

# Welcome to Saint Joseph - Martin

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# Your Accommodations and Hospital Stay

## Patient Privacy Policy

It is the policy of Saint Joseph Health System to ensure patient privacy by complying with government laws and regulations associated with the *Health Insurance Portability and Accountability Act of 1996 (HIPAA) Use and Disclosure for Facility Directories*. If a visitor asks for the patient by name, Saint Joseph Health System will release only the following information:

- Location in the facility
- General health condition (e.g. stable, critical)

If you do NOT want this information given to others, please notify us immediately. If you DO want your health care team to explain more than just general status information, please tell us so we can be most helpful to your needs.

## Patient Feedback

If you or members of your family have any questions, concerns or requests, let us help you. We want you to be completely satisfied. The best resource for your assistance is your nurse. The name and phone number for your nurse is on the white board directly in front of your bed. If you have a concern regarding your care that cannot be answered by your nurse, please contact the Charge Nurse or Unit Manager. You can do this by calling the operator (dial 0) and ask to be connected with the charge nurse or unit manager responsible for your room.

If it is after business hours and you have a concern that needs immediate attention, please contact the House Supervisor through the hospital operator.

## Private Room

If you request a private room, every effort will be made to accommodate your request.

## Your Hospital Bed

Your hospital bed is adjustable for your comfort. The operation of the bed will be explained by your nurse. Bed rails are for your protection. They may be raised at night or during the day if you're resting, recovering from surgery or taking certain medications. Bed linens will be changed as needed. If you are in need of linen service, please notify your nurse.

## Room Temperature

All rooms in the hospital are equipped with heat and air conditioning. If your room temperature is not comfortable, please notify the nursing staff.

## Television Service

Local cable television services available. Patient educational programs are also available on request.

## Telephone System

To make a local call from a patient telephone, dial 7 and the local 7-digit number. To dial long distance, dial 0 and the hospital operator will assist you. Please remember that long distance calls may not be charged to the patient's bill; they must be collect or charged to your home telephone or a special billing number. (FCC regulations require that you have the right to use the long distance carrier of your choice by dialing 8+ the access number provided by the carrier.) Patients may receive calls from 6:00 a.m.-9:00 p.m. Patients may make calls any time.

***For family or friends:*** To call patients in private rooms, dial 67 + room number (Room 221-6721). To call patients in semi-private rooms, dial 67 + room number for the patient in Bed 1 (closest to door) (Room 217-6717) and for the patient in Bed 2 (67 + 5 + the last digit of this room number (Room 217-6757).

## Your Meals

Meals are provided to you by Nutritional Services. If you have any questions regarding your meals, please request to speak to a dietitian. Occasionally food trays must be delayed due to tests or procedures. Should this be necessary, we will provide your meal to you as soon as possible after your tests or procedures are completed.

## PACS (Picture Archiving and Communication System)

Saint Joseph has implemented a new imaging archiving system which allows physicians to digitally view your images in their offices. The technologist that performs your procedure will also be able to provide you with a CD (computerized disk) to take with you upon request. If you did not receive a CD from the technologist and you need a copy of your images, you can contact the Imaging Department at 606.285.6480. If someone else is going to pick up your CD, you must call us and give us their information and they must present a picture ID.

## Non-Smoking Facility

Because of our concern for your health, safety and comfort, smoking is not permitted within Saint Joseph - Martin. Patients must receive a physician's order and sign a "smoking waiver" prior to going outside. The Saint Joseph Health System mission calls us to create a healthier community. In order to be faithful to our mission as a health care provider, we became tobacco-free for all patients, employees and visitors on Thursday, November 20, 2008, the day recognized annually as the Great American Smokeout. The new policy means that patients, visitors and employees are prohibited from using any tobacco products anywhere on the hospital grounds and will apply to all properties that are considered part of Saint Joseph Health System, including our clinics.

This new initiative is a further step in making our organization a healthier facility for our patients and community and a healthier workplace for all – a priority for us. It also supports the high standard of care we provide and that our community has come to expect. Saint Joseph - Martin does offer "stop smoking" programs for patients and others that wish to become non-smokers. Ask your physician about nicotine substitute therapies or call 606.285.6692.

# Advance Directives

Saint Joseph Health System believes in your right to make decisions about your medical care. This includes the right to accept or refuse medical treatment, and the right to make Advance Directives. Advance Directives are ways for you to express in advance your choices about medical care, before you are too ill to do so.

Saint Joseph supports, but does not require, the use of Advance Directives. Your wishes and instructions will be carried out, unless they do not comply with accepted medical practice or the hospital's policies. The hospital will support your transfer to another physician or facility should this be necessary to fulfill your wishes.

These decisions are very important. Saint Joseph staff will assist and support you and your loved ones in making these choices, and in making your wishes known. Living Will Directive forms are available at the hospital. You can ask for assistance through your physician or nurse.

Other personal choices to consider include whether you wish to receive cardiopulmonary resuscitation (CPR) should an ambulance be called to your home, or if you wish to donate your organs or tissues.

Please tell your physician and the hospital staff if you already have an Advance Directive. We will make this part of your medical record. If you decide to change your Advance Directive, please tell us immediately. You can change your Advance Directives at any time, as long as you are of sound mind.

