

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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Speak Up

Take charge of your care.



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Stay Safe

You can contribute to health care safety.



OUR ADDRESS

350 Bonar Avenue
Waynesburg, PA 15370





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Don't Leave Until...

6 things you should know before you walk out the door.



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Do You Have Pain?

Make your stay as comfortable as possible.



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Welcome to Southwest Regional Medical Center

Southwest Regional Medical Center is in a unique position - unique because in today's world, you hear a lot about businesses downsizing and services being reduced. And while we are not immune to the impact of the economic downturn, we find ourselves growing, expanding and improving in many ways. To what do we attribute this success? The answer is simple: our physician's and employees' commitment to making your community hospital the best it can be.

By working together, we are making a difference. This success was validated with our accreditation by The Joint Commission in June 2009. Many other services across the hospital have also received accreditation and certification in their respective areas including our laboratory, which is now fully accredited by the College of American Pathologists, the gold seal for laboratory services.

We are excited about the many new physicians, specialties, technologies and services now available to our community and we are excited about the growth still yet to come.

We hope your stay at Southwest Regional Medical Center is a comfortable one, and we will make every effort to accommodate you and your family. We thank you for choosing Southwest Regional Medical Center and hope you leave feeling as if you were treated by everyone like you were their own family member.

Thank you,

Cindy J. Cowie
CEO



Mission Statement

Southwest Regional Medical Center is committed to providing the region with access to a full array of quality health services, modern medical technology, talented physicians, and personalized care in a compassionate, community-centered environment where you leave feeling like family.





About Us

OUR ADDRESS

350 Bonar Avenue
Waynesburg, PA 15370

Your Opinion Counts

Soon after your discharge, you will receive a telephone call or mail survey from Press Ganey Associates. Please take the time to speak with the representative or complete the survey and share your opinions about your hospital stay. Your feedback is important in helping us to improve the care and services we provide.



Thank you for choosing Southwest Regional Medical Center. We recognize that you have many choices and we want to ensure you feel very satisfied every time you walk through the door. Southwest Regional Medical Center is a community centered 77-bed hospital offering 24-hour emergency services, a full range of diagnostic imaging specialties, a fully accredited laboratory, a Cardiac Care Center, cancer care, hyperbaric wound care and home health services. Southwest Regional is proud to carry The Joint Commission Gold Seal of Approval.

Southwest Regional is also home to a newly renovated Surgical Services Center, located on the fifth floor, which boasts a variety of surgical services. Additionally, Harry Adam Patton, DO, is a full time radiologist who is fellowship trained in interventional radiology. It is our expectation that every staff member greet you in a polite and courteous manner in addition to sharing their name and department. Are you curious about what makes them qualified to take care of you? Go ahead and ask. We want you to feel confident in the care you receive. If at any time you are not satisfied with the care you receive, please call our director of quality during regular business hours at 724-627-2703. During evenings or weekends, you may ask to speak with the patient care manager. If your concerns are still not resolved, we invite you to press 0 and ask the operator to contact the administrator on call. Our CEO also invites you to call her cell phone at 724-350-0414.

Thank you again for choosing Southwest Regional Medical Center.





Rapid Response Team

Southwest Regional Medical Center, like many hospitals nationally, is focusing on eliminating problems that affect optimal patient care. As a result, we've created a 'Rapid Response Team' line for patients, family or visitors to call for assistance.

When to Call

You can call the Rapid Response team:

- If there is a noticeable change in the patient's condition that needs immediate attention and the healthcare team is not recognizing or addressing the concern.
- If after speaking with a member of the healthcare team (i.e. nurses, physicians), you continue to have serious concerns on how care is being given, managed or planned.

Warning signs that a patient is getting worse:

- Changes in the heart or respiratory (breathing) rate
- A drop in blood pressure
- Changes in urinary output (much more or much less urine)
- Change in level of consciousness
- Any time you are worried about the patient

Where to Call

Call 100 from your bedside phone. This is a special line just for the Rapid Response Team. The hospital operator will ask for caller identification, room number, patient name, and patient concern. In most cases, a Rapid Response Team will be activated.

