

FREE
For Patients & Visitors



PATIENT INFORMATION GUIDE



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Take Charge of Your Care

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- Choose a Support Person
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- Don't Ignore Pain
- Prevent Falls
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TV Channel Listings

2 KLCS	23 KBEH	46 FSN Prime Ticket
3 KABC	24 KVEA	47 MSNBC
4 KAZA	25 KVMD	48 Syfy
5 KCBS	26 KXLA	49 TLC
6 KDOC	27 TWC SportsNet LA	50 TNT
7 KFTR	29 TVLand	51 truTV
8 KILM	31 C-SPAN	52 TWC Deportes
9 KNBC	32 Disney	53 Cartoon Network
10 KRCA	33 QVC	54 E!
11 KSCI	34 Freeform	55 ESPN
12 KTBN	35 A&E TV	56 Food Network
13 KWHY	36 AMC	57 Galavision
14 KCAL	37 Bravo	58 HGTV
15 KCET	38 CNN	59 BET
16 KCOP	39 Discovery	60 ESPN2
17 KJLA	40 FX	61 Headline News Network
18 KMEX	41 History	62 Paramount Network
19 PBSW (KOCE)	42 Lifetime	63 TBS
20 KPXN/ION	43 Comedy Central	64 USA
21 KTLA	44 Fox News	
22 KTTV	45 Fox Sports Network	

Quick Quiz

By the age of 65, how many years of the average American's life is spent in front of the TV?

☐ 2 years ☐ 5 years ☐ 9 years ☐ 12 years

Answer: With 4 hours of viewing each day or 28 hours a week by age 65, TV-viewing time can equal roughly 9 years!

WELCOME



Thank You for Trusting Us

Welcome to Providence Tarzana Medical Center. If this is your first hospital visit, you may have concerns regarding your care—such as what to expect, who can answer your questions and the best way to participate in your recovery. This guide should answer many of your questions and help you feel more comfortable about your hospitalization.

Our team of nurses, doctors, technologists, therapists and support staff takes pride in providing service excellence and living our core values. Together, we are all dedicated to providing services necessary to give you excellent, respectful care.

As the key member of your healthcare team, we encourage you to become involved in your care. Ask questions. Tell us your concerns, hopes and needs. With your assistance, we can work toward our mutual goal—giving you excellent care in a supportive environment.

Sincerely,

Dale Surowitz, Chief Executive
Providence Tarzana Medical Center



Tarzana Reimagined

Since 1973, Providence Tarzana Medical Center has long been a cornerstone of the community, and as we look to the future, we are committed to having the facilities and technology to match the high-quality care we're known for.

As part of a major redesign of the medical center campus, Providence Tarzana is investing more than \$500 million to build a state-of-the-art patient wing featuring all private rooms and a new Emergency Department.

During your stay, you will notice the beginning of this construction work. We thank you in advance for your support and patience while we expand the hospital to better serve your needs. To learn more about this construction project, please visit providence.org/tarzanareimagined.

CONTACT US: 18321 Clark St. • Tarzana, CA 91356 • 818-881-0800 • www.providence.org/tarzana

OUR COMMITMENT TO CARE



Patient Satisfaction Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

The staff at Providence Tarzana Medical Center (PTMC) takes great pride in treating every patient in a caring, skillful and respectful manner. If, however, you or a family member is ever dissatisfied with any of our services, employees or facilities, we ask that you take the following steps so that we can respond to your concerns as quickly as possible.

1. Voice your concerns to the nurse who is providing your care.
2. If your concern involves your nurse, or if your nurse is unable to resolve the problem, dial 0 from your hospital room (or 818-881-0800 from outside the hospital) and ask to speak with the Charge Nurse for your hospital unit.
 - a. OR you can ask to speak with the House Supervisor on duty. Both are available around the clock to assist with any urgent concerns you may have.
3. If you are calling Monday through Friday from 8 a.m. to

5 p.m., at any time, you can ask to speak with the Nursing Unit Director or a representative from the Service Excellence Department.

We would appreciate the opportunity to address your complaint; in doing so, we also learn to provide better service. However, if your issue still is not resolved, you have the right to file your complaint with either:

California Department of Public Health
P.O. Box 997377, MS 0500
Sacramento, CA 95899
916-558-1784
www.cdph.ca.gov

**Office of Quality and Patient Safety
The Joint Commission**
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click "Report a Patient Safety Event"

After Your Stay

Once you leave our care, you may receive a survey by mail or email asking about your experience.