## **There are Three Common Types of Advance Directives:**

1. In a **LIVING WILL DIRECTIVE**, you can choose in advance what medical treatment you wish to receive should your condition become incurable, and should it be likely to result in death in a short time. You may decide that treatment in such cases will only prolong the natural dying process. Signatures of two witnesses (not relatives) or notary are required.
2. With a **HEALTH CARE SURROGATE DESIGNATION**, you can choose someone to make these decisions for you, in the event that you are too sick to make your own choices. This should be someone who knows your desires about medical treatment, is mentally competent, and is 18 years of age or older.
3. A **DURABLE POWER OF ATTORNEY** is a way of naming a Health Care Surrogate who may also make financial decisions for you. This document must be drawn up by a lawyer.

*A detailed brochure called “Personal Choices” is located in the front pocket of this Guide.*

# Visitor and General Facility Information

## Visitation — General visiting hours are 10:00 a.m. to 8:00 p.m.

Visitors can be an important part of the health care team for a patient by playing a key role in lifting the patient's spirits. We do recommend, however, that for the comfort of our patients, visits remain brief and that only **two persons visit at a time**. Also, please respect the privacy of our patients — if a door is closed, knock gently, and if a physician or nurse is with the patient, wait until they leave. At times, you may be asked to leave the room due to patient privacy and limited space during patient care procedures. For the health of our patients and the safety of our younger visitors, children under the age of 10 years are highly encouraged to remain in the waiting rooms when family members are visiting a patient.

## Overnight Stay with a Patient

Patients who have private hospital rooms may have one family member stay overnight in the room. Patients in semi-private rooms are allowed to have one family member of the same gender stay overnight in the room. Parents of all pediatric patients are encouraged to stay overnight with the patient. Fire regulations prohibit the use of cots in patient rooms.

## Waiting Rooms

Visitors' waiting rooms are located throughout the hospital. Please ask your nurse for directions to the waiting room nearest you or about areas assigned to special units.

## Public Pay Phones

Public pay telephone is located in the hospital for your convenience. The phone is located in the Emergency Department Waiting Room.

## Parking

Our parking lot is located in front of the hospital and directly across the street.

## General Visitor Information

- Visiting hours are from 10:00 a.m. to 8:00 p.m.
- The use of cellular phones is prohibited in certain areas of the hospital due to interference with medical equipment that is being used to care for patients. Please ask before using your cellular phone in the hospital to determine if it is safe.
- Visitors are not allowed to sleep on floors or in patient beds.
- Fire rules do not allow the use of cots, air mattresses or lounge chairs in patient rooms or in the hallways.
- For the protection of the patient, **potted plants with a soil foundation** should not be sent or brought to the hospital.

## Important Phone Numbers

Main Hospital Number .....	285.6400
Pastoral Care Department .....	285.6470
Security .....	dial 0 for Operator
Surgery Waiting Room.....	285.6565

# Facility Services and Special Areas

## Lost and Found

Found items are turned into our Administration office. You may inquire about a lost item by calling extension 6401.

## Newspapers

Newspapers are located outside the Emergency Room entrance to the hospital.

## Mail and Flowers

Volunteers deliver mail and flowers to patient rooms. We will forward any mail that may arrive after you are discharged to the home address listed on your medical record.

## Interpreters

We offer foreign language and sign language interpreters free of charge. Your nurse can help you contact an interpreter.

## Chapel and Chaplains

Chaplains are available 24 hours a day to assist you and your family as part of your health care team. Hospital chaplains provide spiritual care - prayer, administration of the sacraments and devotional materials, as well as personal support and crisis counseling. You may contact a chaplain 24 hours a day by having your nurse or the hospital operator page the chaplain.

The Chapel, located on the first floor, is always open for prayer or quiet reflection.

## Wireless Internet

Most PDAs, laptops and netbook computers equipped with wireless network cards will be able to access Saint Joseph's guest network without difficulty, but the following hardware and software configurations are suggested: Windows XP with Service Pack 2 and all subsequent operating system patches and updates; a modern wireless network adapter compatible with IEEE 802.11a and/or 802.11b and/or 802.11g standards; and current drivers obtained from your wireless network adapter vendor. Access to the guest network will be available on all floors including the waiting areas and patient rooms. *The new wireless service runs on a separate network from the hospital's network to ensure privacy and security. Patient information and the Saint Joseph Health System Intranet cannot be accessed through the Wi-Fi system.* To access our wireless guest network, simply connect your wireless device to the broadcasting SSID named "guest"; once connected, open your internet browser and accept the End User agreement.

## Notary Public

Saint Joseph - Martin provides a Notary Public service free of charge. Certified notaries may be contacted by calling extension 6401 from your room.

# Financial Services

## Billing Questions

Because we understand that you want to focus your energy on your recovery, we will make every effort to have all your billing questions answered prior to your service and/or discharge. In order to have this information for you, we will obtain your insurance information and discuss payment options available to you for any portion of your services not covered by insurance.

If you are unable to pay for your portion of the services at the time of service, our financial counselors will be available to discuss programs we have available to patients, which may include payment arrangements.