A team of medical professionals will arrive in your room to assess the situation. The Rapid Response team consists of the nursing manager of the unit, your nurse and the nursing supervisor, as well as the Director of Quality and additional staff, as available.

After the immediate need is addressed, the Director of Quality will visit to assure that you are satisfied with your care.

What is the Rapid Response Team?

The Rapid Response Team is a group of specially trained individuals who bring critical-care expertise to the patient. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency.

**RAPID RESPONSE Line
for Families
DIAL 100
and ask for
a Rapid Response**





Telephone Directory

MAIN NUMBER

724-627-3101*

Patient Information/ Lobby

(M-F 7 a.m. – 3:00 p.m.)

724-627-2542

Billing

724-627-1929*

Direct Access/ Patient Scheduling

724-627-2393

Gift Shop

724-627-2300

Cafeteria

724-627-2514

Patient Care Concerns

Monday - Friday

7a.m. - 4 p.m.

724-627-2703

After hours/ weekends:

■ Page 0 for
Care Manager **OR**

■ Page 0 for
Administrator on Call.

CEO Cell Phone

724-350-0414

Billing	724-627-1929*
Outpatient Registration	724-627-2604
Pre Admission Testing	724-627-2393
Pre Registration	724-627-2393
Advanced PT and Speech	724-627-0685*
Behavioral Health Services	724-627-2521
Direct ACCESS/Scheduling	724-627-2393
Emergency Department	724-627-3101*
Human Resources	724-627-2641
Home Care	724-627-1900*
ICU	724-627-2634
Cardiology	724-627-2605
Medical Records	724-627-2332
Medical Surgical	724-627-2730
Nutrition Service	724-627-2514
Scheduling	724-627-2393
Marketing	724-627-2656
Radiology	724-627-2622
Safety and Security	724-627-2461
Southwestern Home Care	724-627-1900*
Wound Care	724-627-1600*
Oncology	724-852-2523
Hematology	724-852-2523

Please visit us at www.sw-rmc.com

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

Calling OUTSIDE the Hospital?
Dial 9 and then the 10-digit number
*Outside numbers are noted with *.*



During Your Stay

■ We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat, or any contagious disease.
- Observe “No Visiting” and precaution signs before entering the room.
- Do not smoke.
- Leave the room during tests or treatments if asked.

Waiting Rooms

There are waiting rooms located on each floor of the hospital. Please ask the nursing staff to direct you.

Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital. Please ask at the nursing station for the closest restroom.

Parking

Parking is free for anyone visiting in the hospital. We ask you to refrain from using spaces marked for specific purposes, unrelated to you or your visit.

Your Room

We offer private and semi-private rooms. Room assignments are made based on medical conditions, availability and other factors. Each room is equipped with a television, phone and bedside table. If you need additional chairs for family members please ask. A limited number of pull out chair beds are available for parents of young children.

Visiting Hours

General

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

Intensive Care Units

Immediate family only
10:00 a.m. to 11:00 a.m.
3:00 p.m. to 4:00 p.m.
6:00 p.m. to 8:00 p.m.

Behavioral Health Psychiatric Services

Monday through Friday
6:00 p.m. -8:00 p.m.
Weekends and Holiday
2:00 p.m. to 4:00 p.m.
and 6:00 p.m. to 8:00 p.m.
No children under
14 permitted.





During Your Stay

Wireless Internet Service

To ensure the privacy and protection of your health information, the hospital is not equipped with wireless service. There are two computers in the second floor lobby area for use by visitors.

Your Hospital Bed

If you do not understand how to use the buttons on the bed, please ask. Most beds are equipped with a button to call the nurse, adjust television volume and change the channel.

Room Temperature

We do our best to provide a comfortable environment for your care. Most of the time we are able to meet your needs. With that said, our hospital systems are set up in manner which prevents us from easily switching over from heat to air conditioning functions. During certain period of seasonable hot or cold, you may experience less than optimal temperatures. This is most common in the spring and fall. Please let us know if you are uncomfortable and we will do our best to accommodate you.

