

**FACTS FOR  
YOUR STAY**

**MANAGING  
PAIN**

**CAREGIVERS**

How to Play a Role  
in Recovery

# PATIENT GUIDE

Key Information For Your Stay



**FREE!**

**Take This  
Copy Home  
With You**



[www.beaconhealthsystem.org](http://www.beaconhealthsystem.org) | 574-647-1000

Brought to you by: PatientPoint. 

# CONTENTS

WELCOME ..... 2

ABOUT US ..... 3

PHONE DIRECTORY..... 4

OUR COMMITMENT TO CARE.... 5

FAST FACTS ABOUT YOUR STAY.. 7  
*Plus TV Channel Guide*

**SPECIAL SECTION ..... 13**

RIGHTS & RESPONSIBILITIES ..... 20

YOUR PRIVACY MATTERS..... 24

ADVANCE DIRECTIVES ..... 26

ASK ME 3 ..... 32

SUPPORT FOR CAREGIVERS ..... 33

LEAVING THE HOSPITAL ..... 34

AFTER-HOSPITAL CARE..... 36

GIVING BACK ..... 37

STAFF DEFINITIONS ..... 38

NOTES ..... 40



## Take Charge of Your Care

13

- Speak Up
- Choose a Support Person
- Check IDs
- Pay Attention to Your Care
- 5 Ways to Fight Infections
- Don't Ignore Pain
- Prevent Falls
- Prepare for Surgery
- Manage Your Meds

## On Our Cover

**Facts for Your Stay ..... 7**

**Managing Pain ..... 17**

### Caregivers

*How to Play a Role  
in Recovery ..... 33*



The editorial content displayed here is the responsibility of PatientPoint. This material is for your educational use only. It does not contain, nor should it be construed as containing, medical advice. Talk to your doctor before making any lifestyle or treatment changes. Sponsors are responsible for the material provided, and your healthcare provider's participation in the program does not represent an explicit or implied endorsement of any material presented. The people shown are models and are not known to have any health condition. Images are for illustrative purposes only. Image credits: Getty Images, iStockphoto. ©2017 PatientPoint\*

# Welcome



## MISSION STATEMENT

Beacon Health System exists to enhance the physical, mental, spiritual and emotional well-being of the communities we serve.

## Thank You for Trusting Us

Welcome to Memorial Hospital. We are pleased you have entrusted Memorial Hospital of South Bend with your medical care. Everyone associated with the hospital, from your physicians and nurses to technicians and support staff, is dedicated to one thing—your well-being.

Our pledge to excellence begins the moment you enter through our doors. We understand a positive hospital experience depends on much more than the medical care you receive. That is why we have taken extra care to ensure every aspect of your visit—from the cleanliness of your room, to the meals you are served, to the friendliness of our staff—always exceeds your expectations. This is our commitment to you.

This Patient Guide provides you and your family with information you will need during your stay. If you have any questions that are not answered in these pages, please do not hesitate to ask your nurse.

Once you are home, a patient satisfaction survey will be mailed to you. To help us to continue providing exceptional care to our patients, we ask that you take a few moments to complete this survey. It helps us know what aspects of your care you found excellent as well as areas that require improvement.

On behalf of the entire Memorial family, I wish you the best during your stay with us.

Sincerely,

A handwritten signature in dark ink, appearing to read "Larry Tracy".

Larry Tracy  
President



**MEMORIAL**  
HOSPITAL

# About Us

## Why We Are the Right Choice for Your Care

### Our Values

- We put patients at the center
- We respect one another
- We demonstrate compassion
- We operate with integrity
- We are trustworthy

### Beacon Health System aspires to achieve:

- Innovative healthcare and well-being services of the highest quality at the greatest value
- Easy access and convenience
- Outstanding patient experiences
- Ongoing education involving physicians, patients and the community

### We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.



[www.beaconhealthsystem.org](http://www.beaconhealthsystem.org)

### CONTACT US

615 N. Michigan St.  
South Bend, IN 46601  
574-647-1600

# Phone Directory

## Key Numbers

**Main:** 574-647-1000 | **Gift Shop:** 574-647-7326

**Nutrition Service:** 574-647-3000 | **Patient Accounts:** 574-647-7167



Calling from **INSIDE** the hospital?  
Dial the *last four* digits only.

## OTHER HOSPITAL SERVICES

Admitting	674-7466	Lost and Found	647-6920
Care Payment (toll free)	866-625-8532	Mail Delivery	647-7967
Cashier's Office	647-3451	Medical Records	647-7261
Chocolate Café	647-7246	Patient Representative*	647-7600/7976
Financial Counselor	647-3633	Safe Deposit/ Valuables	647-3245
Health and Lifestyle Center	647-2650	Security	647-3245 or 0
HealthWorks! Kids' Museum	647-2680	Memorial Brainworks	647-6628
Home Care Connect	647-8500	Social Services	647-7308
Lactation Consultant	647-3475	Spanish Interpreter	647-6796
Language Services	647-6796/7799	Spiritual Care/ Chaplains	647-4323

\*The Patient Representative is available 8:00 a.m. to 4:30 p.m.  
Monday through Friday. At all other times, dial 0 for assistance.

For more information on the resources available at Memorial Hospital of South Bend,  
visit [www.beaconhealthsystem.org](http://www.beaconhealthsystem.org).

# Our Commitment to Care

## Patient Satisfaction Matters to Us

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

### During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact the patient representative at 574-647-7600. You also have the right to file your complaint with either:

**Indiana State Department  
of Health**

**Attn: Complaint Division  
2 N. Meridian St., 4B  
Indianapolis, IN 46204  
800-246-8909**

**Office of Quality and  
Patient Safety**

**The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
800-994-6610**

**Email: [patientsafetyreport@  
jointcommission.org](mailto:patientsafetyreport@jointcommission.org)  
[www.jointcommission.org](http://www.jointcommission.org)**



### MEDICARE PATIENTS

Patients with Medicare also may submit their complaint to:

Associate Regional  
Administrator  
Health Standards  
& Quality  
Department of  
Health & Human  
Services  
CMS Region V  
233 N. Michigan  
Ave., Suite 600  
Chicago, IL 60601  
312-886-6432



### How are we doing?

**We want you to be satisfied  
with your care. To help,  
speak up if we can ...**

*Respond quicker  
to your needs*

*Explain things  
more clearly*

*Help keep your  
room clean or quiet*

*Ease your pain*

*Help you understand  
your medicine plan*

### After Your Stay

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

### Want to Know How We Score?

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

- Medicare Hospital Compare, uses HCAHPS results and other data: **[www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)**

You also can find information on hospitals through these accrediting organizations:

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





# Fast Facts About Your Stay

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

### ATM

ATMs, mailboxes and newspapers are on the first floor across from the Cottage Place Gift Shop.

### Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—around 7:00 a.m. and 7:00 p.m.—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day, and you can ask questions as well.

### Calling your Nurse

Your nurse will show you where the call button is and how to use it. For nursing assistance, push the control button. The light button turns the overhead light on and off.

### Cell Phones

Cell phones carry some risk when used in the hospital. To keep patients safe, cell phones may be restricted in certain patient care areas so they do not interfere with medical equipment. Cell phones can be used in public areas.

### Dining Options

#### Café 615

**Daily Hours:** 6:15 a.m. to 6:30 p.m.

#### Hot Food Hours (Monday through Friday):

Breakfast: 6:30 a.m. to 9:45 a.m.

Lunch: 10:30 a.m. to 2:00 p.m.

Dinner: 4:00 p.m. to 6:30 p.m.

#### Hot Food Hours (Saturday and Sunday):

Brunch: 6:30 a.m. to 1:30 p.m.



### VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. See p. 11 for important visitor information.



### **Subway**

Location: Inside Café 615

#### **Hours:**

Monday through Saturday: 7:00 a.m. to 9:00 p.m.

Sunday: 8:00 a.m. to 6:30 p.m.

### **Chocolate Café**

Location: Lobby

#### **Hours:**

Monday through Friday: 6:00 a.m. to 8:00 p.m.

Saturday: 8:00 a.m. to 5:00 p.m.

Sunday: 11:00 a.m. to 5:00 p.m.

Family and friends also may order from the room service menu. Please dial ext. 3000 to speak with an associate about payment options.

### **Electrical Appliances**

Laptop computers, personal music devices and hand-held video games can be used in patient rooms. Battery-operated personal equipment can be used unless you are on oxygen or ventilator therapy.

### **Emergency Drills**

We periodically conduct drills to test our systems. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will give you instructions.

### **Flowers**

Flowers are delivered to your room Monday through Saturday.

### **Gift Shop**

Location: First floor

#### **Hours:**

Monday through Friday: 8:30 a.m. to 8:00 p.m.

Saturday: 11:00 a.m. to 3:00 p.m.

Sunday: 11:00 a.m. to 4:00 p.m.

574-647-7326

Cottage Place Gift Shop is operated by the Friends of Memorial Hospital and features fresh flower arrangements, magazines, snacks, personal care items, gifts, balloons and more. Proceeds are donated to the Children's Hospital. For information, call ext. 7326.

### **Hospital Safe for Valuables**

Contacts, eyeglasses, hearing aids and dentures should be stored in proper container when not in use. Please don't put them on your food tray or bed, or in your gown or a tissue box. Make sure your name is on any assistive device or equipment you bring from home.

Please keep only items you need during your stay, and send home all other personal belongings, jewelry, medications, credit cards and other valuables. If you cannot send your valuables home, we can arrange to secure these in our safe. Please speak with your nurse if you would like your valuables placed in the safe. Memorial Hospital is not responsible for loss of personal property.



## Housekeeping Services

A member of our housekeeping staff will clean your room daily. If your linens need to be changed, if you need towels or other supplies, or if the cleanliness or temperature of your room does not meet your expectations, please tell your nurse.

## Interpreters

Memorial Hospital provides free interpretive services to all patients who may be limited-English-speaking or non-English-speaking. Services are provided throughout your hospital stay, which helps ensure you have access to all your healthcare information. We also offer services for deaf or hard of hearing patients.

Please contact the Language Services Department at 574-647-6796 or 574-647-7799 for the video remote interpreter, TTY or video telephone.

## Lost and Found

Please tell your nurse if you are missing any personal belongings or valuables.

## Mail

Mail is delivered to your room Monday through Saturday.

## Medicines

When you are admitted to the hospital, you will be asked about any medicines you take. Please provide complete information about these medicines, including herbal remedies, supplements and over-the-counter products. When you receive a medicine in the hospital, make sure you know what it is for and how much you receive. Please

let a staff member know if your prescriptions or instructions are not readable. While you are in the hospital, you will only take medicine administered by hospital staff.

## Parking

Free valet parking is available from 4:30 a.m.

to 5:00 p.m. Monday through Friday at the main entrance.

Free visitor parking is available on the north side of the hospital in the lots adjacent to Bartlett Street. Handicap parking is available in the visitor lots and the main entrance circle drive.

Parking is available for a fee in the Bartlett, Navarre and Lafayette parking garages. Parking tickets will be validated for free parking on the day of the patient's surgery, outpatient procedure, delivery, admission and discharge. To have your parking ticket validated, please stop by one of the following areas:

- First floor information desk near elevator B (until 4:00 p.m.)
- Main entrance lobby (until 8:00 p.m.)
- Admitting near the main entrance

The People Mover is available 6:00 a.m. to 9:00 p.m. Monday through Friday, 8:00 a.m. to 6:00 p.m. Saturday, and 9:00 a.m. to 6:00 p.m. Sunday.

## Patient Meals

Memorial's Nutritional Services department is eager to serve you within the dietary guidelines set by your doctor. You will be given a menu, like you would at a



restaurant. You can order by calling Room Service at ext. 3000 on your bedside phone. Room Service will deliver your meal within 45 minutes, unless a different time is specified. Meals may be ordered between 6:30 a.m. and 2:00 p.m. and 3:30 p.m. and

7:00 p.m. If you need a menu or help calling Room Service, please let us know. Our kitchen is happy to accommodate kosher, vegetarian, gluten free and ethnic requests. Please notify your nurse if you have any special dietary needs or food allergies, or if you would like a snack between meals.

### Smoking

All hospital property, inside and outside, is tobacco free.

Patients, visitors, employees and physicians are not allowed to use tobacco products, including e-cigarettes, anywhere on hospital property. Please tell the nursing staff if you use tobacco. The information will be given to your physician, and if you request, nicotine replacement products may be ordered to help you with cravings.



