

# PATIENT GUIDE

Key Information For Your Stay

**WHO'S  
YOUR  
SUPPORT  
PERSON**

**TAKE  
CHARGE  
OF YOUR  
CARE**

7 Easy Steps



**FREE!** Take This Copy  
Home With You



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## Take Charge of Your Care

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# Welcome & About Us

Thank you for choosing us for your healthcare needs

At Starr Regional Medical Center, our privilege is to serve the healthcare needs of our community. On behalf of our Board, physicians and staff, I want to welcome you to our hospital and thank you for choosing us for your care.

Our priority is delivering the highest quality of care possible and exceeding your expectations during your experience with us. We realize that hospitalization can be overwhelming, and you deserve for us to listen, support your needs and be well cared for while you are here.

This comprehensive patient guide was developed to provide access to the information and resources you need to make your hospital stay as safe, comfortable and pleasant as possible. We hope that you will find the guide's contents helpful and reassuring. If you have any questions or concerns at any time during your stay, please let us know.

Again, thank you for allowing Starr Regional the opportunity to serve you and care for your medical needs.

Sincerely,

John McLain

Chief Executive Officer, Starr Regional Medical Center

## About Us

**Our Mission:** Making Communities Healthier®

**Our Vision:** We want to create places where ...

- People choose to come for healthcare,
- Physicians want to practice, and
- Employees want to work.

**Our High Five Guiding Principles:** Our High Five Guiding Principles guide our actions and decision-making and define what communities can expect from us as a healthcare partner. They are:

1. Delivering high-quality patient care
2. Supporting physicians
3. Creating excellent workplaces for our employees
4. Taking a leadership role in our communities
5. Ensuring fiscal responsibility

# Phone Directory

## Key Numbers

**Main:** 423.745.1411 | **Business Office/Billing:** 423.744.3210

**Case Management:** 423.744.3439 | **Food & Nutrition Services:** 423.744.3258

## OTHER HOSPITAL SERVICES

Administration	423.744.3349	Patient Portal (Account Assistance)	423.744.3191
Central Scheduling	423.744.3372	Physical Therapy (Inpatient)	423.744.3229
Etowah Campus	423.263.3600	Physician Referral Line	423.374.6571
Gift Shop	423.744.3457 (Athens) 423.263.3627 (Etowah)	Senior Care	423.263.3890
Medical Records (Health Information Management)	423.744.3218	Social Services	423.744.3359
Outpatient Rehabilitation Services	423.744.0002 (Athens) 423.263.3679 (Etowah)	Sarr Regional Health & Rehabilitation	423.507.3659

*For more information on the services and resources available at Sarr Regional Medical Center, visit [SarrRegional.com](http://SarrRegional.com).*

# Our Commitment to Care

## Patient Satisfaction Matters to Us

Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you. You may be contacted by phone, email or text and asked to complete a confidential survey. Please take the time to complete the survey. Your feedback helps us know what we're doing well and where we can improve.

### During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is not resolved, contact Patti Horne at ext. 3201 or 423.744.3201. You also have the right to file your complaint with either:

The Tennessee Department  
of Public Health  
665 Mainstream Dr., Second Floor  
Nashville, TN 37243  
877.287.0010

Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org),  
then click "Report a Safety Concern"

## Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 32). Our Medical Ethics Committee can help you and those who are here to support you make difficult decisions. For help, contact Case Management.

**Note:** Documentation in the patient record will include the provision of additional information useful for the patient and/or family about suicide risk and prevention. The National Hopeline Network (1.800.784.2433) is included in the patient handbook and is provided to all patients.



# Rapid Response Team

Special Support to  
Prevent Emergencies

A highly trained group of individuals called the Rapid Response Team is in place at all times in the hospital. This team can be called at any time by you, or those who may be here with you, to check on any medical condition that is of concern before there is a life-threatening emergency.

## **WHEN** *to Call Rapid Response*

### ***Call for help if you notice:***

- changes in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- changes in urine output (much more or less urine)
- change in mental status or level of consciousness
- any time you are worried something might be wrong
- any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

## **HOW** *to Call Rapid Response*

### **Step 1:**

Dial 6 on the bedside phone.

### **Step 2:**

Tell the operator: your name, room number, patient's name and your concern.

### **Step 3:**

The Rapid Response Team will be sent to your room.



# Fast Facts About Your Stay



## VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. See p. 9 for important visitor information.

## An A-Z Guide to the Most Frequently Asked Questions

### ATM

An ATM is located in the Emergency Department waiting room.

### Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—about every 12 hours—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day. Ask questions. The more you're involved, the better and safer your care.

### Bedside Technology

During your stay, you may see your doctors and nurses using computers or tablets. These tools help them care for you by providing around-the-clock monitoring, a variety of resources and quick communication with the rest of your healthcare team. If you have any questions, ask your doctor or nurse.

### Cafeteria

Location: Main floor

#### Hours:

Monday through Friday:

- Breakfast: 7 a.m. to 10 a.m.
- Lunch: 11:30 a.m. to 1:30 p.m.
- Dinner: Closed

Closed Saturday and Sunday.

All visitors are welcome to dine in the Cafeteria.



### Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located at your bedside. If you have any questions on how to use the call button, ask a staff member to show you.



## Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, computers or other electric 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 patient rooms by individual florists. Please note that flowers are not allowed in Intensive Care Units.



## Gift Shop

Location: Front entrance

### Hours:

Hours vary and are posted outside the gift shop.

## Hearing Impaired

Please let your nurse know of any needs you may have, and the hospital will provide services specific to your needs.

## Hospital Safe for Valuables

Patients and visitors are responsible for their valuables. Upon request, valuables may be locked up by someone from the nursing staff.

## Housekeeping Services

A member of our Housekeeping team will clean your room daily.

## Interpreters

We will provide an interpreter upon patient request.

## Lost and Found

Please call the operator regarding lost belongings.

## 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 need them, hospital staff will give them to you.

### Pastoral Care

Patients and their loved ones may call upon a hospital chaplain, a member of a group of volunteer ministers, at any time. Simply ask your nurse to request these services. We also have a chapel.

### Patient Meals

An In-Room Dining Ambassador will come to your room to discuss menu options for the diet ordered by your provider. You will place your meal orders with the In-Room Dining Ambassador each day. Should you have any questions, dial ext. 3258 between 6:30 a.m. and 5:30 p.m. to speak with a Food Services representative.

### 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. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Starr Regional Medical Center cannot be responsible for replacing personal belongings.

### Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

### Smoking

Smoking is not allowed anywhere in the hospital or on the hospital grounds.

### Telephone

All patients rooms have phones. To place a call within the hospital, see p. 3. To call locally, dial 8 and the phone number.



### TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV. See p. 10 for the Channel Listing.

### Vending Machines

Vending machines are located in the Main Lobby, Cafeteria and Emergency Department. Here you can find beverages and snacks 24 hours a day.

# Visitor Information

SRMC understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, contact Administration.

## Visitor Guidelines

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

- Do not visit if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to respect the healing of all patients.
- Ask before bringing foods, drinks, or other items like balloons, flowers or perfume that might trigger allergies into patient rooms.
- Wash your hands before entering and when leaving a patient's room.
- Make sure all children have a supervising adult with them at all times.

## Visiting Hours

*To promote healing and safety and limit infection, some units may limit the number of visitors you may receive at one time.*

**General Hours:** 8 a.m. to 9 p.m.

**Pediatrics:** One parent or guardian must stay 24 hours a day.

**Intensive Care Unit:** Visitation for one (1) hour at 10 a.m., 2 p.m., 4 p.m. and 8 p.m.


**Note:** No children under age 12.



## TV CHANNELS

<b>2</b>	HSN	<b>26</b>	FSNS10	<b>46</b>	Lifetime
<b>3</b>	WRCB	<b>28</b>	FAM	<b>47</b>	ETV
<b>4</b>	C-SPAN 1	<b>29</b>	Paramount Network	<b>48</b>	OWN
<b>5</b>	WFLI	<b>30</b>	TWC	<b>49</b>	BET
<b>7</b>	QVC	<b>31</b>	USA	<b>50</b>	FS1SD
<b>9</b>	WTVC	<b>32</b>	Golf Channel	<b>51</b>	Jewelry
<b>10</b>	WBIR	<b>33</b>	TLC	<b>53</b>	Comedy Central
<b>11</b>	WDSI	<b>34</b>	HGTV	<b>54</b>	Bravo
<b>12</b>	WDEF	<b>35</b>	MTV	<b>55</b>	CNBC
<b>13</b>	WTCI	<b>36</b>	CNN	<b>60</b>	HSN-2
<b>14</b>	WGN America	<b>37</b>	A&E	<b>69</b>	TCM
<b>15</b>	TBS	<b>38</b>	Syfy	<b>70</b>	Hallmark
<b>16</b>	WELF	<b>39</b>	Nickelodeon	<b>95</b>	EGACC
<b>17</b>	Travel Channel	<b>40</b>	VH1	<b>96</b>	Animal Planet
<b>18</b>	TDC	<b>41</b>	CNHN	<b>98</b>	NBCSN
<b>19</b>	TV Land	<b>43</b>	AMC	<b>99</b>	FNC
<b>20</b>	Food Network	<b>44</b>	FX		
<b>25</b>	ESPN2	<b>45</b>	SPSO		

# 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.

## Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. We encourage you and your family to become active partners on your healthcare team. To help, share your answers to these questions with hospital staff:

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

### Ask Yourself

*Is there anything else the hospital should be aware of to improve my care experience?*