Housekeeping Services

You should expect to receive housekeeping services every day. If there is a problem with the cleanliness or repair of your accommodations please contact your nurse or dial 0 and ask for environmental services to be paged. You may receive a feedback card from your housekeeper. To help us improve our service, please write any comments you might have on this card.

Calling Your Nurse

There is a nurse call button on each bed. Please press the button for assistance. You should expect a response within 5 minutes. If you do not receive this assistance, you may dial 361.

Telephone

Each room has a telephone provided. It is available for local or internal calls. You may dial any internal phone number by pressing the last three digits of the number. To reach an outside line press 9 plus the number you are calling. There is no long distance available on the phones but you may use a calling card.





Cell Phones

You may use your cell phone during your stay. To foster communication and the best care possible, we ask that you discontinue use during times when your physician or other providers of care enter your room.

Lost and Found

You may page environmental services to ask if an item was turned into lost and found. Press 0 and ask the operator to page them for you.

Medications from Home

Please do not bring any medications (prescription, over-the-counter, or illegal drugs) to the hospital. All medications you take while a patient at Southwest Regional Medical Center have been prescribed by your physician and are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, unless approved by their physician. All approved medications brought from home must be sent to the pharmacy by your nurse.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

Smoking

Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds. We thank you for your cooperation. For more information on quitting, please call the Greene County Tobacco Control Program at 724-852-5276 or 888-317-7106.

Electrical Appliances

Electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers, and other devices are not permitted



Valuables

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Store your contact lenses, eyeglasses, hearing aids and dentures in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost. In the event that you cannot make arrangements to send them with a family member or friend, you may ask to have them logged and kept in the safe, which is located at registration. A receipt will be kept in your chart and the items can be retrieved upon discharge. Southwest Regional Medical Center cannot be responsible for replacement of personal belongings.



During Your Stay

Where's the Cafeteria?

Location

Second Floor

There are many options available in the café including a made to order station, pizzas, paninis, salads, sandwiches and hot entrees.

Visitors are welcome to dine in the cafeteria.

Hours

Monday through Friday

Breakfast

7:00 a.m. to 9:30 a.m.

Lunch

11:00 a.m. to 1:30 p.m.

Saturday and Sunday

11:30 a.m. to 1:30 p.m.



in patient rooms. You may use only battery-operated devices or the devices provided in your room.

TV

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Channel listings are located on page 12.

Mail and Flowers

Mail and packages will be delivered to you by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address. Florists deliver directly to patient rooms. Please note that flowers are prohibited in intensive care units.

Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

Patient Meals

Meals are served three times per day. You will have a hostess who will come to see you to find out your meal preferences. Your diet may depend on your health condition and your doctor's orders. Meal times are generally as follows:

Breakfast 7:45-8:15

Lunch 11:45-12:15

Dinner 4:15-4:45

If you have any concerns, please call x 514 to speak to a dietary staff member.

Guest Meals

Guest trays are available. Please ask for a guest tray when your hostess comes to take your meal request. You may also purchase a meal in our cafeteria during normal operating hours. Vending machines are also located in the cafeteria during times when the cafeteria is closed.



Café, Kiosk, Coffee Bar

The café offers coffee during normal operating hours. There is also a vending machine which dispenses coffee in the cafeteria.

Vending Machines

The vending machines have snack, beverage and hot food items, which are prepared fresh and delivered every day. There is a microwave in the cafeteria for your use. Vending machines are available 24 hours a day, 7 days a week.

Gift Shop

Family members and visitors may visit our Lobby Shop, located on the second floor of the hospital. Auxiliary members and volunteers will greet you with a friendly smile. Feel free to browse the Lobby Shop for gifts and snacks for you or a loved one. Cash and checks are accepted. There is an ATM right next door in the cafeteria.

Hours of Operation

Monday through Friday – 9:00 a.m. to 4:00 p.m.
Saturday and Sunday – Closed

ATM

For your convenience, an automated teller machine (ATM) is located in the cafeteria.

Pastoral Care

The hospital Chaplain and a group of volunteer ministers are available to all patients and their families. A Prayer Ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. A chapel is on the fourth floor.