### Spiritual Care Services

Hospital chaplains are skilled in spiritual assessment, spiritual care and crisis counseling. An in-house chaplain serving all faiths is available for prayer, consultation or other spiritual needs of patients and families seven days a week. A Roman Catholic priest also is

available for consultation, prayer and sacraments. You may ask your nurse to arrange a visit, or you may call the operator and ask for the chaplain on duty. Other inquiries may be directed to the Manager of Spiritual Care Services at ext. 6990. If you would like for us to notify your denomination about your hospital admission, please let the chaplain know.

We invite all friends and families to visit our interfaith chapel for quiet reflection or prayer. The chapel is on the first floor of the hospital near the Michigan Street entrance. Roman Catholic Mass is at 9:30 a.m. Sundays and 7:30 a.m. Mondays and Wednesdays. Other services also are available. Worship services may be viewed from patient rooms on channel 3.

The Memorial Masjid is open 24 hours a day for Muslim prayer. The Masjid is on the first floor at the entrance of the Memorial Medical Plaza and Heart and Vascular Center. Prayer service is offered the last Friday of the month.

### Telephone

Memorial provides private telephone service for each patient. Local calls are free. Please feel free to give family and friends your direct line.

- Local: Dial 9 + number
- Calling Card/Collect: Dial 9 + ID + 800 + number
- Toll-free Calls: Dial 9 + 1 + toll-free code + number

Patients who want to make long-distance calls must use a credit card, charge the call to their home or reverse the charges. For assistance, dial 9 + 0 to reach the operator.

An amplification feature for the hard of hearing and TTY phones are available. Please ask your nurse for these devices or if you have other telephone needs.

## Vending Machines

Soft drinks, coffee, snacks and food are available in the vending lounge, which is on the second floor near the dolphins.

## Visiting Hours

**General Hours:** 11:00 a.m. to 8:30 p.m. **Note:** Some units have different visiting hours because care is not dependent on time of day.

## Visitor Guidelines

- Short visits are encouraged to allow time for rest and care.
- Semi-private rooms can accommodate up to two visitors at a time per patient.

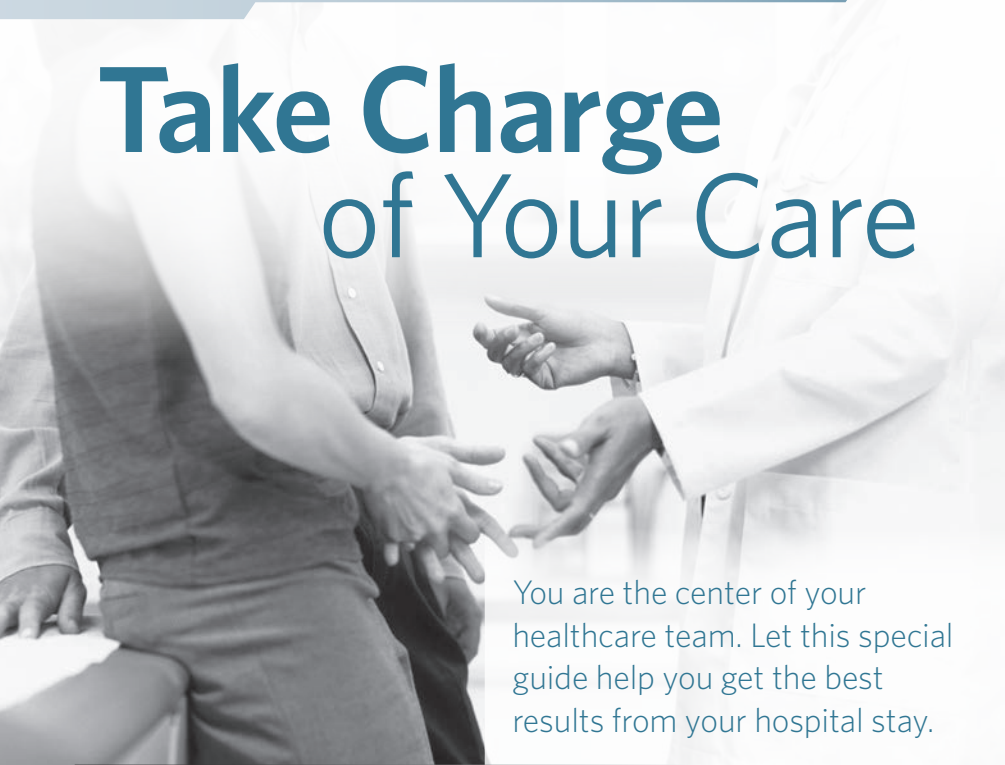
- Children may visit except when restrictions apply in certain areas. Children must be supervised by an adult who is not the patient, and are not allowed to stay overnight.
- Visitors may be asked to leave the room during a procedure that requires patient privacy.
- Please respect the privacy of other patients.
- Please be considerate to other patients. Keep voices and television volume low. Visitors who are not considerate of other patients may be asked to leave.
- For health reasons, please do not use the restrooms in patient rooms. Public restrooms are available on each unit and throughout the building.
- Visitors must be free of communicable diseases.
- Everyone, including children, must wear shirts and shoes.



