

# PATIENT'S *Bill of Rights*

## NICOTINE REPLACEMENT: HOW IT WORKS

Type	Over the counter?	Benefits	Drawbacks
Gum	Yes	Convenient and flexible; delivers nicotine more quickly than the patch.	Can't eat or drink while chewing; bad taste and throat irritation; heartburn.
Nicotine Patch	Yes	Very easy to use with few side effects.	Can cause skin irritation, sleep problems, headache and vivid dreams.
Zyban	No	Easy to use, few side effects.	Can cause insomnia, dry mouth, upset stomach and seizures.
Chantix	No	Lessens pleasure from smoking, reduces symptoms of withdrawal.	Can cause nausea, gas, trouble sleeping and behavior changes.

## INFECTION CONTROL ETIQUETTE

*These are some ways to promote health and safety at OCH.*

### CONTACT PRECAUTIONS

For some conditions, contact precautions are used to help prevent the spread of germs. When contact precautions are used, you may notice healthcare workers wearing yellow gowns and gloves. Visitors may also be asked to wear gowns and gloves when they enter the patient's room.

### CLEAN HANDS ARE VERY IMPORTANT.

Whether recovering from surgery or being treated for an illness, hospital patients are at increased risk of infection from germs. One of the easiest and most effective ways to reduce infection is for all staff, patients and visitors to practice good hand hygiene.

### WHAT IS GOOD HAND HYGIENE?

Good hand hygiene means washing with either alcohol-based hand rubs or soap and water to stop the spread of germs. By stopping the spread of germs, we can reduce infections.

**It takes a strong commitment from employees, physicians, patients and visitors to be successful in keeping our patients safe. We appreciate your help!**

### OUR COMMITMENT TO YOU

Our staff is committed to good hand hygiene because we know it is one of the easiest ways to help keep patients as safe and healthy as possible. All caregivers should clean their hands before and after contact with patients and their surroundings.

### HAND HYGIENE IS EVERYONE'S BUSINESS.

Patients and visitors have an important role to play in ensuring hand hygiene throughout the hospital.

- Visitors should clean their hands each time they enter or leave a patient's room.
- Patients and visitors should not touch wounds, dressings, intravenous lines or other instruments used to treat a patient.
- Patients should have good personal hygiene, especially in the hospital, including cleaning hands after using the bathroom and before meals.

### COVER YOUR COUGH AND SNEEZE

As part of your role in the fight against infection, please cover your mouth and nose with a tissue (or your sleeve) when you cough or sneeze. Patients and visitors who have a cough may be asked to wear a mask to help protect others.

Every patient...

- Shall be informed of his rights upon admission.
- Shall have the right to considerate and respectful care.
- May reasonably expect complete and current information concerning his diagnosis, treatment and prognosis in terms he can understand from his physician. When it is not medically advisable to give the information to the patient, it may be made available to the appropriate person on his behalf.
- Shall have the opportunity to participate in the planning of his medical treatment, to make suggestions regarding his care and to refuse to participate in experiment research and have access to his medical record.
- Shall have the right to know by name and specialty, if any, the physician responsible for his care and have his physician and family member or representative of his choice notified promptly of his admission.
- Shall have the right to formulate an advance directive and have the directive followed.
- Shall have the right to respectfulness and privacy as it relates to his medical care program. Case discussion, examination and treatment are confidential and should be conducted as discreetly as possible.
- Shall be assured confidential treatment of his personal and medical records.
- Shall have the right to obtain information on the relationship to other institutions insofar as his care is concerned.
- Shall have the right to assessment and management of pain.
- Shall be expected to manage his personal financial affairs.
- Shall be free from mental and physical abuse and from chemical and physical restraints, except in emergencies or as authorized by his physician when necessary to protect him or others from injury.
- Shall have the right to refuse to perform services for the facility that are not included for therapeutic purposes in his care.
- May associate and communicate privately with persons of his choice and send and receive his personal mail unopened, unless medically contraindicated and documented by his physician.
- May retain and use personal clothing and possessions as space permits, unless to do so would infringe upon specific policies of the hospital designed for the protection or rights of the patients and others.
- Shall be assured of privacy for visits by his family and friends, within the purview of hospital visitation policies.
- Shall have the right to receive care in a safe setting.
- Shall have the right to express concerns to administration and to file grievances.
- Shall have the right to interpretive and communicative services.
- Shall have the right to be free from restraint and seclusion that is not medically necessary.



*Thank you for choosing OCH Regional Medical Center for your healthcare needs. You are our guest, and we will do everything possible to make your stay with us as pleasant as possible. OCH is DNV accredited; accreditation is your assurance of receiving high-quality hospital care. OCH is a member of the American Hospital Association and is certified by the Department of Health and Human Services for participation in the Medicare and Medicaid programs. It is our policy to render treatment and care to all persons in need regardless of sex, race, color, religion or national origin. If you have a question during your stay not answered within this brochure, please feel free to ask any staff member. You may call our 1-800-VALUES phone line to voice any concerns you might not feel comfortable sharing with our staff. We will do our best to merit your confidence and speed your recovery.*

### MAIL & FLOWERS

Any mail or flowers addressed to you will be delivered to your room. Mail received after you have been discharged will be forwarded to your home address.