Rehabilitation

All inpatient physical therapy services are provided by Advanced Physical Therapy Services, LLC (APTS). Locally owned and operated, APTS physical therapists provide physical, speech, occupational and aquatic therapy. Their emphasis is to provide hands-on therapy and education, including joint mobilization, massage and soft tissue techniques to improve the patient's quality of life. APTS also provides therapy services for Southwestern Home care and at their many locations throughout Greene and Fayette County. (see ad on page ??????)





Television Channel Listing

2	C-SPAN	37	TLC
4	WNP	38	ABC Family
5	WPCB	39	Food Network
6	KDKA	40	Disney Channel
7	WPGH	41	A&E
8	WTAE	42	Lifetime
9	WQED	43	Spike TV
10	WPMY	47	AMC
11	FYI JWLTV	51	HGTV
12	WPXI	52	TNT
13	Local Programming	53	History Channel
15	WPCW	54	Comedy
16	The Weather Channel	55	FX
17	CSPAN	56	BET
19	WGN	57	TV Land
20	QVC	58	Travel
23	TBS	59	VH1
24	MTV	60	E!
25	USA	61	Discovery Channel
26	NICK	64	TMC
27	ESPN	65	TOON
28	ESPN2	66	STYLE
29	ROOT	67	Animal Planet
30	Versus	72	BTN
31	Golf Channel	72	JWLTV
32	HLN	89	SPNBC
33	CNN HN	97	WQED
34	Fox News	99	HSN
35	PCNC	100	PCN
36	CNBC	101	WTHSN

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



Speak Up!



Take charge of your care.

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

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

STEP UP & SPEAK UP

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

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

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

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

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

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

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

Remember:

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

Don't Get Overwhelmed, Write It Down!



Courtesy of The Joint Commission.



Rights & Responsibilities

You have the right to expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.

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

You Have the Right to:

- be informed of the hospital's rules and regulations as they apply to your conduct.
- expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- receive considerate, respectful care at all times and under all circumstances.
- expect prompt and reasonable responses to your questions.
- know who is responsible for authorizing and performing your procedures or treatments.
- know the identity and professional status of your caregivers.
- know what patient support services are available, including access to an interpreter if language is a problem.
- have access to your medical records according to hospital policy.
- be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing health care requirements after your discharge in terms you can understand.
- be informed of medical alternatives for care or treatment.
- refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.
- know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- participate in the decision-making process related to the plan of your care.





- have access to professionals to assist you with emotional and/or spiritual care.
- exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- participate in the discussion of ethical issues that may arise.
- express concerns regarding any of these rights in accordance with the grievance process.
- formulate Advance Directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law.

You are Responsible for:

- providing accurate and complete information to your health care providers about your present and past medical conditions and all other matters pertaining to your health.
- reporting unexpected changes in your condition to your health care providers, including following your prescribed diet plan.
- informing your health care providers whether or not you understand the plan of care and what is expected of you.
- following the treatment plan recommended by your health care providers.
- keeping appointments and, if you cannot, notifying the proper person.
- knowing the consequences of your own actions if you refuse treatment or do not follow the health care providers' instructions.
- being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.
- fulfilling your financial obligations to the hospital as promptly as possible.

You have the right to receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.



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



Stay Safe

You can contribute to healthcare safety.

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



Employee ID

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

PATIENT IDENTIFICATION

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

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

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



Fighting Infections



While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash their hands, too.

You, your family and friends should wash hands:

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

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



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



Happy Birthday to You!

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



No Soap? No Problem.

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

Know Your Meds



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

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

KEEP A WALLET SIZE NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.