## 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.

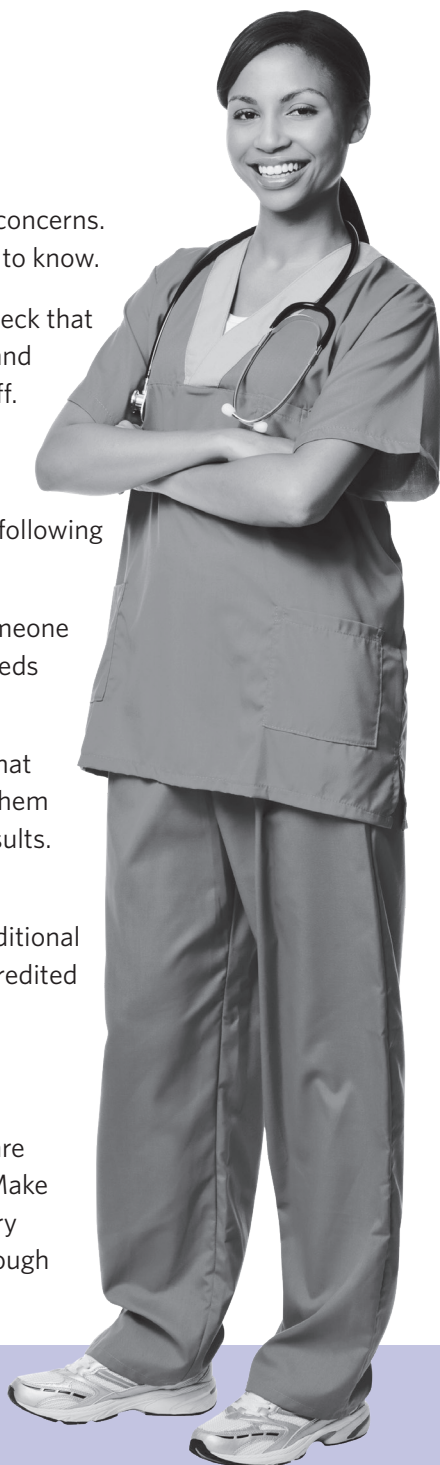
**EDUCATE YOURSELF.** Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.

**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](http://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.



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.

# My HealthPoint Patient Portal

My HealthPoint was created with you, the patient, in mind. By agreeing to participate and providing your email address to us, you will have access to important information about your recent hospital stay including:

- Procedures you had during your stay
- A list of current and past medical issues
- Discharge instructions
- A list of current medicines and your medicine history
- Laboratory test results
- Additional valuable information

## Follow these steps to sign up for the Patient Portal.

**Step 1:** Provide your email address when registering for services at Starr Regional Medical Center to begin enrollment.

**Step 2:** You will receive an email invitation from Starr Regional Medical Center. Open the email and click the link provided.

**Step 3:** Enter your name and date of birth, choose a security question and create a password.

**Step 4:** Once you have completed all other steps, you can access your portal.

## Let us know how we can help you create your Patient Portal account!

For more information, call 423.744.3191 or email [portal.starr@lpnt.net](mailto:portal.starr@lpnt.net).





## 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



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

## 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 a hospital staff member 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.

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

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

# Pay Attention to Your Care

- Tell your nurse or a member of your care team if something doesn't seem right.
- Know what time you normally get medicine, and tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

## You Are Key

**You are the most important member of your healthcare team.**

*Understand your treatment* ←

*Ask questions* ←

*Speak up about pain* ←

*Know your medicines* ←

*Plan early for a successful discharge* ←



## And Remember, Take Charge of Your Communication

### Ask About Jargon:

If you hear a medical term you don't understand, ask what it means.

### Teach Back:

After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.

### Take Notes:

Write down any key facts your doctor tells you so you won't forget.

## 5 Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

### 1 **Clean your hands.**

- after touching hospital objects or surfaces
- before eating
- after using the restroom
- when entering and exiting your room

### 2 **Ask doctors and hospital staff members to clean their hands.**

This should be standard practice, but don't be afraid to remind them if they forget. Ask visitors to clean their hands too!

### 3 **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

### 4 **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged. Ask each day if it's time to remove your catheter or IV.

### 5 **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

#### **CLEANING TIP:**

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing *Happy Birthday*).



Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter and exit your room.

# 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.

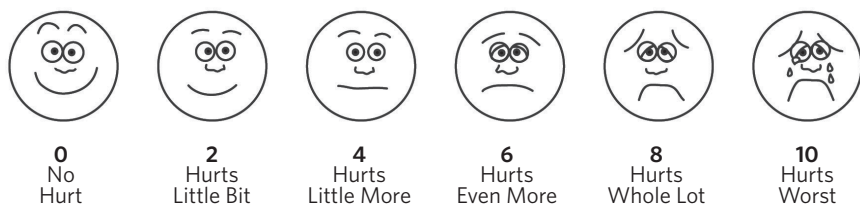
- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

## Which words describe your pain?

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

## How bad is it on this pain scale?

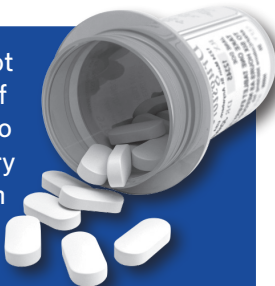
### Wong-Baker FACES® Pain Rating Scale



Copyright 1983, Wong-Baker FACES® Foundation, [www.WongBakerFACES.org](http://www.WongBakerFACES.org). Used with permission.

## You're the Expert on Your Pain

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.



## 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.**






# Medicines & Side Effects

This section contains side effects of medicines commonly prescribed in the hospital. Ask your nurse if you have questions about these medicines or if you would like to speak with a pharmacist.

