

**COPPER QUEEN
COMMUNITY
HOSPITAL**



PATIENT INFORMATION

**INFORMACIÓN PARA
EL PACIENTE**

Bisbee, Arizona

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Mission Statement

To maintain and support access to primary healthcare throughout southern Cochise County by providing leadership and vision to address opportunities and challenges.



Hospital Amenities

Cafeteria

For a quiet conversation and a place to eat and relax, the cafeteria is open to the public. Hours of availability are posted at the entrance.

Vending Machines

Vending machines are available in the patio near the dining area and near the lobby.

Mail and Flowers

Deliveries are made daily. Any mail received after you leave the hospital will be forwarded to your home address. Flowers will be delivered to your room unless your medical condition or area prohibits it.

Notary

Notary Services are available in different areas of the hospital. If you need assistance, please ask your nurse for help.



For Our Visitors

Parking

We have visitor parking in front of the main hospital.

Restrooms

Public restrooms are located near the laboratory, near the dining area and near the lobby. Visitors are asked to use the public restrooms to ensure their safety and privacy.

Cell Phones

Cell phones are NOT permitted inside the hospital or on the patios, as they may interfere with the patients' electronic equipment. Please make sure your cellular phones are turned off before entering the hospital.



Hospital Services

The Copper Queen Community Hospital offers the following services:

- Acute Care
- Swing Beds
- Occupational Medicine Services
- Diagnostic Imaging:
 - On-Site Ultrasound
 - CT Scanner
 - Mammography
 - Bone Density Scanning
- Full-Service Laboratory
- Cardio-Pulmonary Services
- Out-Patient Surgery
- Copper Valley Home Health Care
- Rehabilitation Services
- Comprehensive Medical Staff
- 24 Hour Emergency Services
- Copper Queen Medical Associates RHC (Bisbee, Douglas, Palominas)
- Sleep Program
- Teletrauma, Teledermatology



Special Program & Services

Home Health Care offers a wide range of home-based services, including skilled nursing care, management of infusion therapy, home health aide services, social services and rehabilitation. Home telemonitors are utilized for selected patients. Medical equipment, customized rehabilitation equipment, and medical supplies are available from contracted vendors. Fees for services and equipment provided through Home Health Care are NOT included in your hospital bill.

The Lifeline personal emergency units are available through the Home Health office.

Occupational Medicine Services offers a comprehensive array of services designed to help employers manage employee health care costs and reduce time lost from work because of illness or injury.



Our Professional Staff

Our staff is made up of some of the foremost medical professionals in their specialties. Here are some of the professionals you can expect to see during your stay:

Attending Physician

This doctor directs your care while you are a patient here. Please consult with your physician if you have questions about diagnostic or treatment procedures.

Patient Care Staff

Providing quality nursing care for you around the clock is a team of registered nurses and other health care professionals who collaborate with your doctor to carry out your treatment plan. If you have questions about your nursing care, please ask your nurse.

Volunteers

Our volunteers are area residents who generously donate their time to provide a wide range of services designed to make your stay more comfortable. Our volunteers wear name tags and blue colored vests.



Your Hospital Admission

Financial Arrangements

Knowing what to expect before you come to the hospital can do a lot to help ease concerns about paying for your hospital stay. Making prior payment arrangements will allow us to answer your questions and help alleviate any concerns.

Insurance

Most people have some form of insurance, whether it is Medicare, AHCCCS, traditional insurance, an HMO, or a combination. However, specific benefits may vary quite a bit. To make sure you are covered and to find out exactly what your coverage is, it is extremely important that you check with your insurance plan prior to scheduling services and to give the hospital all information concerning your insurance.

Be sure to bring any insurance, Medicare or AHCCCS identification cards with you to the hospital, along with a photo ID. During the admitting process you



Your Hospital Admission

will be asked to sign an assignment of benefits statement authorizing the hospital to bill the insurance carrier directly. It is important to note, however, that assigning benefits does not relieve you of the ultimate payment responsibility.