If you have questions concerning billing or insurance after you leave the hospital, a Billing Information Representative will be happy to help you during the following hours:

**Monday-Friday      8:00 a.m. to 5:00 p.m.      606.285.6400**

# Patient Safety

## Patient Safety

Patient safety is a **PRIORITY** at Saint Joseph Health System. Make your stay safe by being an active member of your health care team. If you are a patient or family member and have concerns related to patient safety, please share them with your nurse or physician.

## Hand Hygiene

Ask your physicians, nurses, other health care associates and visitors who come in contact with you if they have cleaned their hands. Good hand hygiene is the single most important step toward preventing spread of infection. Both soap and water or alcohol-based hand gels are available in your hospital room.

## Medications from Home

Medications from home should not be taken unless otherwise instructed, because they may not be compatible with the medication being used in your hospital treatment. However, it would be helpful for us to know what medications you are taking. Make a list of your medications and give it to your nurse who will make a record of them. Please return the medications to your family to take home or make arrangements with your nurse for storage and return upon discharge.

## Valuables

Please do not bring any valuables to the hospital. If you have valuables with you, please send them home with a relative. If this is not possible, valuables can be kept in the safe located in the Administration office. This service is provided to ensure safekeeping of your valuables; however, we cannot be responsible for any valuable items that are not checked through this process. Contact your nurse to make arrangements to secure your valuables while at Saint Joseph - Martin.

## Fire Drills

For your protection, the hospital regularly conducts fire and disaster drills. If a drill occurs during your hospital stay, please remain in your room and do not become alarmed. Our staff is trained in fire safety and emergency management.

## Safety Tips

- Do not bring in food and drinks or feed your family member, without checking with the nurse first.
- Do not allow people to visit who have symptoms of a communicable disease (sore throat, cold, fever).

- Keep space in the rooms clear and do not move equipment. It is important for caregivers to get to all equipment with ease.
- Check with the nurse if home medical equipment is needed.
- Notify staff for necessary assistance to turn or get out of bed.
- Notify staff of any chest pain, shortness of breath or other discomfort.
- If a Patient Controlled Analgesia (PCA) or epidural machine is used to allow the patient to hit a button for additional pain medicine, only the patient is to hit the button. Over sedation leading to death can occur, if others hit the button for the patient.

If you have safety concerns, please tell your nurse or doctor.

# Communication Tips

## Sharing Information with the Health Care Team

- Promptly and openly share important medical information and concerns with your health care team.
- Always carry an updated list of your medications and dosages, past surgeries and past health problems and give this to the staff. Let us know if you have any medications with you.
- Provide advance directive documents as soon as possible. For an explanation of an advance directive, ask your nurse or consult the “Personal Choice” brochure.
- Keep staff updated with emergency contact numbers.
- Inform the staff of any symptoms or discomfort.

## Receiving Information from the Health Care Team

- Physicians stay very busy and their schedules can vary. The nurses may be able to narrow down an approximate time, but medical emergencies can alter their schedules. If you need to talk to the physician right away, tell your nurse.
- Make a list of concerns before you talk to the physician and have it with you during the discussion.
- Ask questions. There are no wrong questions.
- Take notes during the discussion to help you remember.
- Ask the nurse for written information. The nurse can print educational information about certain health conditions, procedures and medications.
- If possible, avoid calling the nurses during change of shift between 7:00-8:00 a.m. and 7:00-8:00 p.m.

The health care team does not have an answer for every question, but we will try to find an answer, if possible. Even the best professionals cannot entirely predict outcomes since each patient is unique in his/her response to treatment. If you have unanswered questions or need clarification, contact your nurse.

## Spokesperson

Please delegate one family member or friend to act as the spokesperson and encourage all other family and friends to contact this person for updates. This will reduce the number of calls to your nurse, so we can focus on the care of our patients.

## Communication with Patient

- Be encouraging and have a hopeful attitude.
- Avoid discussing unrelated matters that might cause them further worry.
- Unless your loved one asks for more calls, please keep calls and visits to a minimum so they can rest. A few minutes on the phone and 10 to 15 minutes in person is typically the maximum amount for most visitors if your loved one is feeling ill.

# Your Hospital Team

## Who You Might See in Your Room

During your stay, you will see a variety of hospital employees in your room who are there to perform their duties. Get to know the people taking care of you. Ask them to identify themselves and what they do. Do not be afraid to ask questions. If one of the team members can't help, ask to be referred to someone who can. Here is a list of people you may see:

### Medical Staff

Many doctors may be involved in your care. Your admitting physician is responsible for directing your initial medical care. The doctor in charge during the rest of your stay is called the attending physician. This doctor may be your surgeon, cardiologist, primary care physician, or a hospital-based physician (hospitalist). You may also see doctors who are partners with your attending physician and cover when your doctor is not available. Consulting doctors may give specialized advice about specific needs.

We want you to have all the information you need. Please ask your physician if you have specific questions about your illness or injury. Often, it helps to write down questions for the doctor ahead of time. Nurses can also help clarify if you have further questions. If you need to talk to a physician, your nurse can leave a message for him or her to call as soon as he or she is available.