Preventing Medication Errors

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

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

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

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

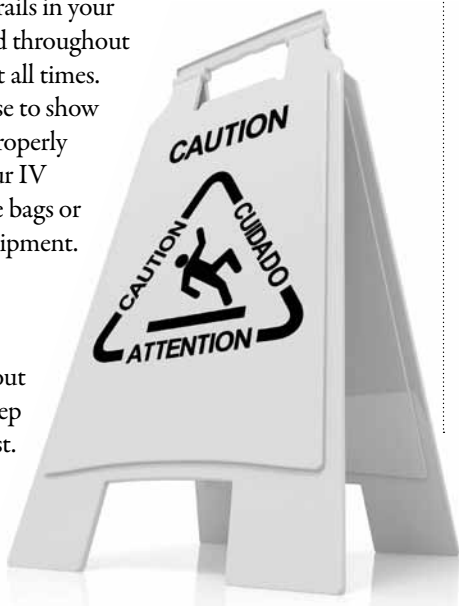
Remember— you play an important role in helping to reduce medication errors.



Preventing Falls

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

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



DVT: Lower Your Risk

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

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

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

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



What are Your Advance Directives?

What Are Advance Directives?

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

Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about Advance Directives or to obtain forms, please speak with your nurse.



Patient Services Advance Directives

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

Here is a brief description of each kind of Directive:

Living Will

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

Healthcare Proxy

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

Durable Power of Attorney

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

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



Your Privacy & Information

■ Privacy & Your Health Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information 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

You have rights over your health information

Providers and health insurers who are required to follow this law 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

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.





Your Privacy & Information

How do I get copies of my medical records?

You may request a copy of your medical record by filling out a request in the medical records department located on the second floor of the hospital.

Some fees may apply. They can be reached by calling 724-627-2332.

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

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

Adapted from U.S. Department of Health & Human Services Office for Civil Rights



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



Do You Have Pain?

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



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

To help describe your pain, be sure to report:

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

USE THE PAIN RATING SCALE TO TELL YOUR DOCTOR OR NURSE HOW SEVERE YOUR PAIN IS.

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

“In the field of observation,
chance favors only the prepared mind.”



Don't Leave Until...

6 things to know before you walk out that hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree, Right*).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social

worker, or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

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

1. Discharge summary. This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done, and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.



4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, and respite care, and agencies that can help with patient care and respite care.



Preparing for Discharge

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

Search your options for After-Care Services at HealthyAdvice.com/SouthwestRMC



Going Home

When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See “Don't Leave Until...” on page 24 for more discharge advice.)
- Verify your discharge date/time with your nurse/doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

If you are discharged during times when our volunteers are available, they can assist you to your car. Patients are discharged to the first floor entrance.

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

Pre-Certification

Most insurance plans now require pre-certification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your



responsibility to see that this is completed. This information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other's insurance policies, or when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments are the patient's responsibility.

Medicaid

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

If You Have No Insurance

A representative of the Business Office will discuss financial arrangements with you. You may also speak with a hospital representative from the Social Services Department to assist you in applying for Medicaid or other government-assisted programs. Please call the financial counselor at 724-627-2733 for more information.

Uninsured?

If you are in need of assistance with your hospital bill, call Hospital Financial Counseling at 724-627-2733.



Resources

About Our Hospitalist

■ A Hospitalist is a physician who specializes in caring for patients in the hospital. Because Hospitalists are in the hospital all day, your doctor can be with you in the office with fewer delays and interruptions. Your primary care doctor will be able to devote more time to keeping you and your family healthy while our Hospitalist is here to coordinate your care and answer questions you and your family may have throughout your stay. The Hospitalist will contact your family physician on a regular basis to understand your past medical history and ensure the best possible care. This is a new concept for many to embrace, but it is not at all uncommon. Many hospitals are now using Hospitalists to better coordinate care and enhance communication with patients, primary care physicians, specialists and family members.

What is an Observation Bed?

Observation services are furnished within the hospital on an outpatient basis. Observation status is assigned when a physician determines you do not meet requirements for inpatient admission but you require short-term monitoring, or are expected to be discharged within 24 hours. While in observation, nursing staff will monitor you to evaluate your condition, provide necessary treatments, and communicate to your physician the information he or she needs to provide you with appropriate care. If your physician decides that you require additional or longer treatment, your observation status may be changed

to inpatient. There may be additional charges for supplies and other services provided just as with any outpatient service. Your insurance or Medicare may not pay for certain charges. You also may be billed for any non-covered items, such as an Emergency Room co-payment. If your physician decides to admit you for further treatment as an inpatient, no observation charges will be incurred, and you will not be responsible for outpatient charges. If you have additional concerns or questions regarding observation status, please speak with your physician or ask to speak with a Case Manager.