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND)	MOST COMMON SIDE EFFECTS
<b>Pain Relief</b> 	<input type="checkbox"/> <b>Acetaminophen</b> ( <i>Tylenol</i> ®) <input type="checkbox"/> <b>FentaNYL</b> ( <i>Duragesic</i> ® Patch) <input type="checkbox"/> <b>Hydrocodone/Acetaminophen</b> ( <i>Vicodin</i> ®, <i>Lortab</i> ®, <i>Norco</i> ®) <input type="checkbox"/> <b>HYDROMorphone</b> ( <i>Dilaudid</i> ®) <input type="checkbox"/> <b>Ibuprofen</b> ( <i>Advil</i> ®, <i>Motrin</i> ®) <input type="checkbox"/> <b>Ketorolac</b> ( <i>Toradol</i> ®) <input type="checkbox"/> <b>Morphine</b> <input type="checkbox"/> <b>Oxycodone</b> <input type="checkbox"/> <b>Oxycodone/Acetaminophen</b> ( <i>Percocet</i> ®) <input type="checkbox"/> <b>Tramadol</b> ( <i>Ultram</i> ®) <input type="checkbox"/> <b>Other:</b> _____	Dizziness/ Drowsiness Constipation Nausea/Vomiting Rash Confusion Itchiness
<b>Antibiotics for Infections</b> 	<input type="checkbox"/> <b>Amoxicillin/Clavulanate</b> ( <i>Augmentin</i> ®) <input type="checkbox"/> <b>Azithromycin</b> ( <i>Zithromax</i> ®) <input type="checkbox"/> <b>Cefazolin</b> ( <i>Ancef</i> ®) <input type="checkbox"/> <b>Ceftriaxone</b> ( <i>Rocephin</i> ®) <input type="checkbox"/> <b>Clindamycin</b> ( <i>Cleocin</i> ®) <input type="checkbox"/> <b>Levofloxacin</b> ( <i>Levaquin</i> ®) <input type="checkbox"/> <b>Metronidazole</b> ( <i>Flagyl</i> ®) <input type="checkbox"/> <b>Piperacillin/Tazobactam</b> ( <i>Zosyn</i> ®) <input type="checkbox"/> <b>Vancomycin</b> ( <i>Vancocin</i> ®) <input type="checkbox"/> <b>Other:</b> _____	Stomach upset Diarrhea Rash/Flushing Headache
<b>Blood Sugar Control</b> 	<input type="checkbox"/> <b>Insulin aspart, short acting</b> ( <i>NovoLOG</i> ®) <input type="checkbox"/> <b>Insulin lispro, short acting</b> ( <i>HumaLOG</i> ®) <input type="checkbox"/> <b>Insulin glargine, long acting</b> ( <i>Lantus</i> ®) <input type="checkbox"/> <b>Insulin detemir, long acting</b> ( <i>Levemir</i> ®) <input type="checkbox"/> <b>Insulin, regular</b> ( <i>NovoLIN R</i> ®, <i>HumuLIN R</i> ®) <input type="checkbox"/> <b>Other:</b> _____	Headache Irritation at injection site Low blood sugar (hypoglycemia)
<b>Cholesterol Lowering</b> 	<input type="checkbox"/> <b>Atorvastatin</b> ( <i>Lipitor</i> ®) <input type="checkbox"/> <b>Simvastatin</b> ( <i>Zocor</i> ®) <input type="checkbox"/> <b>Lovastatin</b> ( <i>Mevacor</i> ®) <input type="checkbox"/> <b>Other:</b> _____	Headache Muscle pain Stomach upset



REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND)	MOST COMMON SIDE EFFECTS
<b>Blood Thinner (to Stop or Break Down Blood Clots)</b> 	<input type="checkbox"/> Enoxaparin ( <i>Lovenox</i> ®) <input type="checkbox"/> Heparin <input type="checkbox"/> Warfarin ( <i>Coumadin</i> ®) <input type="checkbox"/> Other: _____	Increased risk of bleeding
<b>Blood Thinner (to Stop Blood Clots from Forming)</b> 	<input type="checkbox"/> Aspirin <input type="checkbox"/> Clopidogrel ( <i>Plavix</i> ®) <input type="checkbox"/> Other: _____	Stomach upset Increased risk of bleeding
<b>Lowers Blood Pressure &amp; Heart Rate</b> 	<b>Calcium Channel Blockers:</b> <input type="checkbox"/> Diltiazem ( <i>Cardizem [CD]</i> ®, <i>Cartia XT</i> ®, <i>Tiazac</i> ®) <b>Beta Blockers:</b> <input type="checkbox"/> Atenolol ( <i>Tenormin</i> ®) <input type="checkbox"/> Carvedilol ( <i>Coreg</i> ®) <input type="checkbox"/> Metoprolol ( <i>Lopressor</i> ®, <i>Toprol XL</i> ®) <input type="checkbox"/> Other: _____	Dizziness/ Drowsiness Headache
<b>Lowers Blood Pressure</b> 	<b>ACE Inhibitors, Angiotensin Receptor Blockers (ARBs)</b> <input type="checkbox"/> Benazapril, Captopril, Enalapril, Lisinopril, Quinapril, Ramipril <input type="checkbox"/> Irbesartan ( <i>Avapro</i> ®), Losartan ( <i>Cozaar</i> ®) <input type="checkbox"/> Valsartan ( <i>Diovan</i> ®) <input type="checkbox"/> Other: _____	Dizziness Cough
<b>Diuretic (Water Pill)</b> 	<input type="checkbox"/> Bumetanide ( <i>Bumex</i> ®) <input type="checkbox"/> Furosemide ( <i>Lasix</i> ®) <input type="checkbox"/> Other: _____	Dehydration Headache
<b>Heart Rhythm Problems</b> 	<input type="checkbox"/> Amiodarone ( <i>Pacerone</i> ®) <input type="checkbox"/> Digoxin ( <i>Digitek</i> ®) <input type="checkbox"/> Other: _____	Dizziness Headache