## TV CHANNELS

<b>5</b> CW	<b>29</b> Telemundo	<b>52</b> TNT
<b>6</b> QVC	<b>30</b> TV Land	<b>54</b> Fox News Live
<b>7</b> ABC	<b>31</b> Nickelodeon	<b>55</b> CNN
<b>8</b> NBC	<b>32</b> Cartoon Network	<b>56</b> HNL
<b>9</b> Fox	<b>34</b> ESPN	<b>57-1</b> WBND HD
<b>10</b> WNIT	<b>34-1</b> WNIT	<b>57-2</b> Me TV
<b>11</b> WFRN	<b>34-2</b> SD WNIT	<b>57</b> The Weather Channel
<b>12</b> WSBT	<b>35</b> ESPN 2	<b>58</b> MSNBC
<b>13</b> TVGN	<b>36</b> Discovery Channel	<b>59</b> CNBC 25
<b>15</b> My Michiana	<b>37</b> CS TV	<b>60</b> MTV
<b>16-1</b> WNDU	<b>38</b> Lifetime	<b>61</b> VH1
<b>16-2</b> Antenna	<b>40</b> History	<b>63</b> Travel TV
<b>16</b> WSBT	<b>41</b> HGTV	<b>64</b> Food Network
<b>17</b> C-SPAN	<b>42</b> TLC	<b>65</b> truTV
<b>18</b> HSN	<b>44</b> Oxygen	<b>66</b> Animal Planet
<b>19</b> WGN America	<b>45</b> A&E	<b>67</b> Golf
<b>22</b> TBS	<b>46</b> WHME	<b>68</b> NBC-SN
<b>22-1</b> WSBT HD	<b>46-2</b> COZ TV	<b>69-1</b> WMYS-SD
<b>22-2</b> WSBT 2	<b>46-3</b> WHME	<b>69-2</b> Telemundo
<b>22-3</b> The Weather Channel	<b>46-4</b> Pulse/Weather	<b>73</b> AMC
<b>25-1</b> CW	<b>47</b> Comedy Central	<b>74</b> ESPN
<b>25-2</b> This Michiana	<b>48</b> FX	<b>75</b> BET
<b>28</b> Mexican	<b>49</b> Spike TV	<b>78</b> Freeform
<b>28-1</b> Fox 28	<b>50</b> Disney Junior	
<b>28-2</b> Live Well	<b>51</b> USA	

# 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. 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? (see p. 14)

### Ask Yourself

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



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

**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 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

### 2 Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. 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.

**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 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 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



0  
No  
Hurt



2  
Hurts  
Little Bit



4  
Hurts  
Little More



6  
Hurts  
Even More



8  
Hurts  
Whole Lot



10  
Hurts  
Worst

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

There are other interventions that may be used to assist your pain management such as: ice, heat, positioning, activity, relaxation techniques, distraction and decreasing stimuli. Fear and anxiety make pain seem worse. Likewise, relaxation can help to reduce your pain level. Try these relaxation tips:

**Take slow, intentional breaths.** By focusing on your breathing, your mind is momentarily distracted, which helps to ease your pain.

**Reposition yourself for comfort and ease of breathing.** Use pillows to support your new position and pain locations, such as incisions.

**Use music and images to help you relax.**

**Let your mind take a short vacation by closing your eyes and visualizing a peaceful location, like a mountain, ocean view or other pleasant images.**

## 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.**

# 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?

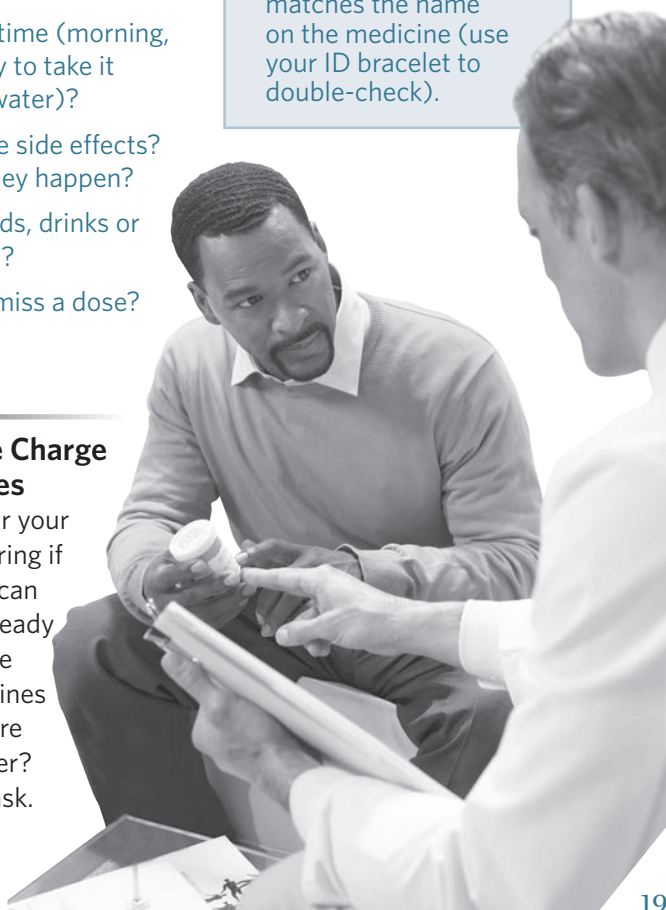
## Remember, Take Charge of Your Medicines

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).



# Rights & Responsibilities

## You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

### As a Patient, You Have the Right to:

- ▶ Access medical care, treatment and hospital accommodations, regardless of your race, religion, gender, gender identity or expression, sexual orientation, national origin, financial resources or source of payment.
- ▶ Receive care that meets or exceeds national hospital standards and to have quality care given by healthcare professionals who are appropriately licensed, certified and/or trained.
- ▶ Receive courteous and respectful care, and be free from discrimination based on your cultural, psychological, spiritual and personal values and beliefs. You may wear appropriate personal clothing, and religious or other symbolic items, as long as they do not harm others or interfere with diagnostic or therapeutic procedures or treatment. You may express spiritual, cultural and ethical beliefs and practices and receive pastoral and other spiritual support.
- ▶ Know the names and professional credentials of doctors, nurses and all individuals involved in your medical treatment and care, and know the relationship of any other healthcare or educational institution involved in your care and treatment.
- ▶ Participate in the planning, development and implementation of your care, make decisions about your care, and receive all the information that is needed to give informed consent for any proposed procedure or treatment. This information will include possible risks, discomforts and benefits of the procedure or treatment, as well as alternative treatment. Except in emergency situations, patients will not be subjected to any procedure without their understanding, competent and voluntary consent or that of a legally authorized representative. To the extent permitted by law, you may refuse a test or treatment, and know the resulting medical consequences.
- ▶ Ask for a second opinion.

