

In This Guide

| | |
|--|-------|
| Welcome to Doctors Hospital of Laredo | 2 |
| Our Commitment to Care | 3 |
| Your Satisfaction | 4 |
| Telephone Directory | 5 |
| During Your Stay | 6-8 |
| Prayer/Meditation Room | 6 |
| Patient Visitation Rights | 6 |
| Visitor Information | 6 |
| Telephone Service | 7 |
| Valuables | 7 |
| Text Telephone | 8 |
| Doctors Hospital Clinics/Centers/Freestanding ER | 8 |
| Speak Up | 9 |
| Stay Safe | 10-13 |
| Fighting Infections | 11 |
| Know Your Meds | 12 |
| Avoid Falls | 13 |
| Do You Have Pain? | 14 |
| Rights & Responsibilities | 15-16 |
| What Are Your Advance Directives? | 17 |
| Deciding About CPR | 18-19 |
| After-Hospital Care | 20-21 |
| For the Caregiver | 22 |
| Resources | 23-24 |
| Posting Photos on Social Media | 25 |
| Notes | 26 |
| Word Search | 27 |
| My Medications | 28 |



9

Speak Up

Take charge of your care.



10

Stay Safe

You can contribute to healthcare safety.



OUR ADDRESS

10700 McPherson Rd.
Laredo, TX 78045



DOCTORS
HOSPITAL

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Welcome to Doctors Hospital of Laredo



James Resendez, FACHE
Chief Executive Officer

Mission Statement

To provide healthcare services that: PATIENTS recommend to families and friends, PHYSICIANS prefer for their patients, PURCHASERS select for their clients, EMPLOYEES are proud of and INVESTORS seek for long-term returns.

Vision Statement

Laredo's Choice
for Timely, Quality
Healthcare Provided by
Caring Professionals.



Fueled by new ideas and innovations, healthcare is evolving and improving every day. Here at Doctors Hospital of Laredo, we are at the forefront of those changes, building on the services we provide and keeping our patients' needs at the center of everything we do. I am inspired by the knowledge and dedication of our caregivers and staff, and I am fully committed to continuing the tradition of excellence that our community has come to expect.

We hope you find this patient handbook helpful. If you have questions or concerns, or need further explanation on the information provided, please let us know.

Thank you for choosing Doctors Hospital.

Physician Services

Physicians are independent practitioners who are not employees or agents of Doctors Hospital of Laredo. The hospital shall not be liable for actions or treatment provided by physicians. Your hospital bill will not include interpretation fees of cardiologists, pathologists, radiologists, emergency room physician and anesthesiologists. These physicians will bill you separately.

Physician-Owned Hospital Disclosure

I (We) have been informed that Doctors Hospital of Laredo is owned in part by physicians or the immediate family members of a physician. I (We) understand that a list of physicians, owners and/or their immediate family members is available upon request from the Administrative Office of Doctors Hospital of Laredo.



Our Commitment to Care

■ Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, please contact the patient advocate at 956-523-2004. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with either or both:

Health Facility Licensing and Compliance

Texas Department of Health

1100 West 49th St.

Austin, TX 78756

Fax: 512-834-6653

Complaint Hotline 888-973-0022

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

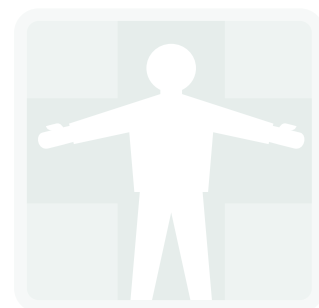
800-994-6610

Email: patientsafetyreport@jointcommission.org

Ethics Committee

When a healthcare choice also involves an ethical concern—such as a family member's wish to refuse life-sustaining treatment, or a disagreement between family members or other caregivers concerning advance directives—decision-making can become overwhelming. Our Ethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or other staff member.

To find out more, or to request a consultation, call Social Services at 956-523-2510.