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND)	MOST COMMON SIDE EFFECTS
<b>Heartburn or Reflux</b> 	<input type="checkbox"/> Famotidine ( <i>Pepcid</i> ®) <input type="checkbox"/> Omeprazole ( <i>Prilosec</i> ®) <input type="checkbox"/> Pantoprazole ( <i>Protonix</i> ®) <input type="checkbox"/> Other: _____	Diarrhea Headache
<b>Helps with Inflammation</b> 	<input type="checkbox"/> Celecoxib ( <i>Celebrex</i> ®) <input type="checkbox"/> Dexamethasone ( <i>Decadron</i> ®) <input type="checkbox"/> Hydrocortisone ( <i>Cortef</i> ®, <i>Solu-Cortef</i> ®) <input type="checkbox"/> Ibuprofen ( <i>Advil</i> ®, <i>Motrin</i> ®) <input type="checkbox"/> Ketorolac ( <i>Toradol</i> ®) <input type="checkbox"/> Methylprednisolone ( <i>Solu-Medrol</i> ®) <input type="checkbox"/> Prednisone <input type="checkbox"/> Other: _____	Sleeplessness Stomach upset
<b>Nausea or Vomiting</b> 	<input type="checkbox"/> Ondansetron ( <i>Zofran</i> ®) <input type="checkbox"/> Promethazine ( <i>Phenergan</i> ®) <input type="checkbox"/> Scopolamine patch ( <i>Transderm Scop</i> ®) <input type="checkbox"/> Other: _____	Constipation Drowsiness Dry mouth Headache
<b>Calms Nerves or Makes You Sleepy</b> 	<input type="checkbox"/> Alprazolam ( <i>Xanax</i> ®) <input type="checkbox"/> Diazepam ( <i>Valium</i> ®) <input type="checkbox"/> Lorazepam ( <i>Ativan</i> ®) <input type="checkbox"/> Midazolam ( <i>Versed</i> ®) <input type="checkbox"/> Temazepam ( <i>Restoril</i> ®) <input type="checkbox"/> Zolpidem ( <i>Ambien</i> ®) <input type="checkbox"/> Other: _____	Confusion Dizziness/ Drowsiness Headache
<b>Inhaled Treatments (to Help with Breathing)</b> 	<input type="checkbox"/> Albuterol ( <i>Proair</i> ®, <i>Ventolin</i> ®, <i>Proventil</i> ®) <input type="checkbox"/> Ipratropium ( <i>Atrovent</i> ®) <input type="checkbox"/> Budesonide, beclomethasone ( <i>Pulmicort</i> ®, <i>QVAR</i> ®) <input type="checkbox"/> Tiotropium ( <i>Spiriva</i> ®) <input type="checkbox"/> Other: _____	Cough Dry mouth Feeling anxious Headache Throat irritation Upset stomach
_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____

# Manage Your Meds

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine?  
Generic name?
- Why am I taking it? How will it help?  
When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

*For a medicine tracker, see p. 23.*

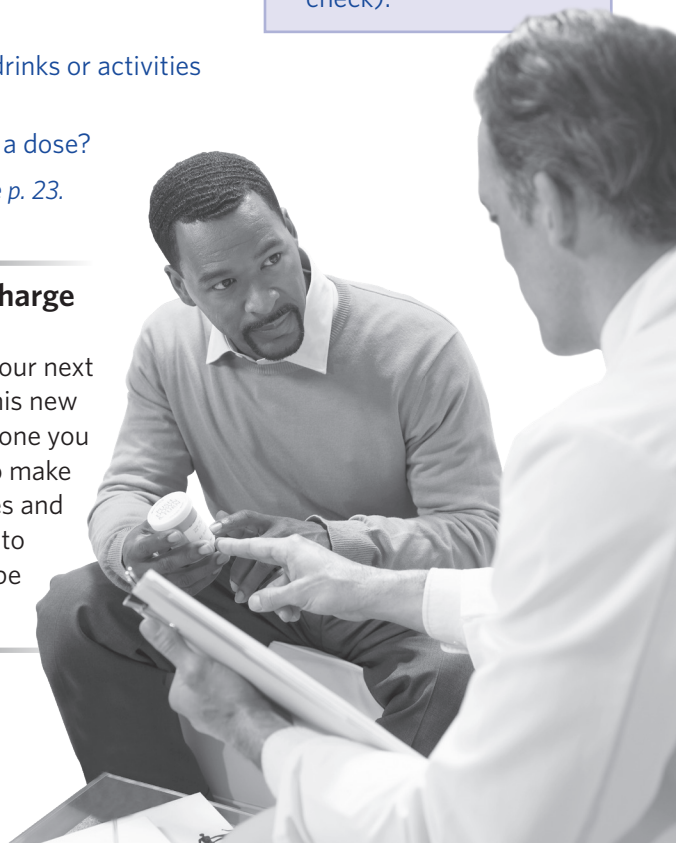
## Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

## Prevent Medicine Errors

### Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).