### 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 the patient representative at 647-7600.

- ▶ Be informed about the care you receive and expect clear and concise explanations of your condition and the proposed technical procedures and obtain from your physician any current information regarding diagnosis, treatment alternatives and prognosis that you can reasonably be expected to understand. A medical interpreter will be provided when a language barrier exists.
- ▶ Decide whether to be the subject of or participate in any clinical training or research program.
- ▶ Have an advance directive (healthcare representative, durable power of attorney for healthcare, living will declaration, life-prolonging procedure declaration, psychiatric advance directive, POST) concerning treatment or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law. The lack of an advance directive does not affect provision of care.
- ▶ Pain management. You can expect a quick and respectful response to your reports of pain, skilled assessment and regular reassessment of your pain and state-of-the-art information about pain and pain relief measures that are available to you.
- ▶ Be free from all abuse or harassment, and be free from seclusion and restraints of any form unless medically necessary to prevent self-injury or injury to others.
- ▶ Expect reasonable personal safety and security as far as the hospital practices and environment are concerned. When considered necessary, you may be placed in protective privacy for personal safety.
- ▶ Personal and informational privacy. You may expect that all communications and records pertaining to your medical care will be treated as confidential, with disclosure only to individuals on your written authorization or that of a legally authorized representative, except when required by law. Any examination or discussion of your medical care will be done discreetly. You can remain clothed except for the time required to accomplish a specific medical purpose; and you may request that a person of your own sex be present during an examination, treatment or procedure performed by a health professional of the opposite sex. You may refuse to see or talk with any individuals not directly involved in your medical care.
- ▶ Expect reasonable continuity of care and to be informed of available and realistic patient care options when hospital care is no longer appropriate. We will help you identify sources for post-hospital care and let you know if we have financial interests in any referrals. As long as you agree that we can share information about your care with them, we will coordinate our activities with your caregivers outside the hospital. You can also expect to receive information and, where possible, training about



the self-care you will need when you go home. If you need to be transferred to another facility, this will be explained to you or your representative.

- ▶ Access protective and advocacy services. Upon request, a list of names, addresses and telephone numbers of advocacy groups will be provided.
- ▶ Access persons outside the hospital by means of visitors and by written and verbal communication. You have the right to have a family member or other significant person notified of your admission to the hospital and be visited by the people important to you. You may consent to receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex partner), another family member or a friend. You may also withdraw such consent at any time. Visitors will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Your visitors will enjoy full and equal visitation privileges consistent with your preferences. Upon request, you may have your family physician notified promptly of your admission to the hospital.
- ▶ Be informed of hospital policies and practices that relate to patient care, treatment and patient and visitor responsibilities and hospital rules and regulations as they apply to patient conduct, patient complaint procedures and resolution of care issues and dilemmas. You have the right to a prompt and reasonable response to your questions and requests. You may voice issues, concerns and complaints as well as recommend changes in policies and services to staff and others, without fear of restraint, interference, coercion, discrimination or reprisal. Expect that within its capacity, the hospital will make a reasonable response to a request for service. You may request transfer to another room.
- ▶ Know and receive an honest explanation when something goes wrong with your care.
- ▶ Obtain a copy of your clinical record or access information within a reasonable time frame, as stated by hospital policy and state and federal laws.
- ▶ Receive an up-to-date list of your current medications.
- ▶ Request information about the hospital's charges for services and available payment options and receive financial assistance under the terms and conditions we provide.
- ▶ Request and receive a detailed explanation of the total bill regardless of your payment source.
- ▶ Be informed of hospital policies and practices that relate to patient care, treatment and patient and visitor responsibilities and hospital rules and regulations

### **As a Patient, You Have the Responsibility to:**

- ▶ Provide, to the best of your knowledge, accurate and complete

information regarding present and past medical conditions and issues related to your health, including medications and allergies, to your healthcare team.

- ▶ Ask questions and let us know if you do not understand what you have been told about your diagnosis, plan of care, what you are expected to do or if you believe you cannot comply with the treatment plan.
- ▶ Follow the recommended healthcare plan, including instructions given by nurses and other healthcare personnel, as they carry out your physician's orders and as they enforce applicable hospital rules and regulations.
- ▶ Report your pain to your physician and nurse, set a goal for comfort and discuss your options for pain relief.
- ▶ Keep all appointments and notify the hospital or appropriate individual when unable to do so.
- ▶ Assume the consequences of any decision to refuse treatment or not follow the recommended plan of care.
- ▶ Provide a copy of your advance directive if you have one.
- ▶ Respect and follow all hospital rules and regulations.
- ▶ Accept all caregivers without regard to race, religion, age, disability or national origin.
- ▶ Notify us if you object to medical students participating in your care.
- ▶ Be considerate of other patients and hospital personnel by:
  - Acting in a considerate and cooperative manner
  - Respecting the rights and property of others
  - Adhering to visiting guidelines
  - Refraining from abusive, threatening or inappropriate language or behavior
- ▶ Accept responsibility for personal property you have chosen to leave in the room.
- ▶ Fulfill financial obligations as promptly as possible by providing current and accurate information for insurance claims, obtaining pre-certification if required by your insurance carrier, making arrangements to pay your bill and being honest about your financial needs so we can assist you.
- ▶ Know whether Memorial is an in-network provider in your insurance plan.

## Questions?

If you or your authorized representative has concerns or problems regarding your experience at Memorial Hospital, you may request the help of the patient representative. If you have any questions, concerns or complaints, please call 574-647-7600 from 8:00 a.m. to 4:30 p.m. Monday through Friday. During nights and weekends when the patient representative is not available, the hospital's administrative supervisor provides this service. To call the administrative supervisor, dial 0 (or 574-647-1000 from outside the hospital) and ask for the administrative supervisor.

# 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 [www.hhs.gov/ocr/privacy](http://www.hhs.gov/ocr/privacy).

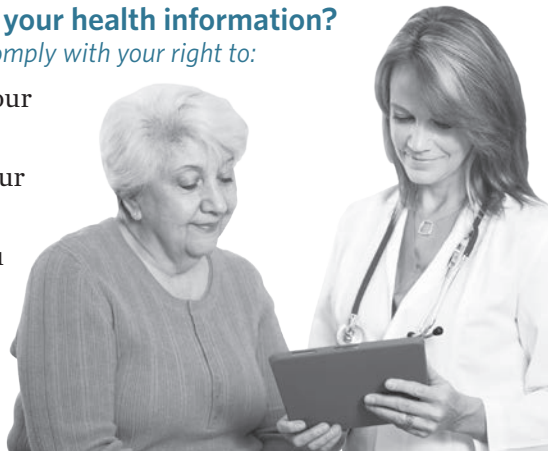
### What information is protected?

- ▶ 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
- ▶ 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 647-7261  
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



## TALK TO YOUR FAMILY

It's hard to talk with family about dying or being unable to communicate, but it is important share your wishes and ask them to be followed. Your family members likely will be the first ones called in an emergency, and they are the best source of providing advance directives to healthcare providers.