Our vendor, Press Ganey, administers our survey, which may include the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) questions. We use this survey tool to make improvements by measuring the frequency of occurrences, timing of events, and the quality of service we provide.

The survey consists of questions on key topics, such as:

- Doctor and nurse communication
- Medicine and discharge information
- Staff responsiveness and pain management
- Overall quality of the hospital

We conduct a random sampling of patients to receive a survey. If you do receive one, we appreciate you taking the time to complete it.

The results tell us what we are doing well and where we can improve.

Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, which uses HCAHPS results and other data:
www.medicare.gov/hospitalcompare/search.html

You also can find information on hospitals at:

- Healthcare Facilities Accreditation Program (HFAP):
www.hfap.org
- DNV GL Healthcare
www.dnvglhealthcare.com
- The Joint Commission:
www.qualitycheck.org

FAST FACTS ABOUT YOUR STAY



An A-Z Guide to the Most Frequently Asked Questions

Cafeteria

Location:
First floor

Hours:

Breakfast:

8 a.m. to 10 a.m.

Lunch: 10:30 a.m. to 2 p.m.

Dinner: 5 p.m. to 6 p.m.

The cafeteria is not open for dinner on weekends, but there are several places to dine within walking distance. Our volunteers or security guards at the main desk can provide directions. Vending machines always are available for snacks.



Patient Food Service

You will receive a visit or call from a FANS team member to make your menu selections for the next day. Sandwiches are available if you have been admitted late in the day. Please ask your nurse. Your meal may be delayed due to medical

treatment. We will deliver your meals based upon the following schedule:

- Breakfast: 7 a.m. to 9:30 a.m.
- Lunch: 11:30 a.m. to 1:30 p.m.
- Dinner: 5 p.m. to 6:30 p.m.
- Snacks: 10 a.m., 2 p.m., 8 p.m.

A family member or friends can dine with you by buying a meal at the cafeteria or ordering a guest tray ahead of time. Guest trays are \$6. Kosher meals are available upon request. For additional food or snacks, please call the kitchen hotline at 818-708-5185.

Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance. A staff member will respond as soon as possible.

Electrical Appliances

Electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers and other devices are not allowed in patient rooms. You may use only battery-operated devices.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers

Flowers are delivered to the security guard, then taken up by volunteers/staff to the patient room. Please note that flowers are not allowed in intensive care and coronary care units. We recommend that highly fragrant flowers (e.g., stargazer lilies or gardenias) are not brought into

FAST FACTS ABOUT YOUR STAY *continued*

the hospital due to the high risk for allergic reactions from patients, visitors and staff.

Hearing Impaired

A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements also can be made to have a person who uses sign language help an impaired or deaf patient. For more information, ask to speak with a nursing supervisor.

Housekeeping

Your room is cleaned daily by housekeeping staff. If there is a housekeeping problem in your room, tell your nurse, and it will be taken care of as soon as possible. Your nurse will change your sheets as needed or upon your request.



Interpreters

We have interpreters available for about 30 different languages. For assistance, please call our Nursing Office at 818-708-5148.

Mail

Letters and packages for patients are delivered by hospital staff.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be



prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

Prescriptions may be filled on-site at the pharmacy in the Medical Office Building. Walgreen's pharmacy also is available to deliver medications to your bedside the day of discharge. Ask your nurse about this program.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment and aerosol products are not allowed in these areas.

Parking

Self-parking is available, but please do not leave your car on campus for more than 24 hours. Valet parking also is available at the front entrance for a small fee.

Pastoral Care

The hospital chaplain or rabbi and a group of volunteer ministers are available to patients and their families. A prayer ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. A chapel is on the first floor.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can

be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. We encourage you to leave valuables like jewelry or cash, keys, watches and electronic devices—such as cell phones and tablets—at home, or give them to a trusted relative or friend to watch over. **Providence Tarzana cannot be responsible for replacing personal belongings.**

Smoking

Providence Tarzana Medical Center is a non-smoking facility. You are not allowed to smoke in the hospital, leave the building to smoke or roam around outside during your hospitalization. With a doctor's order, we will be happy to provide you with alternatives to smoking.

Telephone

We ask that family and friends call between 7 a.m. and 9 p.m. They can reach you by dialing your room directly; the number is 818-708-5 + room number (818-609-5 + room number in the Women's Pavilion). You may use your bedside phone to call out at any time.

For local calls, dial 9, then the phone number. For long-distance calls, dial 900 for the Paytech operator. You can charge these calls to your home number or credit card, or you may call collect. For questions, call the operator at 0.