### GIFT SHOP

For your convenience, the OCH Auxiliary operates a Gift Shop near the hospital lobby from 8 a.m. to 5 p.m. Monday through Friday and 9 a.m. to 2 p.m. Saturday. Gift items, candy, and floral arrangements, as well as personal items are available. Call ext. 3000 for more information.

## ADMISSIONS INFORMATION

### VALUABLES

Please leave large sums of money and valuables at home or send them home by your family or friends. If necessary, you may deposit them in the hospital safe and retrieve them at discharge. Valuables are returned 8 a.m.-5 p.m. Monday through Friday. The hospital is not responsible for valuables kept in your room.

### MEDICATIONS

Please bring any medications you are taking when admitted to our hospital for the staff and physicians to review. Once the medication has been reviewed, you will need to send it home with your family or we will store it safely for you in our pharmacy until you're discharged. During your hospitalization, the nurses will give you medication as ordered by your physician. Please do not take your home medication while in the hospital.

### SPEAK UP

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care errors.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards.

Participate in all decisions about your treatment. You are the center of the health care team.

## TOBACCO FREE POLICY

The OCH campus is tobacco free. Cigarettes and other tobacco products are not permitted on the grounds or within the building. Please honor this policy to ensure that the hospital remains a safe and healthy environment in which to recover. Using tobacco products is not desirable for your health. The staff at OCH would like to enable you to quit. Let our staff know if you would like tobacco cessation counseling during your stay with us.

## PATIENT EDUCATION

We want our patients and families to be involved and proactive with making their healthcare decisions. One way to do this is by providing educational materials. Ask your nurse to provide materials related to diagnosis, medications, diagnostics, etc.

## PAIN

Pain control is important for your comfort as well as encouraging a speedy recovery. Please inform the staff of any pain you are experiencing by using a pain scale of 1-10, with 10 being the most severe. Appropriate communication will promote a more pain free stay with us at OCH.

## RAPID RESPONSE TEAM

Upon admission to the unit, the patient and/or family will be educated on the method to seek additional assistance from specially trained individuals if the patient's condition appears to be worsening.

## COMPLAINTS OR CONCERNS

If you have any concerns about patient care and/or safety in the hospital that have not been addressed to your satisfaction, you are encouraged to contact the hospital administrator by calling 662-615-2500. If you have any concerns about patient care, advance directive concerns, and/or other concerns that cannot be resolved through the hospital, you may contact DNV at 866-523-6842 or email at [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com).

## MEALS

The hospital's dietary staff prepares tasty and nutritious meals for patients. As with medication and treatment, a patient's diet is prescribed by his doctor. For the convenience of patients' family members, guest meal trays may be ordered for delivery to patient rooms. Call the business office at ext. 2600 for details.

The hospital cafeteria and/or grill is open during set hours seven days per week for the convenience of patients' family members and guests. For today's menu, please dial ext. 6368.

In addition, the Daily Dose Coffee & Sweet Shop, located adjacent to the main lobby in the West Tower, offers a variety of Seattle's Best specialty coffees and beverages, as well as tasty breads and sweets, including Shipley Donuts.

*For food being ordered from outside vendors, such as pizza delivery, the vendor must be met directly by the family for payment and food pick up. During visiting hours (7 a.m. - 9 p.m.), vendors may be met in the hospital's front lobby. After visiting hours, vendors must be met at the Emergency Department Registration Desk.*

## VISITATION

The hospital's visitation policy was created to ensure our patients a quiet and safe atmosphere in which to recover. Visiting hours are from 7 a.m. to 9 p.m. Each visitor is issued a pass at the front desk in the lobby upon arrival. Three visitors are allowed in a patient room at one time. For pediatric patients, two visitors and two family members are allowed in the room at one time. If all available passes for a particular room are taken, a visitor will be given the opportunity to call the patient's room to request that one visitor come down and allow another visitor to go up. All children visitors must have a visitor's pass and must stay in the room of the patient they are visiting. Those under 12 must be accompanied by a responsible adult at all times. Only one person may spend the night with a patient. Permission must be granted by nursing personnel, and the person must stay in the patient's room. Exceptions to the visitation policy may be made for critically ill, laboring, emergency surgery and pediatric patients. Permission may be obtained from the nursing house manager.

## SAFETY

Please observe the following safety precautions:

- Use the emergency call cord/card located on your bed and in the bathroom to call a nurse, rather than attempting movement or action that could result in an accidental strain or fall.
- Do not try to adjust or climb over the siderails on your bed.
- Wear slippers or shoes when out of bed to avoid falls or injury and do not walk near areas where the floor is being cleaned.
- Do not leave your nursing care area without first consulting your nurse.
- Do not bring any electrical appliances, firearms or cell phones into the hospital, as this violates safety regulations.
- Please bring any safety concerns to our attention.