“Truth is what stands the test of experience.”

Your Satisfaction

We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S. After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable!

What is HCAHPS?

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

You are part of the team

COMMUNICATE It's your health; don't be afraid to ask your doctors and nurses questions.

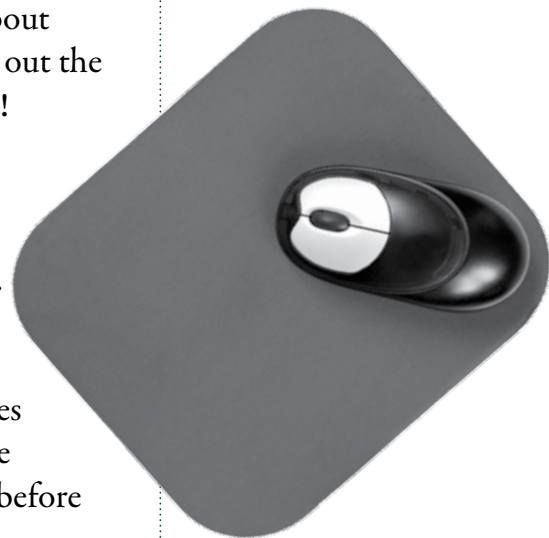
PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE We appreciate your patience as the doctors and nurses attend to all patients in a timely and fashionable manner.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.

www.medicare.gov/hospitalcompare



The Joint Commission

has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations are available on its website. www.qualitycheck.org



Telephone Directory

| | |
|---|--------------|
| Main Hospital Number | 523-2000 |
| Administration | 523-2001 |
| Admitting | 523-2700 |
| Ambulatory/Surgery | 523-2520 |
| Cancer Treatment Center | 523-2650 |
| Cardiac Rehab | 523-2779 |
| Cardiopulmonary | 523-3030 |
| Case Management | 523-2510 |
| Central Scheduling | 523-2740 |
| Clinic/Centers/Freestanding ER: | |
| Calton MRI | 728-8760 |
| Doctors Hospital Emergency Room South | 718-9010 |
| Mines Road Family Clinic | 523-3400 |
| Nueva Vida Maternity Clinic | 727-0722 |
| Providence Health Center | 693-5000 |
| South Laredo Diagnostic Center | 523-6440 |
| Dietitian | 523-2573 |
| Direct Doctors Plus® Physician Referral | 877-992-1711 |
| Emergency | 523-3000 |
| Food Services | 523-2757 |
| Gift Shop | 523-2626 |
| Human Resources | 523-2028 |
| Laboratory | 523-2600 |
| Medical Records | 523-2056 |
| Nursing Administration | 523-2799 |
| Quality Management | 523-2012 |
| Patient Advocate | 523-2004 |
| Radiology | 523-2088 |
| Rehabilitation Services (PT/OT) | 693-5050 |
| Sleep Center | 523-2999 |
| Weight Loss and Wellness Center | 693-5025 |
| Women's Center | 523-2100 |

MAIN NUMBER

956-523-2000

Ambulatory/Surgery

523-2520

Food Services

523-2757

Gift Shop

956-523-2626

Emergency

523-3000

Calling a Department WITHIN the Hospital?
Dial the last four digits of the number.





During Your Stay

Prayer/ Meditation Room

The prayer room is located on the first floor next to the Intensive Care Unit and is open for prayer and meditation 24 hours a day, seven days a week. A chaplaincy member can be reached 24 hours a day in case of emergency. Please ask your nurse if you need assistance. Chaplaincy members make daily visits to patients. For more information, call 523-2004.

Discharge Planning

All patients have a right to have a plan of care and be involved in the plan of care. All patients can request a discharge planning evaluation. Please contact your case manager at 523-2510 or notify your nurse.



Patient Visitation Rights

Visiting with family and friends is an important part of your hospital stay. A general schedule of visiting hours is posted near each patient area. The nursing staff may limit visits as necessary for the benefit of your recovery or the recovery of your loved one.