Caregiver Resources

www.aoa.gov

Caregiver resources from the Administration on Aging

www.caregiving.com

Online support groups and articles on caregiving

Children of Aging Parents

800-227-7294

www.caps4caregivers.org

Information, referrals and support for caregivers of the elderly and chronically ill

Eldercare Locator

800-677-1116

www.eldercare.gov

Help with locating aging services throughout the U.S.

800-MEDICARE

www.medicare.gov

Official U.S. government site for people

“Surgery is half the race, but you have to go for the follow-up or do yourself a major disservice.”



X marks the spot—
be sure any mistaken
markings on your body
are completely cleaned off.

Be Prepared

How you can make your surgical procedure and follow-up care as safe as possible.

Mistakes can happen during surgery. As an active member of your health care team, you can make your surgical procedure and follow-up care as safe as possible. Here's what you need to know.

Before Your Surgery

- Bring a list of any questions you have about your surgery to your pre-surgical doctor's visit. Also bring a list of all the prescription, over-the-counter, and herbal medications that you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure.
- Be sure your surgeon knows about any allergies you have to medications and foods.
- Ask your surgeon whether you can eat or drink before your procedure, and if so, what kinds of food or drink, and within how many hours of your surgery.
- Ask your surgeon whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion, and if there are other preparations you need to make prior to surgery.
- Find out if you will need therapy after your surgery, who will arrange for it, and whether you can have therapy at home.

- Arrange for transportation to and from the hospital or surgical center.
- Ask a relative or friend to go to the hospital or surgical center with you, to stay during your procedure, and accompany you home afterward.



It's hard to remember everything yourself.

When you meet with your doctor bring your questions and a friend. Your friend can help listen, take notes and help ask questions, too!

A Team Effort

Here's how to work with your surgical team to get the best outcome:

- Know the preparations you must make before your surgery.
- Get to the hospital or surgical center early on the day of your surgery.
- Review paperwork carefully before signing.
- Make sure the proper part of your body is marked for surgery.
- Get your post-surgical care instructions in writing before you leave.

On the Day of Your Surgery

- Shower or bathe and wash your hair. Don't wear makeup or perfume. Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards, and other valuables at home.
- Allow yourself plenty of time for travel.
- Once you arrive at the hospital or surgical center, you will be given an Informed Consent form to sign. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form.

Before Your Procedure Begins

- Staff at the hospital or surgical center should ask you the following questions more than once before your surgery:
 - Your name
 - What kind of surgery you're having
 - The part of your body that is being operated on
- A health care professional will mark the spot on your body that is going to be operated on. Make sure they mark only the correct part. If they make a mistake and have to make a new mark, be sure the old mark is completely cleaned off.
- If you won't be awake for the marking, be sure your relative or friend watches the marking.
- Ask your surgeon if the team will take a "time out" just before your procedure. This is done to make sure they are doing the right surgery on the right body part of the right person.

After Your Surgery

- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after surgery, ask what they are and what they are for. Ask about side effects. If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications, and for how long.
- If you are given IV (intravenous) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.
- Ask your surgeon if your activities need to be limited, and if so, for how long. Ask when you will be able to resume work, exercise, and travel.
- Be sure to get instructions for post-surgical care in writing before you leave.

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



Bring this with you to every visit!

Get your medication list at

HealthyAdvice.com/SouthwestRMC

My Medications

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

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

Medication: _____

(include brand and generic names)

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

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ **Date started:** _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ **Date started:** _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ **Date started:** _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ **Date started:** _____

Pharmacy name and number: _____ / _____

My Medications

Use this form to track all medications you are prescribed. Also include any over-the-counter drugs, vitamins and herbs that you take. Update your list as needed.

Medication: _____

(include brand and generic names)

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

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

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

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____