Payment Options

If your insurance coverage is insufficient, one of our financial counselors will work with you to discuss payment options. An advance deposit may be required for non-emergency care when your insurance is not expected to cover anticipated charges. If you have no insurance coverage the hospital offers a discount program to assure that you seek appropriate health care. The Business Office phone number is 432-6458 where you can speak to a financial counselor.

Hospital Charges

The charges listed on your bill include your room, diagnostic and therapeutic services, supplies and drugs ordered by your physician. Fees charged by your doctor, consulting doctors or surgeons, anesthesiologists, radiologists, pathologists, private duty nurses and other professionals may be billed separately. Personal care items may be the responsibility of the patient. If you have any questions or concerns about hospital charges or your bill, please call one of our customer service representatives in the business office, 432-6458.



Your Rights & Responsibilities

All patients have the right to:

Respectful care given by competent personnel.

Upon request, be given the name of the attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient.

Consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.

Have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.

Receive a Notice of Privacy, which explains rights granted by the Health Insurance Portability and Accountability Act (HIPAA).



Your Rights & Responsibilities

Know what hospital rules and regulations apply to his/her conduct as a patient.

Expect emergency procedures to be implemented without unnecessary delay.

Good quality care and high professional standards that are continually maintained and reviewed.

Full information in layman's terms, concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments, possible complications, and anticipated outcomes. When it is not medically advisable to give such information to the patient, the information shall be given on his/her behalf to the patient's next of kin or surrogate decision maker.

Refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.

Assistance on obtaining consultation with another physician at the patient's request and own expense.

Medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, national origin, age, disability, veterans' status or source of payment.

Expect good management techniques to be implemented within the hospital considering effective use of the time of patient and to avoid the personal discomfort of the patient.

Freedom from restraints used in the provision of acute medical and surgical care unless clinically required.

Patients have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.

Examine and receive a detailed explanation of his/her bill.



Your Rights & Responsibilities

Full information and counseling on the availability of known financial resources for his/her health care.

Expect that the health care facility will provide a mechanism whereby he/she is informed upon discharge of his/her continuing health care requirements following discharge and the means for meeting them.

Be informed of his/her rights at the earliest possible moment in the course of their hospitalization.

Appropriate assessment and management of pain. (See page 11 for more information)

Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.

A patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program to which he has previously given informed consent.

The patient who does not speak English should have access, where possible, to an interpreter.

The hospital shall provide the patient, upon request, access to all information contained in his/her medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law.

When medically permissible, a patient may be transferred to another facility only after he/she or their next of kin or other legally responsible representative has received complete information and an explanation concerning the need for an alternative to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.

A patient has the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.



Patient/Resident Rights & Responsibilities

Your Rights and Responsibilities as a Patient/Swing Bed Resident of Copper Queen Community Hospital

All patients/resident have the right to:

Respectful care given by competent personnel who are educated by the hospital about patient rights and their role in supporting those rights.

Know what hospital rules and regulations apply to his/her conduct as a patient/resident and to be informed of his/her rights at the earliest possible moment in the course of their hospitalization.

To select their own physician, and upon request, be given the name of the attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient. Patients/residents may also request assistance in obtaining consultation with another physician at the patient's request and own expense.

Consideration of his/her privacy concerning his/her own personal and medical care information. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly. The patient/resident shall have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.

Full information in layman's terms, concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his/her behalf to the patient/resident's next of kin or surrogate decision maker. The patient/resident shall have the right to select his or her decision maker.

Expect emergency procedures to be implemented without unnecessary delay.

Good quality care and high professional standards that are continually maintained and reviewed.

Appropriated assessment and management of pain.

Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.



Patient/Resident Rights & Responsibilities

A patient/resident or, in the event the patient/resident is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program to which he has previously given informed consent.

The patient who does not speak English should have access, where possible, to an interpreter.

The hospital shall provide the patient/resident, upon request, access to all information contained in his/her medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law.

When medically permissible, a patient/resident may be transferred to another facility only after he/she or their next of kin or other legally responsible representative has received complete information and an explanation concerning the need for an alternative to such a transfer. The institution to which the patient/resident is to be transferred must first have accepted the patient for transfer.