## A Simple and Smart Way to Take Charge of Your Care

One of the most important things you can do is talk about your healthcare wishes with your physician. Your physician can follow your wishes only if he or she knows what they are. You do not have to write down your healthcare wishes in an advance directive. By discussing your wishes with your physician, your physician will record your choices in your medical chart so there is a record available. Your verbal instructions should be followed even if you do not complete a written advance directive.

Only discussing your wishes with your physician does not cover all situations. Your physician may not be available when choices need to be made. Other healthcare providers may not have a copy of the medical records kept by your physician and may not know about any verbal instructions. Spoken instructions also provide no written evidence and carry less weight than written instructions if there is a disagreement over your care. Writing down your healthcare choices in an advance directive document makes your wishes clear and may be necessary to fulfill legal requirements.

If you have written an advance directive, it is important that you give a copy to your physician. He or she will keep it in your medical chart. If you are admitted to a hospital or health facility, your physician

will write orders in your medical chart based on your written advance directives or spoken instructions. For instance, if you have a fatal disease and do not want cardiopulmonary resuscitation (CPR), your physician will need to write a do-not-resuscitate (DNR) order in your chart. The order makes the hospital staff aware of your wishes. Because most

### Choose Your Care

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

people have several healthcare providers, you should discuss your wishes with all of your providers and give each provider a copy of your advance directives.

## Organ and Tissue Donation

Donating your organs is a wonderful way to help others. Making your wishes about organ donation clear to your physician and family is an important first step. This lets them know that you want to be an organ donor. Organ donation is controlled by the Indiana Uniform Anatomical Gift Act found at Indiana Code §29-2-16. A person who wants to donate organs may include that choice in a will, living will, card or other document. Another way to show that you are an organ donor is by adding it to your driver's license. When you get a new or renewed license, ask the license branch to add a mark to your license.

## Healthcare Representative

A healthcare representative is a

person you choose to receive health information and make decisions for you when you cannot. To choose a representative, you must fill out an appointment of healthcare representative document with the name of the person you choose to act for you. Your healthcare representative will make these choices based on your advance directive. If you want, your healthcare representative may decide if food, water or respiration should be given artificially as part of your medical treatment, in certain cases.

Choosing a healthcare representative is part of the Indiana Health Care Consent Act, found at Indiana Code §16-36-1. The advance directive naming a healthcare representative must be in writing, signed by you and witnessed by another adult. Because these are serious decisions, your healthcare representative must make them in your best interest. Indiana courts have made

## What Types of Advance Directives Are Recognized in Indiana?

- Talking to your physician and family
- Organ and tissue donation
- Healthcare representative
- Living will declaration or life-prolonging procedures declaration
- Psychiatric advance directives
- Out-of-hospital do-not-resuscitate declaration and order
- Power of attorney
- POST (Physician Orders for Scope of Treatment)



it clear that decisions made for you by your healthcare representative should be honored.

### Living Will

A living will is a written document that puts your wishes into words if you become terminally ill and unable to communicate. A living will is an advance directive that lists specific care or treatment you want during a terminal illness. A living will often include directions for CPR, artificial nutrition, maintenance on a respirator and blood transfusions. The Indiana Living Will Act is found at Indiana Code §16-36-4.

### Living Will Declaration

This document is used to tell your physician and family that life-prolonging treatments should not be used so you are allowed to die naturally. Your living will does not have to prohibit all life-prolonging treatments. Your living will should

list your specific choices. For example, your living will may state that you do not want to be placed on a respirator but you want a feeding tube for nutrition. You may even specify that someone else should make the decision for you.

### Life-Prolonging Procedures Declaration

This document is the opposite of a living will. You can use this document if you want all life-prolonging medical treatments used to extend your life.

The living will declaration and life-prolonging procedures declaration can be canceled by telling your physician verbally, in writing or by destroying the declaration. For either of these documents to be used, the document must be in writing and signed by you (or someone who has permission to sign your name while you are there), and there must be two adult witnesses.





## Psychiatric Advance Directive

Anyone may make a psychiatric advance directive if he or she has legal capacity. This written document expresses your preferences and consent to treatment measures for a specific diagnosis. The directive sets forth the care and treatment of a mental illness during periods of incapacity. This directive requires certain items in order for the directive to be valid. Indiana Code §16-36-1.7 provides the requirements for this type of advance directive.

## Out-of-Hospital Do-Not-Resuscitate Declaration and Order

If you have a terminal condition and you do not want CPR in a health facility, your physician will write a do-not-resuscitate order in your medical chart. If you are home when an emergency occurs, there is no medical chart. In this situation, the out-of-hospital do-not-resuscitate declaration is used. This declaration is found at Indiana Code §16-36-5. This declaration may override other advance directives.

The declaration may be canceled by you at any time by a signed and dated document, destroying or canceling the document, or communicating to healthcare providers at the scene that you cancel the order. Emergency Medical Services (EMS) may mark your home so they know you have an order. Contact your local EMS provider to find out their procedures.

## Power of Attorney

A power of attorney or durable power of attorney is used to grant another person authority over your affairs. Your power of attorney document may cover financial matters, give healthcare authority or both. By giving this power to another person, you give this person your power of attorney. The legal name for this person is “attorney in fact.” This person is given the power to act for you only in the ways you list in the document.

The document must:

- Name the person you want as your attorney in fact
- List the situations that give the attorney in fact the power to act
- List the powers you want to give
- List the powers you do not want to give

The person you name is not required to accept the responsibility. Before deciding on

## Healthcare Power of Attorney

Including healthcare powers may allow your attorney in fact to:

- Make choices about your healthcare
- Sign healthcare contracts for you
- Admit or release you from hospitals or other health facilities
- Look at or get copies of your medical records
- Do a number of other things in your name

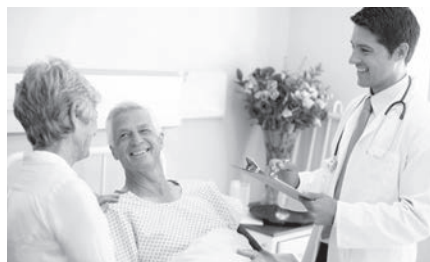
a power of attorney, you should talk with the person to make sure he or she is willing to help. A power of attorney document may be used to designate a healthcare representative. Healthcare powers are granted by naming your attorney in fact as your healthcare representative under the Health Care Consent Act the Living Will Act. When a power of attorney document is used to name a healthcare representative, this person is referred to as your healthcare power of attorney.