Telephone Directory

Admitting:

818-708-5683-4

Billing:

866-904-6871

Blood Bank: 818-708-5438

Business Office/Patient Billing:

866-904-6871

Case Management:

818-708-5341

Food and Nutrition Services:

818-708-5185

Foundation: 818-757-4384

Front Desk: 818-708-5132

Medical Records: 818-708-5196

Physician Referral:

888-432-5464

Volunteer Office: 818-708-5694



TV

A remote-controlled cable television is available in each patient's room. The channel listings guide is on p. 2.

Wheelchairs

Wheelchairs are available on all nursing units. Please ask a staff member for help getting in or out of a wheelchair.



Your Bed

Your nurse will show you how to operate the bed controls. Bedside rails may be raised at night or during the day if you're resting, recovering from surgery or taking certain medications. For assistance at night, use your call button.

Your Room

Your room assignment is based on your admitting diagnosis and bed availability. We strive to provide you with a private room if they are available.

Visiting Hours

General: 9 a.m. to 9 p.m.

ICU/CCU: Two immediate family members or support people may visit for 10 minutes at a time except from 6 a.m. to 8 a.m. and 6 p.m. to 8 p.m. **Note:** Children under age 16 are not allowed.

Maternity: 24/7 for partners, 9 a.m. to 9 p.m. others **Note:** All visitors must be over the age of 16, except siblings.

PICU/NICU: Parents may visit any time except from 6:45 a.m. to 8 a.m. and 6:45 p.m. to 7:30 p.m. **Note:** Only parents are allowed after 8 p.m. and during procedures.

Visiting Restrictions

Returning our patients to good health is our goal. Sometimes this means enforcing special visitation restrictions. Please check with your nurse to learn if visiting restrictions are in place.

Visiting Surgical Patients

Before surgery, family members may visit during regular visiting hours. After surgery, your doctor will meet with your family members in the waiting area to let them know how the procedure went, discuss post-



operative care and tell them when they may visit. Children under 16 must be supervised at all times.

Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- Visitors with colds, sore throats or contagious diseases should not visit patients.
- Visitors may be asked to leave the room during tests or treatments, or when the doctor or nurse needs to see the patient. This also may occur immediately after surgery or at change of shift.
- All visiting hours are subject to change in order to meet the specific needs of patients.
- For health and safety reasons, visitors must wear shirts and shoes.
- Visitors may not smoke in patient rooms or anywhere on the hospital campus.
- Visitors should check with the nurse before bringing patients gifts of food or drink.

Volunteers

Are you interested in giving back to the hospital and your community? We always are looking for dedicated individuals to provide compassionate care to our patients and their families. If you are interested, please call 818-708-5176, or you can visit <https://california.providence.org/tarzana/about/volunteers> to learn more about our program.

GIVING BACK



Give the Gift of Health

Each year, thousands of patients like you choose Providence Tarzana Medical Center for their healthcare. Over 900 physicians and 1,500 staff members take pride in providing unparalleled care to each patient at our facility. But we cannot do it alone. Philanthropic donors are vital to our progress in funding the redesign and construction of our new medical campus, purchasing advanced technology, and investing in programs and services to provide the best care possible for the patients we serve.

Whether you'd like to make a gift to honor a physician, nurse or caregiver during your stay, or you'd like to learn more about how you can leave a lasting impact, our foundation team is here to partner with you.

MAKE A GIFT TODAY!

Contact:
Providence Tarzana Foundation
818-757-4384
PTZFoundation@providence.org



Take Charge of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

7 KEY WAYS TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It's your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS.

Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to **www.qualitycheck.org** to learn more.

PARTICIPATE IN YOUR CARE.

You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.

Nominate Your Nurse for a DAISY Award

We honor our nurses who provide extraordinary care with the DAISY Award, an international nurse recognition program that celebrates the compassion and skill nurses bring to patients and families. This is a simple way to express thankfulness for a special nurse. For more information or if you would like to nominate your nurse, please ask to complete a DAISY nomination form and submit it to any staff member.

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.



Don't forget to tell the staff who you've picked to be your support person.

CHOOSE A SUPPORT PERSON

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help

CHECK IDS

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.



Double-Check

Always double-check your name with staff to avoid errors.

DON'T IGNORE PAIN

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse:

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



Which words describe your pain?