Access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.

Refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient in advance of the medical consequences of the patient's refusal of any drugs, treatment, procedure, or change in care.

Medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin, or source of payment.

Expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid the personal discomfort to the patient.

Freedom from restraints used in the provision of patient/resident care unless clinically required.

Freedom from seclusion and restraint for the provision of behavioral health unless clinically justified.



Patient/Resident Rights & Responsibilities

Examine and receive a detailed explanation of his/her bill and full information and counseling on the availability of known financial resources for his/her healthcare.

Expect that the health care facility will provide a mechanism whereby he/she is informed upon discharge of his/her continuing health care requirements following discharge and the means for meeting them.

Unless adjudged incompetent or otherwise found to be incapacitated under the laws of the State, participate in planning care and treatment or changes in care and treatment.

Refuse to perform services for the facility.

Privacy in written communications, including the right to send and promptly receive mail that is unopened and having access to stationary, postage, and writing implements at the resident's expense.

The provision of immediate access to any resident by immediate family or other relatives subject to the resident's right to withdraw consent at any time. The patient/resident should expect to be subject to reasonable restrictions on others who are visiting with the consent of the patient.

May expect to retain and use personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of others.

May share a room with his or her spouse when married patients live in the same facility and both spouses consent if a room is available.



Your Rights & Responsibilities

To help facilitate your care at CQCH, you are expected to:

Provide information about past illnesses, hospitalization, medication and other matters relating to your health history in order to effectively treat your illness.

Cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.



Your Rights & Responsibilities

Be considerate of other patients and hospital personnel and to assist in the control of noise, smoking, and the number of visitors in your room at any one time. You are also expected to be respectful to the property of other persons and the property of the health center.

Help the physician, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.

Name authorized members of your family to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with the physicians or nurses.

Assume the financial responsibility of paying for all services rendered either through third-party payers (your insurance company) or being personally responsible for payment for any services which are not covered by your insurance policies.

Refrain from the use of drugs which have not been prescribed by your attending physician and administered by hospital staff; and that you will not complicate or endanger the healing process by consuming alcoholic beverages (unless authorized by your physician) or toxic substances during your hospital stay.

Translation and Special Needs

The Copper Queen Community Hospital has translation services available. We also have special services available for the hearing impaired. If you or your family need an interpreter to help you understand your care, please let your nurse know.

We have a special phone (TDD) for use by the hearing impaired.

Please make us aware of any special needs so that we may be of assistance.

Media Relations

Occasionally the news media may want to interview you or a family member. If you choose to be interviewed, our Marketing/Public Relations staff will help you deal with reporters. If you choose not to be interviewed, the staff will protect your privacy and comfort. Call the hospital operator (dial 0) if you need Marketing/Public Relations assistance.



Your Rights & Responsibilities

Addressing Your Concerns

Please feel free to discuss with your nurse or the technician performing your test any aspect of your care which does not meet your expectations. If you do not feel comfortable talking with your care giver, you may call the Department Manager during normal business hours. Your concerns are our concerns. You may report a privacy or compliance concern by calling 432-8042. You may also contact the Arizona Department of Health Services at 520-628-6965. ADA Section 504 coordinator - 432-6452.

Patient rights and responsibilities for pain management.

RIGHTS

You have the right to:

- Appropriate assessment of pain (history of pain, current pain, reassessment).
- Information about pain and pain relief measures.
- Health professionals who will believe your reports of pain and respond quickly.
- Have your pain prevented or controlled adequately.

RESPONSIBILITIES

You have the responsibility to:

- Discuss with your physicians and nurses:
 - What to expect regarding pain and pain management.
 - Pain relief options.
 - Any worries you have about taking pain medications.
 - How you can help physicians and nurses assess your pain.
 - A pain management plan for your needs.
- Include family or caretakers in your pain management.
- Ask for pain relief when pain first begins.
- Tell your physician or nurse if your pain is not relieved.