### Nursing Staff

The professional nurses understand the immense stress you and your loved ones are going through right now. To help alleviate your anxiety, the nurses want to help you recover by:

- Keeping you as comfortable and safe as possible.
- Closely monitoring your health status.
- Discussing your progress with the doctors and other team members to determine the best treatment for you.
- Coordinating care to meet your needs.
- Explaining your diagnosis, treatment plans, medications and procedures.
- Please let us know if you need anything else!

### Nursing Support Staff

The nursing support staff includes unit secretaries and nursing assistants. They play a vital role in your care. Their duties depend upon their level of training and may include clerical tasks, assisting with your bathing needs, taking your blood pressure and temperature, checking your blood glucose level, and other tasks as needed. They perform their duties under the direction of a registered nurse.

### Physician Assistants (PA's) and Nurse Practitioners (NP's)

PA's and NP's may examine you and perform medical treatments under the direction of the doctor.

## **Dietitians**

Registered dietitians help meet your dietary needs. Special menus are prepared for those with special dietary needs. These diets may restrict certain foods. Dietitians are also available to help you understand how to follow a healthy heart diet or other diet changes. If you have questions, please ask the nurse.

## **Laboratory Personnel**

Phlebotomists may come to draw blood for testing as ordered by your doctor. Let them know if you have had a mastectomy or have a hemodialysis shunt so they can avoid drawing blood from that arm.

## **Chaplains**

Chaplains are available 24-hours a day to assist you and your family as part of your health care team. Hospital chaplains provide spiritual care - prayer, administration of the sacraments and devotional materials, as well as personal support and crisis counseling. You may contact a chaplain 24-hours a day by having your nurse or the hospital operator page the chaplain.

## **Physical, Occupational and Speech Therapists**

Therapists are available to assist with activity and muscle strengthening if the physician requests their services. Speech therapists assist patients with speech and swallowing difficulties. The therapists will recommend certain exercises or guidelines to improve your ability to perform desired tasks in your daily life.

## **Respiratory Therapists**

Respiratory therapists evaluate and administer respiratory treatments as ordered by the physician. This may include giving you oxygen, administering respiratory treatments to help remove secretions or open your airways, evaluating your lung status prior to surgery, and teaching you techniques to improve your lung status in the hospital and at home.

## **Case Managers**

Case managers and social workers are available to assist with discharge planning needs and help with social, personal or emotional problems related to your hospital admission, illness or disability. They provide information on resources available in the community to meet your needs after leaving the hospital. This may include home health care, nursing home placement, financial assistance, mental health counseling, equipment and supplies, and educational or vocational services. Case managers and social workers are typically available Monday through Friday from 8:00 a.m. to 5:00 p.m.

## **Pharmacists**

The pharmacy strives to provide quality services that maximize the benefits and safe use of medications. The pharmacy staff work closely with your doctors and nurses to provide the medications you need, recommend the best medications for you, monitor the safe delivery of those medications and educate patients regarding their medications. Written information is available about your medications. If you have further questions, please tell your nurse.

## **Palliative Care**

Palliative Care provides assistance to terminally ill patients for comfort measures and end-of-life decisions. Your doctor can order this valuable service for you.

## **Volunteers**

Volunteers wear pink jackets and can assist you with your non-medical needs and will deliver newspapers, flowers and mail to your room. If you or a family member are interested in volunteering, please call the Volunteer Services office at 606.285.6692.

# Common Treatments or Procedures

## Monitors

Patients on telemetry units are on a heart monitor, so we can watch what your heart is doing. Small pads (electrodes) are placed on your chest. To these, we connect wires and a small transmitter box that conveniently fits in your pocket. This is completely painless. The only discomfort is removing the sticky electrodes afterwards. The transmitter picks up the heart's activity and transmits it to a monitor in the nurses' station. The monitor should be hooked up at all times and should not be exposed to water.

## Pulse Oximetry

A sensor is placed on your finger, which measures the amount of oxygen in your blood. 92-100% is normal without lung disease.

## Oxygen

If your oxygen levels are low, we may give you oxygen through a tube that just barely rests in your nose (nasal cannula). You may also receive oxygen to increase the amount that is available to your heart.

## Intravenous (IV) Lines

An IV line may be needed to provide fluids and medicine. The lines may be inserted in your arm, neck, groin, chest, etc. The IV fluids are typically given through a pump that is specifically programmed to deliver the exact amount ordered by the doctor. Alarms are set on the pumps to tell us when the fluids are not flowing properly.

## Other Tubes

The doctor may insert tubes to drain extra fluid or air from your body. It takes a good tug, but please take care to ensure your tubes do not get caught on anything and get pulled out as you are moving about.

## Blood Glucose (Sugar) Test

We may check your glucose (sugar) level by testing a drop of your blood. We typically like to see your glucose level be between 80-150.

## Medications

When you are admitted to the hospital, the staff will request a list of the medications you are taking at home. Please inform the staff of any vitamins, herbs or pills you take, even if it is not something taken on a daily basis. This information is very valuable to us because many medicines will need to be continued while in the hospital. There may be additional medications that we will need to give such as pain medication, antibiotics and sedatives.