A healthcare power of attorney usually serves the same role as a healthcare representative in a healthcare representative advance directive.

The Indiana Powers of Attorney Act is found at Indiana Code §30-5. Your power of attorney document must be in writing and signed in the presence of a notary public. You can cancel a power of attorney at any time by signing a written cancellation and having the cancellation delivered to your attorney in fact.

### Physician Orders for Scope of Treatment (POST)

POST, found at Indiana Code §16-36-6, is a standardized form for advanced care planning. It contains orders by a treating physician based on a patient's preferences for end-of-life care. The form provides physician orders regarding level of medical intervention, cardiopulmonary resuscitation,



code or no code status, comfort measures and limited additional interventions. The form transfers throughout the healthcare system.

Use of the form should lead to better identification and respect of the patient's preferences for treatment at life's end. The POST form is intended for seriously ill people with advanced chronic progressive illness, advanced chronic frailty or terminal conditions. The POST form typically is not appropriate for people with early stage progressive illness or functionally disabling problems who have many years of life expectancy. The POST form must be signed by a physician.

### Frequently Asked Questions Which Advance Directive or Directives Should Be Used?

The choice of advance directives depends on what you are trying to do. The advance directives listed above may be used alone or together. Although an attorney is not required, you may want to talk with one before you sign an advance directive. The laws are complex and is a good idea to talk to an attorney about your legal choices. An attorney can be

helpful in advising you on complex family matters and making sure your documents are correct under Indiana law. An attorney also may be helpful if you live in more than one state during the year and need to know whether advance directives completed in another state are recognized in Indiana.

### **Can I Change My Mind After I Write an Advance Directive?**

You may change or cancel your advance directives at any time as long as you are of sound mind. If you change your mind, you need to tell your family, healthcare representative, power of attorney and healthcare providers. You might have to cancel your decision in writing for it to become effective. Always be sure to talk with your physician and tell him or her of your wishes.

### **Are There Forms to Help in Writing These Documents?**

Advance directive forms are available from many sources. Most physicians, hospitals, health

facilities or senior citizen groups can provide or refer you to forms, and they may have information on their websites. Please note that forms may not do everything you want, and they can be changed to meet your needs. Although advance directives do not require an attorney, you may want to consult with one before you create an advance directive.

### **What Should I Do with My Advance Directive If I Have One?**

Make sure your healthcare representative, immediate family members, physician, attorney and other healthcare providers know that you have an advance directive, and tell them where it is located. You also should give your physician a copy. If you have a power of attorney, you should give a copy of your advance directive to your attorney in fact. You may want to keep a card in your purse or wallet that states you have an advance directive, where it is and who to contact for your attorney in fact or healthcare representative.

## **Ethical Concerns**

Our Ethics Committee is available to help you make difficult healthcare decisions. It offers recommendations for resolving ethical situations, but the recommendations are not binding.

If you or your family wants to consult the ethics committee, you can contact any of the following:

- The patient care manager or social worker of the unit you are on.
- The patient representative at 574-647-7600 or 574-647-7976.
- The administrative supervisor through the hospital operator at 0 or 574-647-1000.
- The Hospital Administration Office.

# Ask Me 3

## How to Play an Important Role in Your Healthcare

It's important for you to be involved in your healthcare by understanding your condition and your treatment. But don't worry—learning more about your condition doesn't mean you have to become a medical expert. In fact, you can become more informed just by asking your doctor three simple questions:

- **What is my main problem?**

Asking this question can help you better understand your condition and why it's important to treat it.

- **What do I need to do?**

Correctly following your treatment plan is a key part of managing your condition.

- **Why is it important for me to do this?** The details of your treatment may seem small, but they can have a big impact on your health. For instance, your doctor may ask you to start a special diet or take medicines at certain times of the day or night. Make sure you understand all of the benefits and risks involved with any request.

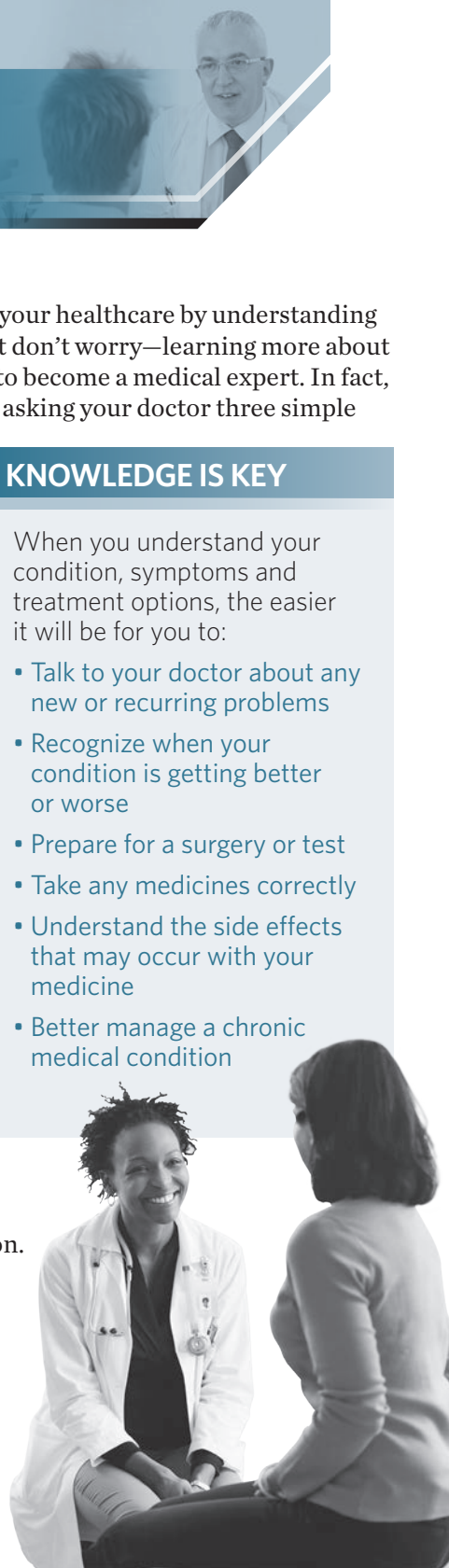
No one is more invested in your health than you are, so don't shy away from asking your doctor for more information. After all, the more you know, the more confident you'll feel about your treatment and recovery.