You have a right to:

1. Consent to receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend, and you shall have the right to withdraw or deny such consent at any time by notifying the hospital at time of admission or your nurse at any time during your stay.
2. Before you are provided patient care, if possible, you also have the right to designate a support person who can exercise your visitation rights in the event you are incapacitated or otherwise unable to do so. Patient visitation rights shall not be restricted, limited or otherwise denied by the hospital on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
3. All visitors shall enjoy full and equal visitation privileges consistent with your preferences.
4. The hospital may impose clinically appropriate limitations on patient visitations when visitation would interfere with your care, whether the reason for limiting or restricting visitation is infection control, disruptive behavior of visitors or your roommate's need for rest or privacy.

Should you have any questions or concerns, please feel free to ask your nurse or you may contact the patient advocate at 523-2004.

Visitor Information

Visitors ages 12 and older are welcome to visit patients throughout the hospital. For their safety, children younger than age 12 should never be left unattended.



Visiting hours are as follows:

Intensive Care Unit

6:00 a.m. – 7:00 a.m.
10:00 a.m. – 11:00 a.m.
1:00 p.m. – 2:00 p.m.
5:00 p.m. – 6:00 p.m.
8:30 p.m. – 9:30 p.m.

NICU

11:00 a.m. – 1:00 p.m.
3:00 p.m. – 4:00 p.m.
9:00 p.m. – 10:00 p.m.

All visitors will be required to check in with the greeter in the Post Partum entrance and receive a pass. Only two visitors at one time per patient are allowed during visiting hours.

Post Partum

9:00 a.m. – 9:00 p.m.

All visitors will be required to check in with the greeter in the Post Partum entrance and receive a pass. Only two visitors at one time per patient are allowed during visiting hours.

All Other Hospital Patient Care Areas

9:00 a.m. – 9:00 p.m.

The second floor is a secure area and has limited access. Visitors are required to check in at the nurses' station.

Telephone Service

A telephone is provided for your convenience. Your family and friends may call your room by dialing 523-2000. For local calls, dial 9 + the number. Long-distance calls cannot be dialed directly from your room. Please dial 0 and ask the operator to dial the long-distance number for you. All long-distance calls must be made collect, or charged to a third-party phone or credit card.



Valuables

The hospital will not be responsible for valuables kept in your room. Patients are requested to send valuables and personal belongings home with family members. If items are given to the nursing staff, a personal property checklist should be completed immediately. Please ask your nurse for further information and assistance. It is the policy of Doctors Hospital to make every effort to provide security of personal belongings during your stay.





During Your Stay

Language Barriers

In order to ensure that are not compromised by ineffective communication, the hospital can assist with providing sign language or other language interpretive services at our expense. Telecommunications devices for the deaf (TDD/TTY) and television captioning also are available upon request at no expense to you.

Text Telephone Available Upon Request

Text telephone is available 24 hours a day. Please ask the house supervisor via the operator or any security person. All telephones have volume control and are hearing aid compatible, in accordance with ADA requirements.

Doctors Hospital Clinics/Centers/Freestanding ER Calton Road MRI

702 E. Calton Road
Laredo, TX 78041
956-728-8760

Doctors Hospital Emergency Room South

2901 Jaime Zapata Memorial Highway
Laredo, TX 78043
956-718-9010

Doctors Hospital Providence Health Center

230 Calle del Norte
Laredo, TX 78041
956-693-5000

Doctors Hospital South Laredo Diagnostic Center

3527 Jaime Zapata Memorial Highway, Suite 104
Laredo, TX 78046
956-523-6440

Mines Road Family Clinic

9505 FM 1472, Suite 207
Laredo, TX 78045
956-523-3400

Nueva Vida Maternity Clinic

801 Corpus Christi
Laredo, TX 78040
956-727-0722



“Who questions much, shall learn much,
and retain much.”

Speak Up!