## **Pain Relief**

We want you to be as comfortable as possible. We use a pain scale of 1-10 to determine your pain level and the most suitable treatment. “One (1)” is little discomfort and “ten (10)” is the worst pain you could imagine. The nurse will also check frequently for signs of discomfort. If you are in pain, please let the nurse know. Please do not wait until the pain is unbearable to ask. It takes time for medications to work, and it is much harder to control the pain once it is out of control. Our goal is to keep you on a fairly even level of comfort.

The use of alcohol, narcotics, sedatives and muscle relaxants on a regular basis can affect our ability to keep you comfortable. Please be honest about your use of these so we can manage your pain adequately.

# Going Home/Support Services

## Your Discharge

You will be discharged when your physician decides you are ready to leave the hospital. You may want to make arrangements with a family member or friend to help you when it's time to go home. Your physician and nurse will give you instructions to follow after your discharge. If you have questions about your diet, activities or medications, please be sure to ask.

After you have been home for several days, you may receive a telephone call from a hospital representative taking a patient satisfaction survey. We encourage you to complete the survey if at all possible. These surveys help us provide our patients with the best care possible.

## Personal Belongings

Please collect all your belongings, double-check closets and drawers and retrieve any valuables before leaving the hospital.

## Case Management Services/Discharge Planning

The Case Management Department includes nurse case managers and social workers, who are available to assist with discharge planning needs for patients and families and help with social, personal, and emotional problems related to hospital admission, illness or disability. They also provide information on resources available in the community to meet patients' post-hospital needs, including home health care, nursing home placement, financial assistance, mental health counseling, equipment and supplies, and educational/vocational services.

Office hours are 8:00 a.m. to 4:30 p.m., Monday-Friday, and the telephone number is 285.6580 or 285.6595. In case of emergency, the hospital operator can reach a member of the Case Manager or Social Worker after hours and on weekends/holidays.

# Patient Rights and Responsibilities

As a patient at Saint Joseph Health System and in keeping with our policies and values, you enjoy the following rights:

1. The right to care that respects your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. The right to be involved in decisions about your care, treatment and services and the development and implementation of your plan of care.
3. The right to be involved in resolving dilemmas about your care, treatment and services.
4. The right to receive from your physician current information concerning your diagnosis, treatment and prognosis in a manner that you understand. When it is not medically advisable to give such information to you, it should be shared with an appropriate person on your behalf. You have the right to know the name of the physician responsible for coordinating your care.
5. The right to receive from your physician information necessary to give informed consent prior to the start of any procedure or treatment. Except in emergencies, the information should include, at minimum, the specific procedure and/or treatment, the significant risks involved and the expected length of recuperation. When alternatives for care or treatment exist, or when you inquire about alternatives, you have the right to such information. You also have the right to know the name of the person responsible for the procedures and/or treatment.
6. The right to refuse care, treatment and services to the extent permitted by law and regulation and to be informed of the medical consequences of this action.
7. The right to formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law and to have facility staff and practitioners who provide care in the facility comply with these directives.
8. The right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
9. The right to have a family member or representative of your choice and your physician notified promptly of your admission to the facility.
10. The right to receive every consideration of privacy and confidentiality concerning your medical care and treatment.
11. The right to expect that all communications and records will be treated as confidential.
12. The right to access information contained in your clinical records within a reasonable time period.
13. The right to expect that Saint Joseph Health System will make a reasonable response to your request for services. The hospital will provide evaluation, service and/or referral as indicated. You may be transferred to another facility only after you receive complete information and explanation concerning the needs for and the alternatives to a transfer.
14. The right to obtain information about any relationship of the hospital to other health care and educational institutions which could impact your care. You also have the right to obtain information concerning any professional relationships among individuals who are providing treatment.

15. The right to know if there are plans for the hospital to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in research projects.
16. The right to expect continuity of care and to know in advance what follow up plans and services will be needed after discharge.
17. The right to examine and receive an explanation of your bill regardless of the source of payment.
18. The right to the appropriate assessment and management of pain.
19. The right to receive care in a safe setting.
20. The right to be free from mental, physical, sexual and verbal abuse, harassment, neglect and exploitation.
21. The right to access protective and advocacy services.
22. The right to access pastoral and other spiritual services.
23. The right to file a grievance and to be informed of the process to review and address the grievance and to receive a response from us concerning your grievance.

## Patient Responsibilities

The hospital's health care team members care for the sick and injured. To be effective, their efforts must be in partnership with you and your family, as appropriate. You, your parent, and/or legal guardian is encouraged to assume a share of the responsibility for your health care in the following manner:

1. Provide accurate and complete information about present complaints and past illnesses, hospitalizations, medications and other matters relating to your health. You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.
2. Follow the care, treatment and service plan developed. Cooperate with all health care team members and ask questions about any directions or information given which may need clarification. Express any concerns about your ability to follow the proposed plan or course of care, treatment, and services. The hospital makes every effort to adapt the plan to your specific needs and limitations. When such adaptations to the care, treatment and service plan are not recommended, you and your family are informed of the consequences of the care, treatment, and service alternatives and of not following the proposed course.
3. Report perceived risks in your care and unexpected changes in your condition.
4. Accept the medical consequences if you refuse treatment or do not follow the care, treatment and service plan.
5. Be prompt in paying the hospital bill, in inquiring about the bill and in providing necessary information for insurance processing.
6. Be considerate and respectful of the hospital's property and staff as well as other patients and their property. Follow the hospital rules and regulations and encourage visitors to be considerate as well.
7. Help the hospital staff members understand their environment by providing feedback about service needs and expectations.