# Medicine Tracker

Keep track of all the new medicines you are prescribed while in the hospital—plus any other medicines you already take.

	MEDICINE 1	MEDICINE 2	MEDICINE 3	MEDICINE 4
<b>Drug Name</b>				
<b>What Does It Treat?</b>				
<b>Dose</b>				
<b>How to Take It</b> (With food, on an empty stomach, etc.)				
<b>When to Take It</b> (Time of day, morning, night, etc.)				
<b>Notes</b> (Prescribing doctor, pharmacy, side effects)				

## Share With Staff

*Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're safe to take together. Be sure to also include over-the-counter medicines, vitamins and supplements.*





# Prevent Hospital Infections

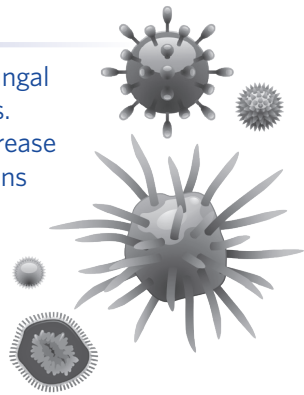
## Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, one in 25 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

TYPE	HOW IT STARTS
<b>Catheter-Associated Urinary Tract Infections (UTI)</b>	Germs enter your urinary tract while using a tube to drain urine
<b>Surgical Site Infections</b>	Germs affect the site of your surgery—either on your skin or internally
<b>Central Line-Associated Bloodstream Infections</b>	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin
<b>Ventilator-Associated Pneumonia</b>	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe

# Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection, but does not respond to the usual treatments. This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli and VRE. Superbugs spread from person to person through touching germly hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



SYMPTOMS	PREVENTION
<ul style="list-style-type: none"><li>■ fever</li><li>■ burning</li><li>■ pain</li><li>■ bloody or frequent urination</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ keep urine bag below level of bladder to prevent backflow</li><li>■ don't tug, pull, twist or bend the tube</li><li>■ secure catheter to your leg and ask every day if it's still needed</li></ul>
<ul style="list-style-type: none"><li>■ redness</li><li>■ pain</li><li>■ drainage of cloudy fluid</li><li>■ fever</li></ul>	<ul style="list-style-type: none"><li>■ do not shave surgery site (irritation increases risk of infection)</li><li>■ clean hands before touching area</li><li>■ don't let visitors touch or dress your wound</li><li>■ ask your nurse to show you how to care for your wound</li></ul>
<ul style="list-style-type: none"><li>■ red skin and soreness at site</li><li>■ fever</li><li>■ chills</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ make sure staff wear gloves, gown, cap, mask and sterile drape when handling tube</li><li>■ speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore</li><li>■ avoid touching tube or letting visitors touch tube</li><li>■ ask that tube be removed as soon as possible</li></ul>
<ul style="list-style-type: none"><li>■ cough</li><li>■ mucus</li><li>■ fever</li><li>■ chills</li><li>■ shortness of breath</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ ask if it's safe to raise the head of your bed</li><li>■ know how often the inside of your mouth needs to be cleaned</li><li>■ ask that tube be removed as soon as possible</li></ul>



# Rights & Responsibilities

## You Have the Right to the Best Care

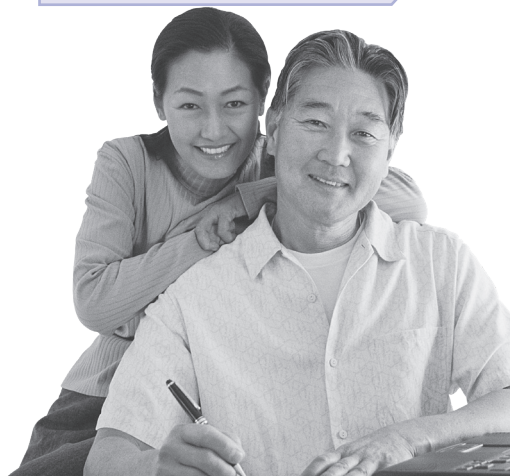
We encourage you, as a patient at Starr Regional Medical Center, to speak openly with your healthcare team, take part in your treatment choices, and promote your own safety by being well informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights, as well as your responsibilities, during your stay at our hospital. We invite you and your family to join us as active members of your care team.

### Patient Rights

1. You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
2. You have the right to receive care in a safe environment free from all forms of abuse, neglect or mistreatment.
3. You have the right to be told the names of your doctors, nurses and all healthcare team members directing and/or providing your care.
4. You, and family and friends with your permission, have the right to participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
5. You have the right to agree or refuse to take part in medical research studies. You may
6. withdraw from a study at any time without impacting your access to standard care.
7. You have a right to make decisions about your care, to refuse treatment to the extent permitted by law and be informed of the medical actions.
8. You have the right to make an advance directive, appointing

### 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 Administration.



someone to make healthcare decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help to complete one.