- | | | |
|---|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching | <input type="checkbox"/> dull | <input type="checkbox"/> sharp |
| <input type="checkbox"/> bloating | <input type="checkbox"/> numbing | <input type="checkbox"/> shooting |
| <input type="checkbox"/> burning | <input type="checkbox"/> pressing | <input type="checkbox"/> soreness |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> pressure | <input type="checkbox"/> stabbing |
| <input type="checkbox"/> constant | <input type="checkbox"/> pulling | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> cramping | <input type="checkbox"/> radiating | <input type="checkbox"/> tightness |
| <input type="checkbox"/> cutting | <input type="checkbox"/> searing | |

How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



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PREVENT FALLS

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



PREPARE FOR SURGERY

Before your procedure, make sure you and your surgical staff confirm:

- **your name**
- **the type of surgery you are having**
- **the body part to be operated on**—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.



Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.



RIGHTS & RESPONSIBILITIES

You Have the Right to the Best Care

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- ▶ be informed of the hospital's rules and regulations as they apply to your conduct.
- ▶ expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- ▶ receive considerate, respectful care at all times and under all circumstances.
- ▶ expect prompt and reasonable responses to your questions.
- ▶ know who is responsible for authorizing and performing your procedures or treatments.
- ▶ know the identity and professional status of your caregivers.
- ▶ know what patient support services are available, including access to an interpreter if language is a problem.
- ▶ have access to your medical records according to hospital policy.
- ▶ be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- ▶ be informed of medical alternatives for care or treatment.
- ▶ refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- ▶ receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap or sources of payment.
- ▶ know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- ▶ participate in the decision-making process related to the plan of your care.
- ▶ have access to professionals to assist you with emotional and/or spiritual care.
- ▶ exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- ▶ participate in the discussion of ethical issues that may arise.
- ▶ express concerns regarding any of these rights in accordance with the grievance process.
- ▶ formulate advance directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.
- ▶ have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- ▶ be advised if the hospital/ personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

CONCERNS?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our director of Service Excellence.

- ▶ access protective services, including notifying government agencies of neglect or abuse.
- ▶ be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- ▶ examine and receive an explanation of your hospital bill regardless of the source of payment.
- ▶ file a grievance or complaint with the state Department of Health Services and/or hospital, and be informed of the action taken.

You Are Responsible for:

- ▶ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- ▶ reporting unexpected changes in your condition to your healthcare providers.
- ▶ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- ▶ following the treatment plan recommended by your healthcare providers.
- ▶ keeping appointments and, if you cannot, notifying the proper person.
- ▶ knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- ▶ being considerate of the rights of other patients and hospital personnel and following hospital policy and regulations regarding care and conduct.
- ▶ providing information necessary to determine how your hospital bill will be paid.





YOUR PRIVACY MATTERS

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

Who must follow this law?

- ▶ most doctors, nurses, pharmacies, hospitals, nursing homes and other healthcare providers and their vendors
- ▶ health insurance companies, HMOs and most employer group health plans
- ▶ certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- ▶ information put in your medical records
- ▶ conversations your doctor has with nurses and others regarding your care
- ▶ information about you in your health insurer's computer system
- ▶ billing information

- ▶ most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- ▶ ask to see and get a copy of your health records
- ▶ have corrections added to your health information
- ▶ receive a notice that tells you how your health information may be used and shared
- ▶ decide if you want to give your permission to share your information

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- ▶ for your treatment and care coordination

- ▶ to pay doctors and hospitals for your healthcare
- ▶ with your family, friends or others you identify who are involved with your healthcare unless you object
- ▶ to make sure doctors give good care and nursing homes are clean and safe
- ▶ to protect the public's health, such as by reporting when the flu is in your area
- ▶ to make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- ▶ give your health information to your employer
- ▶ use or share your health information for marketing or advertising purposes
- ▶ share private notes about mental health counseling

Right to Complain

If you believe your rights are being denied, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.



ADVANCE DIRECTIVES

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Fill Out Your Forms

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact your nurse.





SUPPORT FOR CAREGIVERS

How to Play a Role in Your Loved One's Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
- **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down as well as the name and contact number to call.



Caregivers Need Care, Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

RESOURCES

- National Alliance for Caregiving
www.caregiving.org
- Caregiver Action Network
www.caregiveraction.org
- Family Caregiver Alliance
www.caregiver.org



Before You Leave *the Hospital*

A successful recovery after your stay starts with a solid plan before you go.

CHECKLIST FOR DISCHARGE

Make sure you have the following information before you leave the hospital.