While you are a patient, the hospital staff may have a practice fire or safety drill for employees. Such training is given to assure maximum safety for our patients; therefore, please do not be disturbed if you hear or see evidence of such a drill.

## GOING HOME

Patients often need specialized services or help after they have been released from the hospital. Assistance such as medical equipment rental, home health services, home meal delivery and long-term care placement are frequently needed. The hospital's social service representative is available to assist you or your family in obtaining any such services. The social services representative may be reached at ext. 3130.

## YOUR BILL

The hospital's daily service charge includes your room, general nursing service, dietary services and standard medical equipment such as wheelchairs, stretchers and certain floor stock items. All other charges reflect items or procedures ordered by your physician such as laboratory, x-ray or respiratory therapy. All are charged in accordance with the standard fee schedule and will be summarized on your bill.

## FINANCIAL ARRANGEMENTS

Hospital insurance plans usually do not provide full coverage of hospital charges. Please remember that your hospitalization coverage is a contract between you and your insurance company, and while we cooperate to the fullest in expediting your claim, you are responsible for your account. Final payment or assignment of sufficient insurance benefits is required at the time you are discharged. If you expect any difficulty financing your hospitalization, we urge you to consult our Patient Accounts Supervisor immediately so we can assist you in making arrangements. The Patient Accounts Supervisor can be reached at ext. 2605.

Patients admitted under the Medicare plan must bear in mind that they are responsible for the deductible, co-insurance and non-covered personal convenience items such as deluxe room difference. Medicaid will not pay for personal convenience items either. If you have any questions concerning Medicare, call ext. 3130.

If you were injured at work, we must have confirmation of your insurance information in order to bill your worker's compensation insurance carrier. Please make sure we have accurate information so as not to delay a settlement.

## DISCHARGE PLANNING

We hope your stay with us was as pleasant as possible.

- Once your physician writes a discharge order on your chart AND you have received home care instructions from your nurse, you are officially released from the hospital. In the event a representative of the hospital business office needs to meet with you prior to your discharge, they will contact you.
- Please complete the Press Ganey satisfaction survey you will receive about 10 days after discharge. You may return it in the mail postage paid. We value your feedback and rely on it to help improve our services.

## PHYSICIAN FEES

Your hospital bill does not include your attending physician's fees. In addition, your physician may request the services of a consultant, assistant surgeon or radiologist. These physicians will bill you separately for their services.

## TOBACCO CESSATION

### YOU CAN QUIT

Tobacco use is the #1 preventable cause of death and disability in the world. Each year, more than 400,000 adults die from tobacco-related diseases. Smoking causes illnesses such as cancer, heart disease, stroke and lung disease. Quitting is hard. Many people try several times before they quit for good, but they do succeed.

### EFFECTS OF QUITTING AFTER:

*20 minutes:*

Your heart rate and blood pressure drop.

*12 hours:*

The carbon monoxide in your blood drops to normal.

*2 weeks to 3 months:*

Circulation improves and your lung function increases.

*1-9 months:*

Coughing and shortness of breath decrease. Your risk of infection reduces.

*1 year:*

Your risk of having coronary artery disease is half that of a smoker's.

*5 years:*

Your stroke risk is reduced to that of a nonsmoker.

*10 years:*

Your risk of dying from lung cancer is half that of a continuing smoker.

*15 years:*

Your risk of coronary heart disease is that of a nonsmoker.

### MORE GOOD REASONS TO QUIT

- If you are pregnant, your baby will be healthier. Your baby will get more oxygen.
- The people around you, especially children, will be healthier. Breathing in other people's smoke can cause asthma and other health problems.
- You will have more money. If you smoke one pack per day, quitting could save you up to \$150 a month.

### WHY QUIT NOW?

Smoking may slow your recovery from surgery and illness. It may also slow bone and wound healing.

ALL hospitals in the United States are smoke free. You will be told NOT to smoke during your hospital stay — so now is a great time to quit!

### HOW TO QUIT IN THE HOSPITAL

Talk to your doctor or other hospital staff about a plan for quitting. Ask for help right away. Your doctor may give you medicine to help you handle withdrawal while in the hospital and beyond.

### HELPFUL HINTS TO STAY QUIT

Ask your friends and family for support; continue your quit plan after your hospital stay, and make sure you leave the hospital with the right medicines or prescriptions. If you "slip" and smoke, don't give up. Set a new date and get right back on track.

For help in quitting, call the National Quitline toll-free at 1-800-QUIT NOW.

### NICOTINE ADDICTION

Nicotine is an addictive drug. It causes changes in the brain that make people want to use it more and more. In addition, addictive drugs cause unpleasant withdrawal symptoms. The good feelings that result when an addictive drug is present — and the bad feelings when it's absent — make breaking any addiction very difficult. Nicotine addiction has historically been one of the hardest addictions to break. Studies show that people who try to quit smoking almost always do better if they get support from other non-smokers. Your family, friends and co-workers who don't smoke can help but stop-smoking support groups are also worth considering.