# Patient Grievance Process Notice

Saint Joseph Health System's mission urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities. Respect for human dignity includes respecting your rights as an individual in our facility.

You have received a list of individual rights. If you feel that any of your rights may have been violated, you may initiate a formal grievance. You may notify the Director of Quality and Risk Management in writing at Box 910 11203 Main Street, Martin, Kentucky 41649. **You may also call and speak with the Director of Quality and Risk Management at 606.285.6400, extension 6403.** You also have the right to file a complaint with the state survey agency or Joint Commission regardless of whether or not you choose to first use Saint Joseph Health System's grievance process. The state survey agency's contact information is:

Division of Healthcare  
275 East Main Street 5E-A  
Frankfort, Kentucky 40621  
Phone 502.564.7963

Joint Commission  
One Renaissance Blvd.  
Oak Brook Terrace, IL 60181  
1.800.994.6610

The Quality and Risk Manager will contact you within seven business days upon receipt of the grievance, and will investigate the complaint. The Grievance Committee will review the file and conduct any additional investigation it feels necessary. A written response will be sent you to you within 30 days detailing steps taken on your behalf to investigate the grievance and the results of the process.

## Pain Care Bill of Rights

2001 American Pain Foundation, 201 N. Charles Street #710, Baltimore, MD 21201. Reprinted with permission. The American Pain Foundation is an independent nonprofit organization serving people with pain through information, education, and advocacy. Visit [www.painfoundation.org](http://www.painfoundation.org) or call 1-888-615-PAIN for information.

*Disclaimer: This information is provided for educational and information purposes only. APF is not engaged in rendering medical advice or professional services and this information should not be used for diagnosing or treating a health problem. APF makes no presentation of warranties, expressed or implied. Providing reference to other organizations does not imply that APF endorses the information or services provided by them. Those organizations are solely responsible for the information they provide.*

### As a person with pain, you have:

- The right to have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, pharmacists, and other healthcare professionals.
- The right to have your pain thoroughly assessed and promptly treated.
- The right to be informed by your doctor about what may be causing your pain, possible treatments, and the benefits, risks and costs of each.
- The right to participate actively in decisions about how to manage your pain.
- The right to have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.
- The right to be referred to a pain specialist if your pain persists.
- The right to get clear and prompt answers to your questions, take time to make decisions, and refuse a particular type of treatment if you choose.

Although not always required by law, these are the rights you should expect, and if necessary demand, for your pain care.

### How do I talk with my doctor about pain?

1. Speak up! Tell your doctor, nurse or social worker that you're in pain. It is not a sign of personal weakness to tell them about your pain. Pain is a common medical problem that requires urgent attention. So don't be embarrassed or afraid to talk about it.
2. Tell your doctor, nurse or social worker where it hurts. Do you have pain in one place or several places? Does the pain seem to move around?
3. Describe how much your pain hurts. On a scale from 0 to 10, zero means no pain at all and 10 means the worst pain you can imagine. In the past week, what was the highest level of pain you felt? When did you feel it? What were you doing at the time? When did it hurt the least? How bad does it hurt right now?
4. Describe what makes your pain better or worse. Is the pain always there, or does it go away sometimes? Does the pain get worse when you move in certain ways? Do other things make it better or worse?
5. Describe what your pain feels like. Use specific words like sharp, stabbing, dull, aching, burning, shock-like, tingling, throbbing, deep or pressing.
6. Explain how the pain affects your daily life. Can you sleep? Work? Exercise? Are you able to do activities with family and friends? Can you concentrate on tasks? How is your mood? Are you sad? Irritable? Depressed? Do you feel unable to cope?
7. Tell your doctor, nurse or social worker about past treatments for pain. Describe any medical treatments you've had such as medication or surgery, and mention other approaches you've tried. Have you done massage, yoga or meditation? Applied heat or cold to the painful areas? Exercised? Taken over-the-counter medications, or supplements such as vitamins, minerals, and herbal remedies? Tried other treatments? Explain what worked and what didn't.

**Tip:** Write down your questions for the doctor or nurse before an appointment. People often get nervous and forget to ask all their questions. Take notes so you can review them later. If possible, bring along a family member or friend to provide support, help take notes, and remind you of what was said.