- ☐ **Discharge summary.** This includes why you were in the hospital, who cared for you, your procedures and medicines.
- ☐ **Medicine list.** This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- ☐ **Prescriptions.** Check that your pharmacy has your new prescriptions and that you have a plan to get them filled.
- ☐ **Local resources.** Ask your discharge planner for help finding local after-care services or other support groups.
- ☐ **After-hospital services.** Know how much support you'll need in these areas:
 - **Personal care:** bathing, eating, dressing, toileting
 - **Home care:** cooking, cleaning, laundry, shopping
 - **Healthcare:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- ☐ **Follow-up care instructions.** Beyond medicine, this can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (like how to get into bed)
 - who to call with questions



Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

PLAN EARLY

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

TOP 10 QUESTIONS TO ASK BEFORE DISCHARGE

1. What number can I call 24 hours a day if I have questions or concerns? Who is my contact?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?

7. Are my new medicines safe to take with my other medicines, vitamins or supplements?

8. Do I know how and when to take my medicines and how I will get prescriptions filled?

9. Who will provide the extra personal, home or healthcare services I may need?

10. Who can help me if I have concerns about medical costs?



Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select "Find suppliers of medical equipment and supplies" or call 1-800-MEDICARE (800-633-4227).

NAVIGATING A DIAGNOSIS



A Step-by-Step Guide

A life-changing diagnosis can be overwhelming and confusing. After you've processed the news, follow these five steps to help navigate your new diagnosis:

- 1. Make a follow-up doctor's appointment, and prepare for it.** Bring a list of questions, and be ready to write down answers. Have a loved one come to your appointment with you to hear what your doctor says and give you support.
- 2. Build a support team.** Tell trusted family members and friends about your diagnosis. They can help you cope. Also look for support groups, either online or in person. You can meet other people with the same diagnosis to share information and concerns with each other. Ask your discharge

planner for help finding support groups.

- 3. Call your insurance.** Tell them about your new diagnosis so you understand your coverage for treatments. You may be worried about how much treatments will cost, so never be afraid to ask. Your doctor may be able to offer different treatments that better fit your budget.
- 4. Learn about your diagnosis.** Having a good understanding of your condition will help you feel more in control. Ask your doctor for resources. And remember to keep learning about your condition. You may discover new ways to better manage it.
- 5. Take time to make decisions.** You may not have to decide on a treatment plan right away. Take time to understand your diagnosis and treatment

options, and talk to your loved ones. Doing this will help you feel more confident in your decisions.

Accept Your Emotions

A new diagnosis may make you feel angry, sad or scared. You might feel accepting one day, then upset the next. You could also feel relieved to finally know what's going on. All your feelings are normal and will get better with time. If they don't, consider talking to a counselor.

Second Opinion

Feeling unsure about your diagnosis or treatment? Tell your doctor you'd like a second opinion. Most doctors will understand that you want to be sure before making decisions about your health.

POST-PROCEDURE RECOVERY



Take the Next Steps to Feeling Better

What you do during the first few days after a procedure is key for a smooth, successful recovery. It's common to feel tired, achy or sick to your stomach afterward, and your doctor may prescribe medicine to lessen any pain you have.

Your recovery may take a few days or a few months, depending on the type and location of the procedure. Make sure you follow your doctor's orders for moving, getting out of bed and walking to help your body heal faster. And ask your doctor when you can:

- go home
- return to a normal diet
- start physical therapy or rehab, if needed
- go back to work
- drive, exercise and have sex

Incision Care

As your incision heals, you'll notice swelling, soreness and bruising begin to go away. Your incision also may itch, but don't scratch it. Scratching can cause infection.

Your nurse will check on your incision every day, but let him or her know if you see bright red blood, signs that it's opening or signs of infection—like drainage, redness, heat or swelling. And make sure you know how to take care of your incision before you're discharged from the hospital.

Call Your Nurse

Have your nurse call button near your hospital bed. Call immediately if you:

- feel more pain and pain medicine doesn't help

- have chest congestion or trouble breathing
- develop bleeding around your incision or see signs of infection

If you have any of these symptoms after you leave the hospital, call your doctor right away.

Manage Pain

It's normal to have pain after a procedure, but you don't have to deal with it by yourself. Talk to your doctor about how to control pain while you're in the hospital. He or she may prescribe medicines or show you ways to lessen pain, like applying ice or heat to the area.

If you still feel pain or it comes back, talk to your doctor or nurse. You may need more of your current pain medicine or to switch to another type of medicine to feel better.



UNDERSTANDING YOUR BILL

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for

services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.

Commonly Confused Terms

- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.

KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.



Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

Review this and all other bill-related documents carefully.

If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help. Contact Billing at 866-904-6871.

Understanding Coordination of Benefits (COB) >>>

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.



This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.