Source: Ask Me 3, an education program seeking to improve communication between patients and healthcare providers, is a registered trademark of the National Patient Safety Foundation.

### KNOWLEDGE IS KEY

When you understand your condition, symptoms and treatment options, the easier it will be for you to:

- Talk to your doctor about any new or recurring problems
- Recognize when your condition is getting better or worse
- Prepare for a surgery or test
- Take any medicines correctly
- Understand the side effects that may occur with your medicine
- Better manage a chronic medical condition





# Support for Caregivers

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

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

### What to Know Before You Leave

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

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

### Caregivers Need Care Too

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

#### RESOURCES

- National Alliance for Caregiving  
[www.caregiving.org](http://www.caregiving.org)
- Family Caregiver Alliance  
[www.caregiver.org](http://www.caregiver.org)
- Caregiver Action Network  
[www.caregiveraction.org](http://www.caregiveraction.org)



# 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 care provider, and review the following:

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

## A Reason To Plan Early

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

- [www.medicare.gov/nursinghomecompare](http://www.medicare.gov/nursinghomecompare)
- [www.medicare.gov/homehealthcompare](http://www.medicare.gov/homehealthcompare)
- [www.qualitycheck.org](http://www.qualitycheck.org)



# Checklist for Discharge

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

- ☐ **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.

## 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.

- ☐ **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.



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



# After-Hospital Care

## Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you.

**Home Healthcare**—Care provided by professionals in your home to help maintain or restore health. Can include: *home care* services such as housekeeping and meal preparation; *personal care* services such as bathing, dressing or eating; and *healthcare* services such as physical therapy or skilled nursing.

**Independent Living**—Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing are not usually standard.

**Assisted Living**—Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—Long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

**To get started evaluating or finding after-hospital care resources in your area, visit:**

- Eldercare Locator  
[www.eldercare.gov](http://www.eldercare.gov)
- National Respite Network and Resource Center  
[www.archrespite.org](http://www.archrespite.org)

You can also talk to your case manager or social worker for help finding the right after-hospital care.



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs.

# Giving Back

Memorial Hospital of South Bend is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to Beacon Health Foundation. Your gift also will help us enhance our services, programs and facilities to better care for our community.

## Make Your Gift Today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You also may remember Memorial Hospital of South Bend in your will and through life insurance, among other gift options.

### **For more information, contact**

Beacon Health Foundation  
615 N. Michigan St.  
South Bend, IN 46601  
574-524-GIVE

Thank you in advance for your gift.

## Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. For more information or to volunteer, call Ambassador Services at 574-647-6496.

### About Ambassadors

Our mission is to recruit, retain and sustain exceptional ambassadors who create exceptional experiences for patients and guests. Several hundred ambassadors currently volunteer in many services, providing exceptional experiences for those we serve. We at Memorial love our patients and invite you to help us play a vital role in their healing process.

Opportunities to greet, escort, direct, bake for, rock, read to and love our patients await those with generous hearts. We look forward to getting to know you and the talents that you can bring to our patients as you join us in our commitment to excellence. We think that you will soon agree with us when we say, "Life is sweeter when you volunteer."

# Staff Definitions

## Patient-Focused Care

At Memorial, patients are our first priority. With this in mind, your care team follows a concept called Patient-Focused Care. Whenever possible, we bring many of our services and experts right to your room. Everything we do is always with your best interest in mind.

## Your Care Team Providers

### Administrative/Nursing Supervisor

Facilitates room placement for patients according to the level of nursing care. An Administrative Supervisor is available 24 hours a day, seven days a week.

### Chaplain

Available to meet your emotional and spiritual needs.

### Charge Nurse

Assigns individual nurses and patient care assistants to specific patients. They also address patient concerns and immediate staffing needs.

### Clinical Educator

Provides education and orientation to staff and patients.

### Clinical Nurse Specialist

A masters-prepared professional who assists registered nurses to coordinate patient care.

### Dietitian

Assists patients in understanding dietary restrictions and needs.

### Director

Registered nurse who provides 24-hour management in your area to assure quality patient care.

### Hospitalist

A hospitalist's only focus is to take care of patients when they are in the hospital. Hospitalists work in close consultation with a patient's primary care physician and specialists. They manage a patient's entire hospital experience, from admission until discharge.

### Hospitality Associate

Delivers meal trays and picks up menus.

### Patient Care Assistant

Assists the nurse with the direct delivery of care. Wears khaki scrubs.

### Pharmacist

Provides medication therapy and drug information to patients and helps monitor medications for drug interactions. Wears green scrubs.

### Therapists

*Physical Therapist:* Provides individuals with instruction and tools to increase strength, endurance, and functional mobility to return to high level of function following an injury or illness.

*Occupational Therapist:* Helps people learn to perform day-to-day activities despite impairments, activity limitations, participation restrictions or risks for such problems.

*Speech Therapist:* Enables people with speech, language, cognition, swallowing or voice disorders to communicate more efficiently with the world around them. Wears gray scrubs.

### **Physician**

Directs and supervises your medical care.

### **Registered Nurse**

Provides professional nursing service in support of medical care and coordinates patient care during your stay. Wears royal blue or white scrubs.

### **Respiratory Therapist**

Assists physicians in providing respiratory care to patients such as administering oxygen or breathing treatments. Wears maroon scrubs.

### **Social Worker**

Collaborates with physicians, staff, patients, and families in care planning and treatment decisions.

Also coordinates community resources to ensure your healthcare needs are met.

### **Support Assistant**

Responsible for housekeeping, including floors, bathrooms, and dusting. Wears teal scrubs.

### **Unit Clerk**

Manages the front desk and may assist with non-medical patient care.

### **Utilization Management**

Communicates with insurance companies as a patient advocate to help reduce unnecessary hospital costs.

### **We Are Here to Serve You.**

If at any time during your stay, you have a question about who is caring for you, or you need help for any reason, please ask. Our staff members will find the right person to provide you with the care you need.



## Notes

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

Have a question or concern on your mind? Share it with hospital staff. We want to help but can't unless you tell us what you need.