## Pain Care Bill of Rights - continued

- *Many of us have beliefs about pain that are simply not true and prevent us from getting the relief we need. The truth is:*
- *Pain is not something you “just have to live with.” Treatments are available to relieve or lessen most pain. If untreated, pain can make other health problems worse, slow recovery, and interfere with healing. Get help right away, and don’t let anyone suggest that your pain is simply “in your head.”*
- *Pain medications rarely cause addiction. Morphine and similar pain medications, called opioids, can be highly effective for certain conditions. Unless you have a history of substance abuse, there is little risk of addiction when these medications are properly prescribed by a doctor and taken as directed. Physical dependence —which is not to be confused with addiction — occurs in the form of withdrawal symptoms if you stop taking these medications suddenly. This usually is not a problem if you go off your medications gradually.*
- *Most side effects from opioid pain medications can be managed. Nausea, drowsiness, itching, and most other side effects caused by morphine and similar opioid medications usually last only a few days. Constipation from these medications can usually be managed with laxatives, adequate fluid intake and attention to diet. Ask your doctor to suggest ways that are best for you.*
- *If you act quickly when pain starts, you can often prevent it from getting worse. Take your medications when you first begin to experience pain. If your pain does get worse, talk with your doctor. Your doctor may safely prescribe higher doses or changed the prescription. Non-drug therapies such as relaxation training and others can also help give you relief.*

## 20 Tips To Help Prevent Medical Errors

*This information is provided by the Agency for Healthcare Research and Quality. For more information about medical errors, see AHRQ's website at <http://www.ahrq.gov/errors.htm>. Or call the AHRQ Clearinghouse at 1-800-358-9295 for a federal report on medical errors. (Pub. No. OM000004).*

### **What are Medical Errors?**

*Medical errors happen when something planned as part of medical care doesn't work out, or when the wrong plan was used in the first place. Medical errors can occur anywhere in the health care system. Errors can involve medicines, surgery, diagnostic equipment, or lab reports. They can happen during even routine tasks, such as when a patient on a salt-free diet is given a high-salt meal.*

*Household teaspoons often do not hold a true teaspoon of liquid. Special devices, like marked syringes, help people to measure the right dose. Being told how to use the devices helps even more.*

*Ask for written information about the side effects that your medicine could cause. If you know what might happen, you will be better prepared if it does. That way, you can report the problem right away and get help before it gets worse. A study found that written information about medicines can help patients recognize problem side effects and then give that information to their doctor or pharmacist.*

### **Hospital Stays**

*Choose a hospital where many patients have the procedure or surgery that you need. Research shows that patients tend to have better results when they are treated in hospitals that have a great deal of experience with their condition.*

*If you are in a hospital, consider asking all health care workers who have direct contact with you whether they have washed their hands. Good hand washing is the most important step in the prevention of infections in hospitals. A recent study found that when patients checked whether health care workers washed their hands, the workers washed their hands more often and used more soap.*

*When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home. This includes learning about your medicines and finding out when you can get back to your regular activities. Research shows that at discharge time, doctors think their patients understand more than they really do about what they should or should not do.*

### **Surgery**

*If you are having surgery, make sure that YOU, your doctor, and your surgeon all agree and are clear on exactly what will be done. Doing surgery at the wrong site (for example, operating on the left knee instead of the right) is rare. But even once is too often. The good news is that wrong-site surgery is 100 percent preventable. The American Academy of Orthopedic Surgeons urges its members to sign their initials directly on the site to be operated on, before the surgery. This practice is also used at Saint Joseph.*

### **Other Steps You Can Take**

- *Speak up if you have questions or concerns. You have a right to question anyone who is involved with your care.*
- *Make sure that all health professionals involved in your care have important health information about you. Do not assume that everyone knows everything they need to know.*
- *Ask a family or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't). Even if you think you don't need help now, you might need it later.*

## 20 Tips To Help Prevent Medical Errors, continued

- Know that “more” is not always better. It is a good idea to find out why a test or treatment is needed and how it can help you. You could be better off without it.
- If you have a test, don’t assume that no news is good news. Ask about the results.

Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources. For example, treatment recommendations based on the latest scientific evidence are available from the National Guideline Clearinghouse on the Internet at ([www.guideline.gov](http://www.guideline.gov)). Ask your doctor if your treatment is based on the latest evidence.

Errors also happen when doctors and their patients have problems with communication. For example, a recent study supported by the Agency for Healthcare Research and Quality found that doctors often do not do enough to help their patients make informed decisions.

The single most important way that you can help to prevent errors is to be an active member of your health care team.

### Medicines

Make sure that your doctors know about all prescriptions, over the counter drugs, and dietary supplements – such as vitamins and herbs – you are taking. At least once a year, bring all of your medicines and supplements with you to your doctor. This “Brown Bagging” can help YOU and your doctor to talk and find out if there are problems. It can also help keep your records up to date.

Make sure your doctor knows about any allergies and reactions you have had to medicines.

When your doctor writes you a prescription, make sure you can read it. If you can’t read your doctor’s handwriting, your pharmacist might not be able to read it correctly either.

Ask for information about your medicines in terms that you can understand, both when your medicines are prescribed and when you receive them:

- What is the medicine for?
- How am I supposed to take it, and for how long?
- What side effects are likely?  
What should I do if they occur?
- Is this medicine safe to take with other medicines or dietary supplements?
- What food, drink, or activities should I avoid while taking this medicine?

When you pick up your medicine from the pharmacy, ask if this is the medicine that your doctor has prescribed. A study by the Massachusetts College of Pharmacy and Allied Health Sciences found that 88 percent of medicine errors involved the wrong drug or dose.

If you have any questions about the directions on your medicine labels, ask. Medicine labels can be hard to understand.

