

During your stay, a team of professionals will be caring for you. The team will develop and follow a plan of care that reflects your individual needs. Most rooms have a dry-erase board on the wall that will be updated each shift to let you know the name of the nurse and patient care assistant (PCA) who will be giving you direct care. They work closely with your doctor and other staff – such as social workers, case managers and others, depending on your particular needs.

### **Your Room**

Your caregiver will explain the special features of your room, such as how to use the phone, TV, nurse call bell and bed.

Hospital beds are higher and narrower than home beds. There may be times when we must restrict your activity and ask that you call for help before getting out of bed. This may be due to equipment, tests or new medications that have been ordered. For your safety, if bed rails have been raised, please do not lower or climb over them.

Most rooms have a private bathroom. Shower facilities are near each group of rooms. You may use showers if you have your doctor's permission.

The temperature of your room can be adjusted. If you need help, please ask your caregiver.

We realize rest plays an important role in your health and healing process. Your caregivers will balance your need for sleep with other aspects of your care. However, there may be times when we must disturb your rest to perform important tests or give necessary medication. We apologize for any disturbances as we strive to deliver the very best 24-hour care.

### **Pain Management**

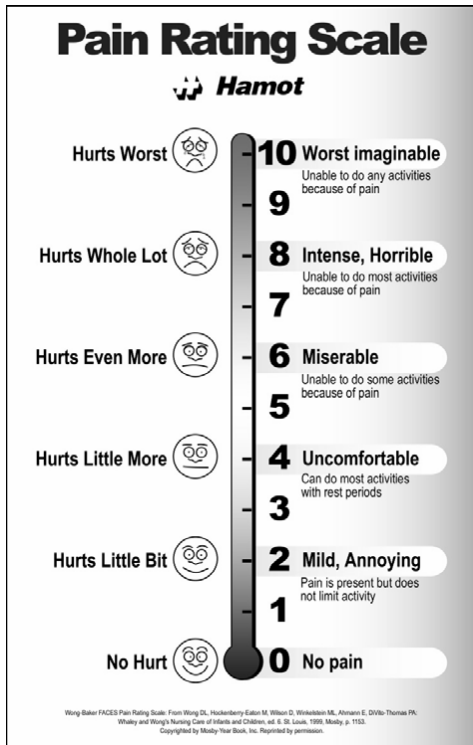
As a patient at Hamot, you can expect:

- Information about pain and pain relief measures
- Concerned staff, committed to pain prevention and management
- Health professionals who strive to respond quickly to reports of pain
- State-of-the-art pain management

### **Patient Responsibilities**

As a patient at Hamot, we encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses, including possible side effects
- Work with your doctor and nurse to develop a pain management plan
- Ask for pain relief when pain first begins
- Tell your doctor or nurse if your pain is not relieved
- Tell your doctor or nurse about any worries you have about taking pain medication
- Help your doctor and nurse rate your pain by using the scale below:



## Other Methods of Pain Relief

Ask your doctor or nurse about other methods of pain relief including:

- Relaxation videos
- Music
- Massage or back rub
- Meditation or prayer
- Exercise
- Positive imagery

## Patient

As the patient, **you** are the key member of the team and will be a partner in your care.

## Family Spokesperson

We believe that communication is important. For this purpose, we ask that you designate a family spokesperson. This person should be your immediate next of kin or medical Power of Attorney. They will be the first person contacted by the nurses or physicians. Also, a yellow privacy card with an identification number will be given to the designated family member. To receive any information about your care, they must give this number.

## Primary Physician (MD or DO)

This is the physician in charge of your treatment plan. They may also consult other physicians to examine or work with you. Hamot takes pride in the caliber of all physicians who comprise our medical staff.

### **Other Surgeons and Specialists**

A surgeon or specialist may be asked to review your care and make any recommendations for your treatment.

### **Nurse Practitioners or Physician Assistants**

Some physicians also have nurse practitioners or physician assistants who work closely with them. These professionals have advanced education and training.

### **Nursing Staff**

Nurses (RNs) take care of your daily needs. They carefully watch your condition and inform your physician of any changes. They give medicines and work with the other departments to provide the best care for you. Licensed practical nurses (LPNs) and patient care assistants (PCAs) may also work with RNs to care for you.

### **Case Manager (RN or Social Worker)**

Because illness often creates stress for patients and their families, Hamot has designed a case management team to keep track of your progress and better coordinate care so that it meets your needs. Case managers help you and your family plan for discharge (whether to home, rehab center or another nursing care facility) and arrange for equipment needed. They evaluate family support and financial need, as well as help with insurance companies.

### **Dietician**

A dietitian checks on your diet to make sure that you are getting foods you need to promote good health and help the healing process.

### **Pharmacist**

Pharmacists review medications ordered and make sure that the most appropriate medicines are safely dispensed and delivered for your treatment.