Take charge of your care.

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.



STEP UP & SPEAK UP

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

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate or support person.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

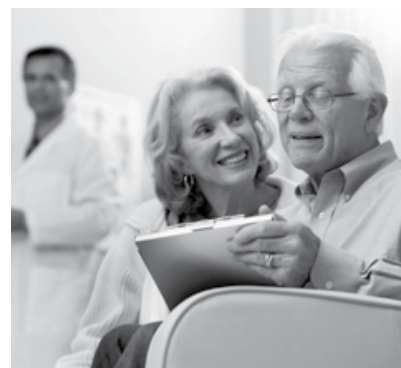
CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the healthcare team.

Remember:

- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

***Don't Get Overwhelmed,
Write It Down!***



Courtesy of The Joint Commission.

“Fear is the father of courage
and the mother of safety.”

Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides. The following information will help make your hospital stay safe and comfortable.



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.

Don't Be Afraid to Ask...

A number of people may enter your hospital room.

Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff doesn't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.



Preventing Infections

The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Take An active Role

Express your concerns about hospital infection control practices. Address your questions and concerns by calling the Infection Prevention Department at 956-523-2013.



Doctors, nurses and other healthcare providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- ☐ What is the name of the medicine?
- ☐ What is its generic name?
- ☐ Why am I taking this medicine?
- ☐ What dose will I be taking? How often, and for how long?
- ☐ When will the medicine begin to work?
- ☐ What are the possible side effects?
- ☐ Can I take this medicine while taking my other medications or dietary supplements?
- ☐ Are there any foods, drinks or activities that I should avoid while taking this medicine?
- ☐ Should I take my medicine at meals or between meals?
- ☐ Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- ☐ What should I do if I forget to take the medicine and miss a dose?

USE THE MEDICATION TRACKER ON PAGE 28 TO HELP YOU MONITOR YOUR MEDICATIONS.



Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

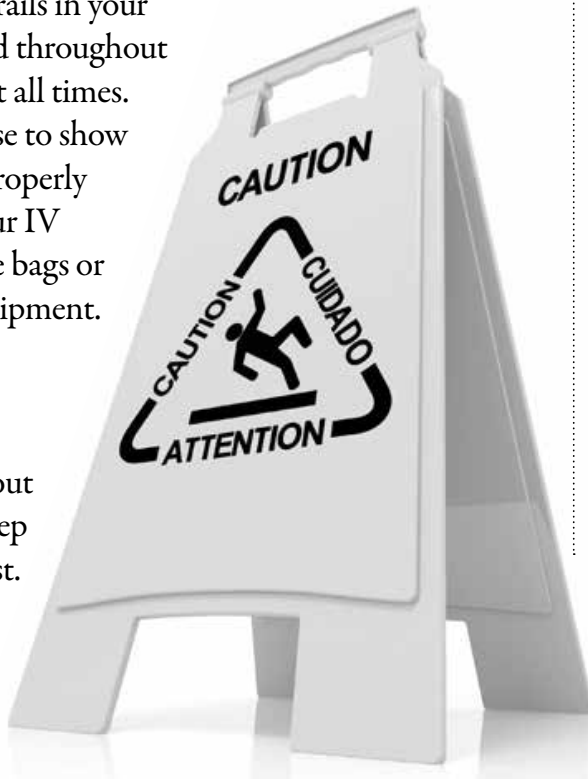
Remember—you play an important role in helping to reduce medication errors.



Avoid Falls

Hospital patients can fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or they've been sitting or lying down for too long. Doctors Hospital of Laredo cares about our patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home, and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear nonskid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.



DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Lightheadedness or blacking out

PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICATIONS THAT MAY MAKE THEM **DIZZY, WEAK OR UNSTEADY**

“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”

Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?



USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

Wong-Baker FACES® Pain Rating Scale



©1983 Wong-Baker FACES® Foundation. Visit us at www.wongbakerFACES.org. Used with permission.