Advance Directives

Living Will

A Living Will is a document that describes the kind of life sustaining care you want if you become terminally ill and unable to make your own decisions. Through a



Advance Directives

living will you can direct the withholding or withdrawal of any procedure or treatment that will only serve to prolong the dying process. The law allows your doctor to continue to give pain medication and perform procedures to make you more comfortable, even though all other treatment may have been withdrawn.

A Health Care Power of Attorney

A Health Care Power of Attorney allows you to designate another person to make health care decisions for you if you are unable to communicate your wishes. There are no restrictions on the number of instructions you can give to your designee in this document.

Mental Health Care Power of Attorney

It allows a patient to designate another adult to make his or her mental health care decisions if he or she is "incapable." To be considered incapable, a licensed psychologist or psychiatrist must feel that the patient is unable to give an informed consent. To designate a Mental Health Care Power of Attorney, it must be in writing, agreed to by a patient while they are able to give informed consent, and notarized or witnessed. The person given Power of Attorney can only make decisions consistent with the patient's wishes specified in writing. The document also allows psychiatric treatment to be provided to the patient against his or her wishes. A patient can revoke his or her mental health care POA even if he or she is considered "incapable" - unless there is an express provision in the document to the contrary.

Forms

Forms for the Living Will, Health Care Power of Attorney and Mental Health Care Power of Attorney are available. Ask your nurse if you would like a form and/or if you need assistance in completing the form.

Organ and Tissue Donations

Arizona hospitals are required to provide information regarding organ and tissue donation in the event a patient dies. It is never easy to discuss these things at the time of death, especially when family members have no idea what the patient might have wanted. We suggest you discuss these issues with your family and make your wishes known. Please ask your nurse if you would like more information on organ and tissue donations.



Visitor Policy

During posted visiting hours, your family and friends are welcome visitors — in the general hospital we consider them good medicine. However, rest is also an important part of your healing process, so we recommend brief visits and ask that no more than two individuals visit in your room at a time.

Visitors should observe general sanitation practices such as handwashing, and will be instructed if special practices are required.

People with colds, sore throats or contagious illnesses should not visit, as they endanger you and others. Visitors are asked to avoid making unnecessary noise. Children who accompany adult visitors should not be left unattended at any time.

The hospital lobby closes at 9 p.m. After hours there are doorbells at the main entrance and ER doors.

General Guidelines

- **Visiting Hours:** With the patient's permission individuals 8 years of age or older may visit from 8 a.m. to 8 p.m. daily. Younger children **MUST** be supervised by an adult at all times. Visitors may be requested to show identification due to security and privacy regulations and to follow posted policies.
- **Protective Care:** All visitors must check with the nurse prior to entering any protective care room.
- Patients may request restrictions on visitation.

Special Considerations

- **Pediatrics:** Parents may visit at any time and are encouraged to stay with small children. Arrangements should be made to spend the night with the child by talking to the nurse.



Your Belongings & Your Room

Safeguarding Your Valuables

We strongly recommend that you do not keep jewelry, large sums of money or other valuables in your room. If you bring such items, please ask a family member to take them home. If this is not possible, please request a valuables envelope, which will be placed in the hospital safe. Copper Queen Hospital is not responsible for personal belongings kept in your room.



Your Belongings & Your Room

Please take extra care with watches, eyeglasses and dentures while you are in the hospital. Be careful not to leave them on food trays, or wrap them in tissues because they could be mistakenly thrown away. When not in use, carefully store these items in your bedside stand.

Telephone

A telephone is provided in your room. To place a local call, dial "9," then the local number. To place long distance calls, dial "9" then 1-800-225-5288 for AT&T, Visa & MC charge cards. For all other cards, dial "9" and the number on your phone card. Callers who wish to speak with you should dial the main hospital number, 432-5383, and give the operator your name, room number or extension. Public telephones are located in the main lobby for visitors to use on request.

Nutritional Services

An important part of your treatment is your diet. Your doctor may prescribe a special diet that limits the amount of food, seasonings and selections. Meals are supervised by a registered dietitian who is carrying out your doctor's orders. If you have questions about your diet, please check with your doctor or nurse. Nutrition counseling is available on an outpatient basis.