### **Palliative Care**

Hamot's palliative care team aims to relieve suffering in physical, spiritual and psychosocial dimensions and improve quality of life for patients with serious illness. Palliative care is often ordered for patients with troublesome symptoms (pain, shortness of breath, nausea, vomiting, confusional states, etc.). It is also offered along with any current treatment such as chemotherapy, radiation therapy, dialysis, etc. Palliative care consults must be ordered by a physician and can be requested by any patient or family member to facilitate a referral.

### **Special Educators**

You may also meet with specially trained staff who will teach you about topics such as diabetes, heart problems, stroke, ostomy, infant feeding, etc.

### **Students/Residents**

Since Hamot is an academic medical center, you may have students or residents who accompany or work with your doctor or other members of the healthcare team.

### **Chaplains**

Chaplains are available each day to meet the spiritual needs of you and your family. If you wish, they can contact your personal pastor or religious leader.

### **Housekeeping**

Your room is cleaned daily by a member of the housekeeping staff. Please call Ext. 2215 with any housekeeping concern.

### **Other Personnel**

During your stay, many other healthcare professionals, including personnel from the laboratory and radiology departments and physical, occupational, respiratory and speech therapists, may visit you. In addition, our team includes many behind-the-scenes workers such as maintenance staff, secretaries, food service workers, volunteers and others who contribute greatly toward your well-being while you are here.

### **Food and Nutrition**

#### **Ordering Patient Meals**

Hamot serves your meals through At Your Request Room Service Dining. This innovative dining program allows you to select meals from a menu designed to make you feel as though you are eating at home or at your favorite restaurant. Here is what you will need to do:

- Choose what you would like to eat from the menu at your bedside.
- Call Ext. 3636 to place your order. Please allow enough time for delivery. Our goal is to deliver your meal within 45 minutes.

Room service is available between 6:30 a.m. and 10 p.m.

A full menu is offered between 6:30 a.m. and 6 p.m.

A limited menu is offered between 6 p.m. and 10 p.m.

#### **Special Diets**

If your doctor has placed you on a special diet, our friendly room service operators will help you make the best food choices.

#### **Vending Machines**

Vending machines for snacks and beverages are available on the Ground Floor across from the Hamot Dining Room. Additional machines can be found on other floors.

### **Telephone and Television**

#### **Telephone**

Free local telephone service is provided in all patient rooms. If you do not want telephone service, please tell your nurse.

Local Calls.....Dial “9” + local number.

Toll-Free Calls.....Dial “91” + toll-free number.

Long-Distance Calls.....Dial “89” + “00” + the area code + number.

(At that point, the operator will ask for your home number for billing purposes).

Hamot Extension (internal).....Dial the four-digit extension.

Hamot Extension (external).....Dial “877” + the four-digit extension.

Another Patient Room.....Dial “4” + three-digit room number.

Your family and friends may dial your room directly from outside the medical center by dialing “877-4”, followed by your room number. If you are a patient in the maternity, pediatric or critical care units, check with your nurse about telephone service.

Incoming calls will be connected to your room between 7 a.m. and 10 p.m. You may call out at anytime.

All phones have a volume control. If you have difficulty hearing with the volume increased, ask your nurse to call the Hamot telephone operator for assistance.

Portable telecommunication units, or TTYs, are available for patient rooms. Directions will be given for using the TTY to call for room service meals.

### **Cell Phones**

Due to the potential risk to patient equipment, radio transmitting devices including cell phones are limited to certain clearly marked areas such as patient waiting areas, the Hamot Dining Room, vending areas and the Main Lobby. Cell phones are not to be used in patient rooms.

### **Television**

Color television sets are provided free of charge in each patient room. The TV controls can be found on your nurse call bell. Please be considerate of other patients by playing television sets softly.

To receive available closed-captioned programs, press the “closed-caption” button on your nurse call bell.

Your nurse can provide you with a TV guide and information on accessing educational channels.

### **Additional Services**

#### **Patient Education**

Knowing as much as you can about your health allows you to take a greater part in planning your care. While you are at Hamot, your healthcare team will keep you and your family informed. Your television has channels that provide health and medical information. Your caregiver will have channel guides and can direct you to special programs that may help you prepare for discharge.

#### **Communication Assistance**

Please make sure that your nurse is aware if you have vision or hearing problems, do not speak English or have other special needs. Hamot will make every effort to obtain an interpreter or provide equipment such as portable telecommunication units (TTYs) and assistive listening devices to amplify sound.

## **Advance Directives**

Advance Directives are papers that express your wishes about future medical care. If you become very sick and are unable to make your own choices, these papers help your doctor and family know what choices to make for you. They also let you list someone to make choices for you if you are not able to make them for yourself. These are the most common kinds of Advance Directives:

- Living Will
- Durable Power of Attorney for Healthcare (or Healthcare Proxy)
- Durable Power of Attorney (provide for decision-making for both health and financial issues)

For more information on Advance Directives or forms, please ask your nurse.

## **Patient Service Representative**

In order to provide the best service to our patients, a patient service representative is available to assist you. If you or your guests have questions about Hamot, comments about your care, suggestions for improving our services or need someone to listen, please contact a patient service representative by dialing Ext. 3767.