Rights & Responsibilities

■ 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 age,

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.

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.



Rights & Responsibilities

- 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 to follow hospital policy and regulations regarding care and conduct.
- fulfilling your financial obligations to the hospital as promptly as possible.

Notes

[illegible]



What Are Your Advance Directives?

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. **That is why it is important for you to make your wishes known in advance.** Here is a brief description of each kind of directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

What is Five Wishes?

Five Wishes is the first living will that talks about your personal, emotional and spiritual needs as well as your medical wishes. For more information on Five Wishes, visit the website at www.agingwithdignity.org.

For more information about advance directives or to obtain forms, please speak with your nurse or visit the website <http://www.dads.state.tx.us/> and search for advance directives.



Deciding About CPR

Can I request a DNR order?

Yes. All adult patients can request a DNR order. If you are sick and unable to tell your doctor that you want a DNR order written, a family member or close friend can decide for you.

Do Not Resuscitate Orders (DNR) A Guide for Patients and Families

What do CPR and DNR orders mean?

CPR—cardiopulmonary resuscitation—refers to the medical procedures used to restart a patient's heart and breathing when the patient suffers heart failure. CPR may involve simple efforts such as mouth-to-mouth resuscitation and external chest compression. Advanced CPR (or ALS—Advanced Life Support) may involve electric shock, insertion of a tube to open the patient's airway, injection of medication into the heart and, in extreme cases, open chest heart massage. A do-not-resuscitate (DNR) order tells medical professionals not to perform CPR. This means that doctors, nurses and emergency medical personnel will not attempt emergency CPR if the patient's breathing or heartbeat stops.

Is my right to request or receive other treatment affected by a DNR order?

No. A DNR order is only a decision about CPR and does not relate to any other treatment.

How can I make my wishes about DNR known?

An adult patient may consent to a DNR order orally by informing a physician, or in writing, such as a living will, if two witnesses are present. In addition, the Health Care Proxy Law allows you to appoint someone you trust to make decisions about CPR and other treatments if you become unable to decide for yourself.

If I am not able to decide about CPR for myself, who will decide?

First, two doctors must determine that you are unable to decide about CPR. You will be told of this determination and have the right to object. If you become unable to decide about CPR, and you did not tell your doctor or others about your wishes in advance, a DNR order can be written with the consent of someone chosen by you, such as a family





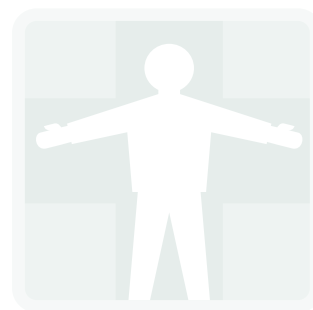
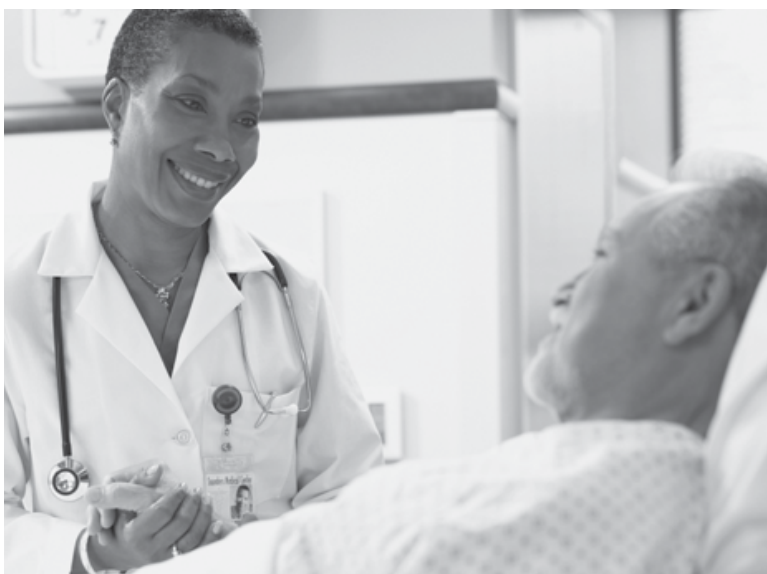
member or a close friend. The person highest on the following list will decide about CPR for you:

- the person chosen by you to make health care decisions
- a court-appointed guardian (if there is one)
- your closest relative (spouse, child, parent, sibling)
- a close friend.