Your Daily Activities

Meals

You will be served three meals a day, plus any additional nourishments on your prescribed diet. Mealtimes are generally as follows:

| | |
|-----------|------------|
| Breakfast | 7:35 a.m. |
| Lunch | 11:35 a.m. |
| Dinner | 4:35 p.m. |

Visitors are encouraged to use the hospital cafeteria; in addition guest trays are available for an additional fee. Guest trays must be ordered through your nurse at least one hour in advance and must be paid for when the meal is delivered.



Your Daily Activities

Bathing

Tub baths and showers are available on the nursing units. Please check with your nurse before showering. You may be asked to take sponge baths depending on your condition and treatment.

Television

Television is available in your room at no charge. It may be operated from a bedside or remote device. A closed caption remote is available upon request.



Your Safety

Patient safety is very important to us at CQCH!

Patients are encouraged to **SPEAK UP** regarding any treatment or safety issues that concern them. Your health care is a priority.

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay Attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.

- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.

- If you are given an IV, ask the nurse how long it should take for the liquid to “run out.” Tell the nurse if it doesn’t seem to be dripping properly (that it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can’t read it, the pharmacist may not be able to either.
- COCH participates in the “SAVE 100K LIVES” initiative.

Additionally, we urge all patients to:

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as the ADHS (Arizona Department of Health Services).

- Ask about the health care organization’s experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- For quality related information about our hospital, consumers can visit www.hospitalcompare.hhs.gov or call 1-800-MEDICARE (1-800-633-4227).

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.

- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.



Your Safety

Smoking

Smoking can be hazardous in a hospital, particularly in areas where oxygen is being used. For the health, safety and comfort of our patients, visitors and staff, smoking is prohibited in the hospital, and on the hospital and clinics' campus, effective January 1, 2007. Please ask your physician about nicotine replacement therapy.

Fire Drills

For your protection, fire and disaster drills are routinely conducted. If one of these drills occurs, please remain in your room and do not become alarmed. The staff will alert you if you need to take any special actions. There are also signs on walls indicating regulations and evacuation routes.

Medications

While you are in the hospital, all of your medications are prescribed by

your doctor, dispensed by our pharmacy and administered and recorded by nursing, (exception: some non-formulary products). Feel free to question any changes in your schedule or medications. You are generally not permitted to keep personal medications or to administer your own drugs unless your physician orders it. Please send any personal medications home with your family or friends.

Electrical Appliances

For safety reasons, plug-in electrical appliances such as radios, clocks, razors and hair dryers must be inspected before they are permitted in your room. Please tell your nurse if you have such items. Battery-operated devices are permitted, but cell phones may not be used in the hospital.

Reporting Safety Concerns

Please immediately report to any hospital employee any incident of liquid spills, mishaps or suspicious smoke or smells.

Your Personal Safety

Nursing staff will assist you, should you need help with walking.

Please communicate to your nurse any special circumstances or needs you may have so that we may accommodate them.

Please keep your call bell within reach and ask for help when it is needed.

Wear well-fitted, non-slip footwear.

Keep your bed lowered and use your side rails if this helps you feel more secure.

Your nurse will review with you the "standard" infection control appropriate to your condition. Patients and visitors will be made aware of special infection control needs. We encourage good handwashing techniques to deter the spread of infection.



Pastoral Services

Chaplain Services

Pastoral care is always available at the request of the patient or patient's family to fulfill any spiritual or compassionate needs. Let your nurse know if you would like a private visit from a member of the clergy.

There is a special room available for families and patients who wish a private place to gather. Ask your nurse to direct you to this area.



Going Home

Planning for your post-hospital care begins early in your stay. When it is time to go home your physician will write an order for your discharge and discuss any home care instructions with you. Upon discharge, patients should arrange for transportation home as soon as it is feasible.

You can help us make your return home as healthy and comfortable as possible by telling your nurse about any concerns you have about your home care. We have many resources to make your recovery at home easier. Please talk with your nurse if you have questions about any of the following:

- Home care nursing
- Homemaker aides
- Physical therapy at home
- Placement in a nursing or boarding home
- Referral to community agencies
- Medical equipment
- Hospice