8. You have the right to effective management of pain as appropriate to the medical diagnosis or surgical procedure.
9. You have the right to consideration of privacy in case discussion, consultation, examination and treatment. You may request transfer to another room if another patient or visitor in your room is unreasonably disturbing you.
10. You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes.
11. You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
12. You have the right to receive detailed information about your hospital and physician charges.
13. You have the right to have your pain assessed and to be involved in decisions about treating your pain.
14. You have the right to be free from restraints and seclusion as a means of coercion, convenience or retaliation by staff. If seclusion or restraints are used, they must be used in accordance with the plan of care and may be used only as a last resort and in the least restrictive manner possible to protect you from harm.
15. You can expect full consideration of your privacy and confidentiality in care discussions, exams and treatments. You may ask for an escort during any type of exam.
16. You have the right to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding and language. If you have vision, speech, hearing and/or other impairments, you will receive additional aids to ensure your care needs are met.
17. You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting the Health Information Management Department. You have the right to request a list of people to whom your personal health information was disclosed.
18. You have a right to give or refuse consent for recordings, photographs, films or other images to be produced or used for internal or external purposes

other than identification, diagnosis or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.

19. You have a right to information about hospital policies that relate to your care. You have the right to express a concern or make a complaint.
20. If you or a family member needs to discuss an ethical issue related to your care, the Ethics Committee can be notified by contacting the nursing department.
21. You have the right to spiritual services. Ministers of Faith are available. Nursing has a list of who is on call, and they will be contacted per your request.
22. You have the right to voice your concerns about the care you receive. Concerns expressed will

not affect your care delivery. If you have a problem or complaint, you may talk with your doctor, nurse director or administrator. If not resolved, the Starr Regional Medical Center contact number is 423.744.3201. To file complaints with the Tennessee Department of Health, write TDH Healthcare Facilities, 665 Mainstream Drive, Second Floor, Nashville, TN 37243 or call 877.287.0010. You may contact The Joint Commission visiting **[www.jointcommission.org](http://www.jointcommission.org)**, then clicking “Report a Safety Concern.”

23. You or your support person (when appropriate) has the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner



(including same-sex domestic partner), another family member or friend, and the right to withdraw or deny such consent at anytime.

### **Patient Responsibilities**

1. You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
2. You are expected to pay your bills in a timely manner.
3. You should provide the hospital and/or your doctor with a copy of your advance directive if you have one.
4. You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health, including perceived safety risks.
5. You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and service plan.
6. You are responsible for reporting unexpected changes in your condition to the responsible practitioner.

7. You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
8. Please leave valuables at home and only bring necessary items for your hospital stay.
9. You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
10. You have the responsibility to keep appointments, be on time, and call your healthcare provider if you cannot keep your appointments.
11. You are responsible for reporting whether you clearly understand a contemplated course of action and what is expected of you.

### **Nondiscrimination Statement**

This facility and its affiliates comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.423.745.1411 (TTY: 1.800.833.3232).

ملحوظة: إذا كنت تتحدث العربية،  
فإن خدمات المساعدة اللغوية تتوافر لك  
بالمجان. اتصل برقم  
1.423.745.1411 (رقم هاتف الصم  
والبكم: 1.423.745.1411).

# 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 look at and receive your health information. These rights are important for you to know.

### Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many 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

### Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf).

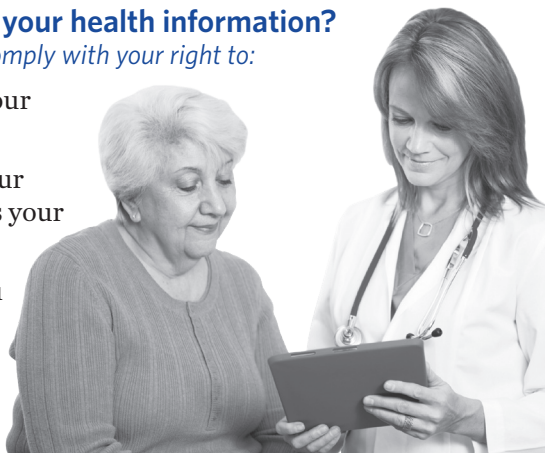
### What information is protected?

- ▶ Information your doctors, nurses and other healthcare providers put in your medical records
- ▶ Conversations your doctor has with nurses and others regarding your care or treatment
- ▶ Information about you in your health insurer's computer system
- ▶ Billing information about you at your clinic
- ▶ 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, as long as your doctor agrees
- ▶ Receive a notice that tells you how your health information may be used and shared



- ▶ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ▶ Get a report on when and why your health information was shared for certain purposes
- ▶ File a complaint

## 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 and help run their businesses
- ▶ With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, 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

**Contact Health Information Management at 744.3218 for copies of medical records.**

*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 your mental health counseling sessions



Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov).



# Advance Directives



## 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 obtain the forms you need, contact Case Management.

## 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.

### Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

# Every time you talk with a health care provider

## ASK THESE 3 QUESTIONS

# 1

**What is  
my main  
problem?**

### **When to ask questions**

You can ask questions when:

- You see a doctor, nurse, pharmacist, or other health care provider.
- You prepare for a medical test or procedure.
- You get your medicine.