What happens if I change my mind after a DNR order has been written?

You or anyone who consents to a DNR order for you can remove the order by telling your doctor, nurses or others of the decision.

For more information, contact the hospital Social Services representative at extension 2510.



“Love begins by taking care of the closest ones
—the ones at home.”

After-Hospital Care

Know what your healthcare options are after you leave the hospital.

When you leave the hospital, you may need to spend some time in a rehabilitation facility, nursing home, or other institution. Or you may be able to stay home and receive healthcare services there. Be sure that you and your caregiver understand the plan for your care before you are discharged from the hospital.

Here's a brief explanation of the various services that you may use during your recovery.

Home Healthcare

Part-time healthcare provided by medical professionals in a patient's home to maintain or restore health. It includes a range of skilled and non-skilled services, including part-time nursing care, therapy and assistance with daily activities and homemaker services, such as cleaning



Be sure that you and your caregiver understand your care plan before you are discharged from the hospital.

and meal preparation. Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment.

Medicare-Covered Equipment and Supplies

If you need durable medical equipment (such as a walker, wheelchair, crutches or a hospital bed), Medicare will only cover the cost if you get it from a supplier enrolled in the Medicare program. This means the supplier has been approved and has a Medicare supplier number. If your supplier does not have a Medicare supplier number, Medicare will not pay your claim. To find a supplier enrolled in the Medicare program, visit www.medicare.gov and select “Find Suppliers of Medical Equipment & Supplies” or call 800-MEDICARE (800-633-4227). TTY users should call 877-486-2048.



After-hospital care that is tailored to your needs can speed your recovery and help you get back to your normal routine.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctor's appointments, shopping, etc.

Nursing Home

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for

most or all of their daily living activities, such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care and also are called long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

Hospice

A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.

“In compassion lies
the world’s true strength.”

For the Caregiver

Your role as a patient advocate



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while.

But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

Know what condition your loved one is being treated for.

Patient’s Rights

Know your patient’s rights and responsibilities.

Advance Directives

Know whether or not your loved one has an advance directive and if so, what it specifies.

Ask Questions

If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have and don’t be afraid to speak up.

Help Track Medications

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with *My Medications* on page 28.

What’s Next?

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.



Resources

Hospital Resources **American Disability Act**

Section 504

Notice Of Program Accessibility

The regulation implementing Section 504 requires that an agency/facility “shall adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities and facilities that are accessible to and usable by disabled persons.” (45C.F.R. §84.22(F))

The following Access Notice examples meet regulatory requirements for notice to those persons able to read English printed in this format.

Access Notice (Example 1)

This facility and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision. Access features include:

- Convenient parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria and patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to persons with impaired hearing, vision, speech or manual skills, without additional charge for such aids.

Some of these aids include:

- Qualified sign language interpreter for the deaf.
- A 24-hour telecommunications device for the deaf (TTY/TDD), which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units for use by hearing or speech-impaired patients/clients.
- Assistance for the blind and visually impaired.
- Assistance for persons with impaired manual skills.

If you require any of the aids listed above, please let the receptionist or your nurse know.

