

Patient BILL OF RIGHTS

Every patient . . .

- shall have the right to considerate and respectful care.
- can reasonably expect complete and current information concerning his/her diagnosis, treatment and prognosis in terms he/she can understand from his/her 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/her behalf.
- shall have the right to know by name and specialty, if any, the physician responsible for coordination of his/her care.
- shall have the right to respectfulness and privacy as it relates to his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted as discreetly as possible.
- shall have the right to obtain information on the relationship of the facility to other health care and related institutions insofar as his/her care is concerned.
- shall have the opportunity to participate in the planning of his/her medical treatment and refuse to participate in experimental research.
- shall be expected to manage his/her 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/her physician, or when necessary to protect him or others from injury.
- has the right to refuse to perform services for the facility that are not included for therapeutic purposes in his/her plan of care.
- shall be assured confidential treatment of his/her personal and medical records.
- may associate and communicate privately with persons of his/her choice and send and receive his/her personal mail unopened, unless medically contra indicated and documented by his/her physician.
- may retain and use his/her personal clothing and possessions as space permits, unless to do so would infringe upon specific policies of the hospital, designed for the rights and protections of the patients or others.
- shall be assured privacy for visits by his/her family and friends, within the purview of hospital visitation policies.
- has the right to make suggestions regarding his/her care.

Name of Patient: _____

Date of Surgery: _____

Arrival Time: _____

Patients scheduled for surgery will be assessed by the nursing staff when they pre-admit for their surgery. If you cannot complete your pre-operative nursing assessment at the time of your pre-admission, you should call the Pre-Operative Assessment Center at (662) 615-2987 to schedule an appointment. Please bring all home medications with you for the assessment. The nurse will review them as well as all laboratory tests and other studies ordered by your physician.

Outpatient surgery at OCH Regional Medical Center is for those patients whose surgery can safely be done without admission to the hospital.

In order for surgery to proceed successfully, we ask that you follow the instructions listed in this brochure. If you have any questions, please feel free to call us at 615-2972 between 6 a.m. and 4 p.m.

CHILDREN & MINORS

When a minor is undergoing a procedure, his or her parent or legal guardian should not leave the outpatient services waiting area or the patient's assigned private outpatient room. Remaining in these areas ensures the minor's decision-maker is readily accessible in the event of an emergency or if needed to provide comfort or assistance to the patient. Every minor patient undergoing surgery is required to have one adult caregiver available to assist with the pre-operative assessment as well as post-operative care. During the surgical procedure, the minor patient's parent or guardian will be updated by phone. Following the procedure, the surgeon may also contact the family to give instructions for at-home care. Only when needed will a minor's parent or guardian be asked to be present in the recovery area; however, the patient cannot be discharged to a private outpatient room without the parent or legal guardian present.

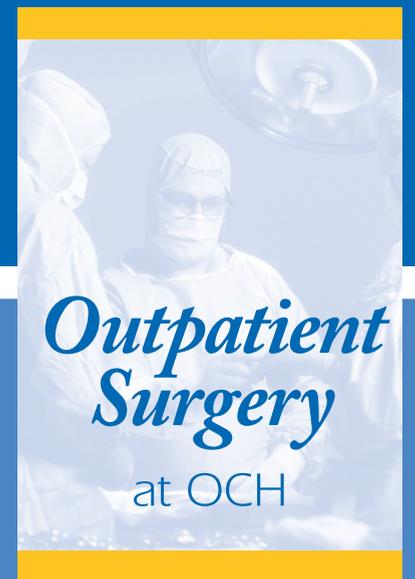
COMPLAINTS OR CONCERNS

If you have any questions about patient care and/or safety in the hospital that have not been addressed to your satisfaction, you are encouraged to contact Arthur C. Kelly, Administrator/CEO, by calling 662-615-2500. If you have any concerns about patient care, advance directives, or other issues that cannot be resolved through the hospital, you may contact DNV at 866-523-6842 or email at hospitalcomplaint@dnv.com.

THE OCH OUTPATIENT SURGERY DEPARTMENT IS LOCATED IN THE SOUTH TOWER. PLEASE REPORT TO THE OUTPATIENT ADMISSIONS DESK TO COMPLETE PAPERWORK/CHECK-IN.