Ask your pharmacist for the best device to measure your liquid medicine. Research shows that many people do not understand the right way to measure liquid medicines.

## Can Anyone Be Infected With The AIDS Virus?

*The following information is provided to patients in compliance with KRS 214.620c, the Omnibus AIDS Act of 1990. Licensing of this facility requires compliance with this statute. Some of the information contained in it is not consistent with the teachings of the Roman Catholic Church. Catholics desiring pastoral guidance on AIDS related matters should consult their pastor.*

*Human Immunodeficiency Virus (HIV), the virus which causes AIDS, can infect people of any age, race, gender or sexual orientation.*

*The people who have died of AIDS in this country have been male and female, rich and poor, white, black, Hispanic, Asian, and American Indian.*

### **How Do You Avoid AIDS?**

*Keeping yourself safe from AIDS is relatively easy. You have to avoid sex with anyone who is infected with the virus, and never share needles and syringes.*

*There is no way to tell if someone is infected with the virus without a blood test. If you have sex with someone infected with the virus, you are at risk of becoming infected.*

*Condoms with a spermicide are the best means now available for preventing sexual transmission for those who do not practice abstinence and have not formed a mutually faithful, monogamous relationship with an uninfected partner.*

*If you are giving first aid to someone who is bleeding, you may want to wear rubber gloves, if they are available, to avoid direct contact with blood. If blood does get on your skin, simply wash it off with soap and water.*

### **What does AIDS Mean To You?**

*AIDS stands for acquired immunodeficiency syndrome. It is a disease caused by a virus that can destroy the body's ability to fight off illness. The AIDS virus makes you unable to fight other diseases that invade your body. These diseases can kill you.*

*There is presently no cure for AIDS.*

*Many people feel that only certain "high risk groups" are infected by the AIDS virus. This is untrue. Who you are has nothing to do with whether you are in danger of being infected with the AIDS virus. What matters is what you do.*

*Regardless of what you may have heard, the AIDS virus is easily avoided. You can't get it through casual contact in school, in the workplace, at parties, in residence facilities and resident camps, child care centers, stores, or by going swimming in a pool where a person with AIDS, or one who has been infected by the AIDS virus, has been swimming.*

*You also won't get it from the towels in a locker room, or the shower, or the whirlpool, or by using exercise equipment. It won't be passed through a glass or eating utensils. Nor do you have to worry about shaking hands, hugging, or being in a crowded elevator with a person who is infected with the virus.*

*No one has ever gotten the AIDS virus from a mosquito or any other insect bite, or from a toilet seat, urine, excrement, sweat, saliva, or even from a kiss.*

*There are actually very few ways you can be infected by the AIDS virus. It is transmitted through semen, vaginal secretions, and blood.*

## Can Anyone Be Infected With The AIDS Virus? continued

*Therefore, you can become infected by having sex with an infected person, or by using drugs and sharing a needle and syringe.*

*Babies of women who have been infected with the AIDS virus may be born with the infection because it can be transmitted from the mother's blood to the baby before or during birth.*

*People with hemophilia and others have been infected by receiving blood.*

### **What About Giving And Receiving Blood?**

1. Giving Blood. You are not now, or have you ever been, in danger of getting AIDS from giving blood at a blood bank. The needles that are used for blood donations are brand-new. Once they are used, they are destroyed. There is no way you can come into contact with the AIDS virus by donating blood.
2. Receiving Blood. Some people were infected with the AIDS virus by getting blood transfusions prior to 1985, before the virus was identified. Today, all donated blood in the U.S. is tested to make it as safe as possible for those who need it. Call your local blood bank if you have questions.

### **Would You Like More Information?**

*If you'd like to know more about AIDS, talk to your doctor, local health department, or hospital. In addition, you can get helpful, confidential information from the National AIDS hotline, 1-800-343-AIDS. It's open 24 hours a day. The Spanish hotline is 1-800-344-SIDA (1-800-344-7432). The hotline number for the hearing impaired is 1-800-AIDS-TTY.*

### **It's Not Easy To Be Infected With The AIDS Virus**

*The AIDS virus can only be transmitted in certain ways. You cannot get the disease from the pool, locker room, exercise equipment, or from any kind of casual, everyday contact. You may become infected if you*

- *Have sex with someone infected with the AIDS virus.*
- *Use a needle and syringe that have previously been used by someone with the AIDS virus.*
- *Are born to a woman who is infected with the AIDS virus.*

# About Saint Joseph Health System

Saint Joseph Health System includes Flaget Memorial Hospital, Bardstown; Saint Joseph - London; Saint Joseph - Martin; Saint Joseph Hospital and Saint Joseph East, Lexington; Saint Joseph - Berea; Saint Joseph - Jessamine and Saint Joseph - Mount Sterling. The system has 981 licensed beds, approximately 5,000 employees and approximately 1,300 physicians on its medical staffs. Combined, the member facilities have received the following honors:

- Recognized 18 times as being among the 100 Top Hospitals in the nation by Thomson Reuters
- Winner of the Joint Commission's Codman Award for quality improvements
- Named one of Kentucky's Best Places to Work four years running
- Awarded the highest honor by the Kentucky Center for Performance Excellence