Hospital Services

Doctors Hospital provides many health services from prevention and wellness to diagnosis, treatment and rehabilitation:

- Advanced Primary Stroke Center
- Cancer Program Accredited by the American College of Surgeons Commission on Cancer
- Cardiac Catheterization Lab
- Cardiac Rehab
- Cardiopulmonary Services
- Chemotherapy
- Chest Pain Center Accreditation from the Society of Chest Pain Centers
- Community Seminars and Health Fairs
- Computed Tomography (CT)
- EEG/EKG/EMG Lab
- Emergency Services/Level III Trauma
- Free Physician Referral Services
- Hematology/Blood Treatment
- Hemodialysis
- Imaging/Radiology
- Infectious Disease



- ## Notes

24 : Direct Doctors 877-992-1711

Posting Photos on Social Media Without Permission

Criminal and Civil Liability

Social Media users have uploaded more than 219 billion photos since 2004 when the website first launched. Many were personal photos — but people also uploaded photos from public events, celebrity photos and photos from the Web.

Did you know that you could be criminally or civilly liable for posting certain kinds of photos?

Photos of a Public Event

Photos from a concert, fair, flash mob or public gathering can be posted without the permission of the people in the photos.

Exception: You can't post photos taken when there was an *expectation of privacy* such as a public restroom, courtroom or hospital. **This includes hospital employees and/or staff.**

Potentially Damaging Photos

Before you upload photos to Social Media — even those of family and friends — consider the possible consequences of your actions. For example, in 2009 an emergency medical technician posted a photo of a murder victim on Facebook. The victim's family sued Facebook — even after the offending photo was deleted. The EMT was fired. Hospitals have been fined for allowing news or TV crews to film patients without their authorization.

Respect the Privacy of Others

Thanks to smartphone apps such as Instagram, thousands of photos are uploaded to Social Media every day. Even photos you upload as "private" can be shared. You are obligated to respect the privacy of others by not uploading photos that don't belong in a public forum.



Before you ...



THINK!

T - is it true?

H - is it hurtful?

I - is it illegal?

N - is it necessary?

K - is it kind?



DOCTORS
HOSPITAL



Notes

This image shows a single sheet of white paper with horizontal 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.

“Keep the circus going inside you, keep it going,
don't take anything too seriously, it'll all work out in the end.”

Word Search

P S C I R T A I D E P D N M E
I N F E C T I O N I W X G E R
K E K X T D T H S E E M O D A
K E T R Y H Y U F R S S U I C
N Z A L E E R V I J H R D C E
F E Q R A G L A D E G L U I B
H R A Z E N H N E G Y X O N T
U P C O Y C T H X F B E D E N
Y Z N D L H O I V E N B P F E
J T N E O S B V C V C J A S M
Z X E H P C O Z E E I J T A T
M H J I L C T Y A R X R I F A
W T T H V U L O L F Y W E E E
B A T Y C N E G R E M E N T R
L X W K B A N D A G E L T Y T

BANDAGE

BED

CARE

DOCTOR

EMERGENCY

FEVER

HEART

HOSPITAL

INFECTION

MEDICINE

NURSE

OXYGEN

PATIENT

PEDIATRICS

RECOVERY

SAFETY

SNEEZE

SURGEON

THERAPY

TREATMENT

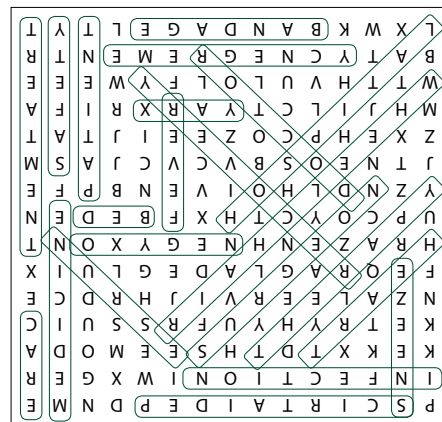
WHEELCHAIR

XRAY

How did you do?

Check your answers below.

ANSWER KEY



“Science is organized knowledge.
Wisdom is organized life.”

My Medications

Keep track of all medications you are prescribed while in the hospital.

When you get home add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

Medication: _____
(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____
(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____
(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____
(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____