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Surgery Scheduling & Pre-Admission **INFORMATION**

Your surgery will be scheduled by your personal physician. He or she will give you an arrival time, or you may call the OCH Outpatient Surgery Department the day before surgery to obtain your arrival time or to ask other questions about your surgery. If there is no answer in the outpatient surgery unit, please call your physician for arrival time and additional information.

Due to limited time on the day of surgery, you should be pre-admitted at least 48 hours prior to your scheduled surgery date. At this time, the diagnostic studies ordered by your physician and a pre-operative nursing assessment will be completed, and financial arrangements can be made. You should be aware that your hospital bill does not include your attending physician's fee. In addition, your physician may request the services of an anesthesiologist, consultant, assistant surgeon or radiologist. If you have X-rays, they will be interpreted by a radiologist. These physicians will bill you separately for their services.

The Day Before **SURGERY**

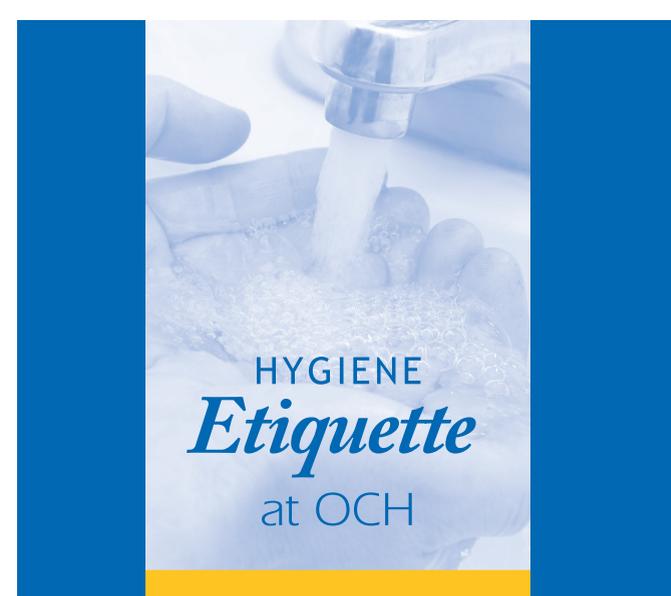
- Eat a light supper.
- Please take blood pressure, heart and other medications as prescribed. Check with your physician if you have questions about this.
- Do not drink alcohol for 24 hours before surgery.
- Take a bath and wash your hair before going to bed if you don't plan to do so the next morning.
- Notify your physician immediately if you develop a fever, cough, nausea, vomiting, diarrhea or unusual pain.
- **DO NOT EAT OR DRINK ANYTHING AFTER MIDNIGHT — NOT EVEN WATER** unless specific diet instructions are given by your physician.

The Morning of **SURGERY**

- **DO NOT EAT OR DRINK ANYTHING** unless specific diet instructions are given by your physician. Ask your physician which prescribed medications you should take.
- **Please bring with you all your current medications in their containers.**
- Brush your teeth, but do not swallow any of the water.
- Bring your container for your dentures, eyeglasses and/or contact lenses and their solution.
- Take a bath and wash your hair if you didn't do so the night before.
- Remove all hairpieces, hairpins, hair clasps or combs.
- Do not wear earrings, rings, watches or other jewelry.
- Wear comfortable clothing and shoes. You may bring a robe and/or slippers if you wish.
- Go to outpatient admissions desk upon arrival to receive your room assignment.
- Feel free to ask hospital personnel any questions so you will understand your surgery and post-surgery care.

After **SURGERY**

- Following surgery, you will be taken to the recovery area. The average recovery period is two hours; however, depending upon your surgery care plan, you may be there a longer or shorter period.
- Your care partner will be able to assist after you come out of the recovery period and should plan to stay with you at the hospital.
- Please limit visitors in patient rooms to two adults.
- In consideration of our patients, please do not bring food into the outpatient suite.
- A responsible adult **MUST** accompany you when you leave the hospital. The drugs and/or anesthesia you will receive will make it unsafe for you to drive a car for 24 hours, walk back to your home, or go home by public transportation. For your own safety, you will not be permitted to leave alone after receiving medication.
- Prior to discharge, you will be given home care instructions. Please follow them closely.
- If you have any questions after returning home, please contact your physician.



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.

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.

IT TAKES A STRONG COMMITMENT FROM EMPLOYEES, PHYSICIANS, PATIENTS AND VISITORS TO BE SUCCESSFUL IN KEEPING OUR PATIENTS SAFE.

WE APPRECIATE YOUR HELP!