## **For Your Safety**

We do many things to make sure you get the safest care possible. All patients wear an **ID bracelet**. You should expect us to check this bracelet before giving medicines or starting procedures. We may also ask you to tell us your name. As a check for your safety, we will probably ask the same questions more than once.

For the best and safest care, we count on you to work with us. **Here are things you can do to help make sure you get the best care.**

- **Ask questions about your tests and treatments.**

Write down your questions, or have someone with you to help you remember what to ask. Make sure you understand the answers. Be clear about what site is to be treated or operated on — you may be asked to mark the site with a special pen.

- **Make sure we know about allergies you have.**

Tell us about any allergies you have to drugs, foods, latex (rubber), etc.

- **Make sure we know about all the medicines you take.**

This includes over-the-counter medicines such as aspirin, ibuprofen and dietary supplements like vitamins and herbs. Keep a list of all the medicines you take and the doses. We can give you a pocket card to keep track of this information if you'd like.

- **Always look at any medicine given to you before you take it.**

If it does not look like what you usually take, ask why. You should always know what medicines you are taking and why. We use a bar code system to give medications as safely as possible. Nurses will scan the bar code on your medicine and your ID bracelet before giving it to you. If you brought any medicines with you, please send them home with your family or give them to your nurse.

- **Ask when to expect the results of any test or procedure.**

If you do not get results when expected, whether it is in person, on the phone or in the mail, don't assume the results are fine. Call your doctor for the results and ask what they mean for you.

- **Make sure those caring for you (including friends and guests) have washed their hands first.** To safeguard your health, the Centers for Disease Control and Prevention (CDC) recommend that all healthcare workers use *standard precautions* or routine protective measures – such as hand hygiene (soap and water or hand sanitizers) or wearing gloves and other protective clothing – when treating all patients.

- **Make sure you know what to do when you go home.**

Be sure to ask about any follow-up care you will need, including what medicines to take and why. Ask questions if you do not understand what you will need to do at home in regard to diet, activity or other special needs.

### **Items of Value**

We recommend that you do not keep valuables – such as jewelry or large sums of money – in your room. If you do bring valuable items, please ask your nurse to place them in the safe. Hamot does not accept responsibility for items of value unless they are placed in the safe.

When you are not using personal items such as eyeglasses and dentures, store them carefully in your bedside table. **Please do not wrap your dentures in tissue paper or leave them on your meal tray where they might be accidentally discarded.** Hamot is not responsible for loss or breakage of such items.

### **Fire Safety**

The use of personal electrical appliances – such as TVs, radios or hair dryers – is not permitted for safety reasons. Other items such as electric shavers may be permitted. Please check with your nurse before using them.

### **In Case of an Emergency**

Fire drills are conducted regularly in the medical center to ensure that our staff is prepared to handle any emergency. Whether it is a drill or an actual emergency alarm, bells, strobe lights and the public address system will alert patients and staff.

### **Going Home**

#### **Your Discharge**

Your doctor(s) will determine when you are ready to go home and will write the necessary orders for discharge. Please be aware that you may not be discharge immediately; *all* aspects of your care plan must be completed before you leave the facility.

The target discharge time for inpatients is noon. If you are having an outpatient procedure, your discharge time will be based upon your recovery from the procedure. If your discharge involves another facility, case management will coordinate your plans, which may result in discharge after noon. We will try our best to expedite this process and appreciate your patience.

You will receive instructions about your care at home. If you have questions about your diet, medication, activities, follow-up appointment or other matters, *please* be sure to ask.

### **Personal Items**

Check your room for any personal items you brought with you, and don't forget to collect any valuables you have placed in the medical center's safe.

### **Home Healthcare**

Your doctor may decide that you need in-home care after discharge. Skilled nursing, physical therapy, occupational therapy, speech therapy, social worker service and hospice care are all services that are available through home healthcare.

Benefits and services vary with insurance companies and policies. To be eligible for home care, most insurance companies require that you be homebound because of your illness or surgery while the services are being provided. Homebound does not mean bedbound. Leaving your residence must require considerable effort, such as the assistance of another person. A case manager is available at Hamot to discuss your benefits and options with you.

### **How Did We Do?**

Your thoughts and opinions are important to us, as we are committed to providing very good service. After your stay at Hamot, you may receive a satisfaction survey. The survey asks questions to help us determine what we have done well and how we can improve. We ask that you take the time to respond. We strive to provide the level of service that allows us to be the hospital of choice for our community.

### **An Expression of Gratitude/Thanks**

Hamot does not permit gratuities. As professionals, we ask nothing more than the satisfaction of knowing that we have provided the best care possible.

If you wish to honor someone in a special way, you may want to consider a tribute gift to the Hamot Guardian Angel Program. To learn more about this commemorative gift program, please call Hamot Second Century at Ext. 7020.

### **Smoking Policy**

For the safety and health of patients, guests and staff, no smoking is allowed at Hamot.