# 2

**What do  
I need  
to do?**

### **What if I ask and still don't understand?**

- Let your health care provider know if you still don't understand what you need.
- You might say, "This is new to me. Will you please explain that to me one more time?"
- Don't feel rushed or embarrassed if you don't understand something. Ask your health care provider again.

# 3

**Why is it  
important  
for me to  
do this?**

### **Who needs to ask 3?**

Everyone wants help with health information. You are not alone if you find information about your health or care confusing at times. Asking questions helps you understand how to stay well or to get better.

**Ask**  
Good Questions **Me3**<sup>®</sup>  
for Your Good Health



**To learn more, visit [ihi.org/AskMe3](http://ihi.org/AskMe3)**

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# Before You Leave the Hospital



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

**Plan Early** to reduce your chances of being readmitted and increase your chances for a healthy recovery. 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.qualitycheck.org](http://www.qualitycheck.org)
- [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)



# 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 good 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 you have a plan to get them filled.

☐ **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

☐ **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

☐ **Local resources.** Ask your discharge planner for help finding local after-care services or other support groups.

## 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 discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



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

## Top 10 Questions to Ask Before You Go Home

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 whom? Do I have a ride there?  
\_\_\_\_\_
3. What are key warning signs I need to watch out for? Whom 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](http://www.medicare.gov) and select "Find medical equipment & suppliers" or call **1.800.MEDICARE (800.633.4227)**.



# 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.



### 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.

## 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.
- **Coinurance:** 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.

### 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.

#### Need Help?

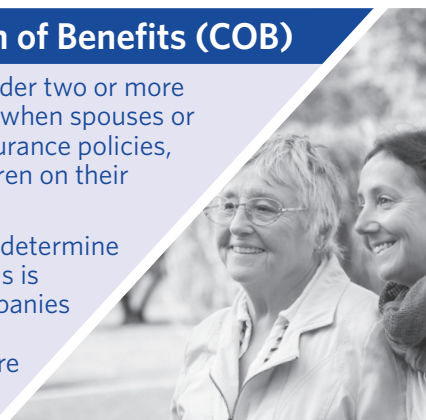
If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

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.

### 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.





# Type 2 Diabetes

## Managing Diabetes During Your Hospital Stay

Keeping your blood sugar under control takes careful attention. To help, make a diabetes care plan with your doctor or nurse. Include information like:

- how often your blood sugar needs to be checked
- how often you need to take your medicines and insulin
- what to do if you can't eat
- how to handle your insulin pump if you have one

You also may want to ask a friend or family member to be your diabetes advocate. Together you can work with hospital staff to follow your diabetes care plan.

## Tracking Your Blood Sugar

Tracking your blood sugar can give you valuable information about how your body's working. It also can help you make adjustments if your numbers are generally too high or too low.

Being sick and taking new medicines can cause your blood sugar numbers to go up or down. Ask your nurse if your blood sugar needs to be tested more often.

## Taking Medicine or Insulin

You'll still need your medicines and insulin (if you take it) while in the hospital, but do not take them yourself. Your nursing staff will

be responsible for giving them to you. If you have questions about your schedule, it's okay to ask.

## Planning for Meals

Once you're admitted to the hospital, ask if there's a special meal plan for patients with diabetes. You also can ask to see the hospital's dietitian if your blood sugar is too high or too low during your stay.

If you need to take medicine or insulin before your meal, make sure you've worked out a schedule with your nurse.



## Avoid Infections

Having diabetes puts you at a higher risk of getting an infection, so it's important to be extra careful during your hospital stay:

- Ask everyone who comes in your room to wash his or her hands.
- Wash your own hands when you can, or ask for hand sanitizer to be placed near your bed.
- Tell your nurse about any cuts, sores or bruises you have.
- Ask friends and family who aren't feeling well to stay home and not visit.

# Know Your Hospitalist



## HOSPITALISTS HELP YOUR DOCTOR

While you're in the hospital, a hospitalist may oversee your care. This helps your primary care doctor to be more available for you and other patients in an office setting.

## Learn About Who's Caring for You While You're in the Hospital

During your stay at SRMC, you will be taken care of by a hospitalist. Hospitalists typically work in groups to provide patients with 24-hour care, and they only take care of patients who are hospitalized. Having a hospitalist oversee care may be a new experience for you or your loved one, so we've provided answers to some commonly asked questions below.

### Does a hospitalist replace my primary care doctor?

Hospitalists don't replace your primary care doctor. In fact, our hospitalists work with your doctor to make sure you receive the best possible care while you're in the hospital. When you're admitted, your hospitalist receives a copy of your medical history. Upon discharge, your records are updated and sent back to your primary care doctor.

### What if I don't have a primary care doctor?

If you don't have a primary care doctor, hospitalists still will take care of you while you're in the hospital. It's important that you receive the same, high-quality care regardless of whether you have a primary care doctor. Before discharge, we will work with you to make sure you have a doctor for follow-up appointments.

### What are other benefits of hospitalists?

Hospitalists are available 24/7 to assess your condition, adjust treatment, follow up on test results and talk about your care with specialists. If there's an emergency, they are on-site and can make decisions about your care quickly. This helps ensure your recovery is smooth and steady, and it may help get you ready for discharge sooner.