barton Health



# Services & Products Related to the Guide to Guest Services™

## Accessories

As accessories to the Guide, we offer wall mounts and table stands made of flexible, break resistant material. These mounts provide a convenient holder for the Guide and significantly reduce loss.



## Small Guide to Guest Services

The small Guide to Guest Services™ is ideal for use when a facility needs to share important, concise information with patients. It is commonly used for unit-specific information including for use in a birthing unit. It is also often times used as a Patient Safety bedside guide, a menu, clinics and for outpatient services. Our account managers can assist you in determining which Guide to Guest Services™ will best meet your needs based upon the volume of content you want to share.



## Alternate Language Guides

To meet the growing need to provide information to non-English speaking patients and visitors, the Guide can accommodate foreign languages. If you choose to incorporate a second language into your Guides we can provide a list of qualified translation service companies. We provide the typesetting and printing of your guest information in all languages.



## Our Guarantee

We guarantee your satisfaction with our product. If for any reason you are not completely satisfied with the product, we will correct it at no additional cost. We also guarantee our products against any defect in material or workmanship for three full years from the date you receive them.