Guide to Patient Services

A valuable resource during your stay and when you return home.

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Welcome to Phoebe North

We would like to personally welcome you to Phoebe North and to express our gratitude to you for allowing us to take care of all of your healthcare needs.

We can assure you that as part of the Phoebe family of hospitals and clinics throughout the region, we have only the finest physicians and employees taking care of our patients, and each person assigned to your care will make every effort to provide excellent service to you and your family. And as a healthcare provider we want to know how we are doing to exceed your needs. After your stay with us you will receive a survey card by mail. We encourage you to fill it out and send it back. Without your input we will not know what we are doing well and what needs improvement.

Phoebe North is now in its fourth decade of providing healthcare to Southwest Georgia and our commitment to quality patient care has never been stronger. As a result of the many continued technological and quality advances, we have significantly impacted healthcare in the area and made a positive difference in the lives of the thousands of people we care for each year.

The entire team at Phoebe North remains dedicated to making your healthcare experience the best it can be, and we want to exceed your expectations. We truly want to be your choice for healthcare, and we welcome the opportunity to serve you and your family.

Sincerely,

The Phoebe North Team
NOTES / QUESTIONS FOR MY DOCTOR

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Accommodations

Patient Services

DISCHARGE PLANNING
Tell your nurse if you need to speak with a Case Manager regarding special care or equipment that you may need at discharge.

MAIL AND FLOWERS
Any mail or flowers addressed to you will be delivered to your room. Mail received after your discharge will be forwarded to your home address. Outgoing mail can be given to your nurse or a volunteer.

Flowers are welcome in most patient rooms. However, some limits may apply depending on the needs of the patient, and/or their location. Family members and visitors should check with a nurse before bringing flowers to the hospital.

GIFTS FOR PATIENTS
Visitors should check with a nurse before bringing gifts of food or drink to patients to make sure the gift is appropriate.

FOR THE HEARING IMPAIRED
A telecommunications tool is available to help hearing-impaired patients, or patients who want to communicate with a hearing-impaired relative or friend. Ask your nurse if you need one of these pieces of equipment.

GIFT SHOP
The Gift Shop is located just inside the hospital’s main entrance.

Hours: Monday - Friday 9 a.m. until 4:30 p.m.
Saturday - Sunday Closed

Guests may choose from a variety of games, gifts, and personal care items. Plants and floral arrangements are also available.

HOME HEALTH SERVICES AND SUPPLIES
Home health services and supplies may be available for your individual needs. Ask your nursing area’s Case Manager for this information.

MOVING TO ANOTHER ROOM
It may be necessary to move you to another room or unit during your stay with us. For example, if you are staying on a medical floor and are scheduled for surgery, you may be moved after surgery to a surgical floor or to the Intensive Care Unit. We make every effort to meet your request for a room, but certain conditions may prevent meeting that specific request.

BEDSIDE COMMUNICATION BOARDS
In your room is a white, erasable board that gives the specific name of your nurse, your patient care tech, the date, your goals for the day, scheduled treatments, and frequently called numbers. For your convenience, this board will be updated every shift.

YOUR HOSPITAL BED
Controls for adjusting your bed can be found on the side rails of the bed. If you need help with the operation of your bed, please ask a member of our staff for assistance. Side rails are for your protection. These rails may be raised at night or during the day if you are resting, recovering from surgery, or taking certain medicines.

CALLING YOUR NURSE
To call your nurse, push the RED nurse call button on your remote control. When you press this button, the nursing station is alerted that you need help and a light flashes above your door. A staff member will respond as soon as possible.

OTHER USES OF HEALTH INFORMATION
Other uses and disclosures of health information not covered by this notice, or the laws that apply to our hospital, will be made only with your written permission. If you provide us permission to use, or disclose, health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will not longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of care that we provided to you, and which are documented in the doctor’s office or clinic.

PUBLIC NOTICE OF THE JOINT COMMISSION SURVEY
An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 18,000 healthcare organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards.

The Joint Commission will conduct unannounced accreditation surveys at Phoebe North as deemed necessary by The Joint Commission. The purpose of the survey will be to evaluate the organization’s compliance with nationally established Joint Commission standards. The survey results will be used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

The Joint Commission standards deal with organization quality and safety-of-care issues, and the safety of the environment in which care is provided. Anyone believing that he/she has pertinent and/or valid information about such matters may request a public information inter-

view with The Joint Commission’s field representatives. Information presented at the interview will be carefully evaluated for relevance to the accreditation process. Requests for a public information interview must be made in writing and should be sent to The Joint Commission. The request must also indicate the nature of the information to be provided at the interview. Such requests should be addressed to:
Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
1-800-994-6610
Or emailed to: complaint@jcaho.org
An Accounting of Disclosures – You have the right to request an accounting of disclosures. This is a list of certain disclosures we make of your health information for purposes other than treatment, payment, or healthcare operations where an authorization was not required. Request Restrictions – You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or healthcare operations.

You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care, or the payment for your care, like a family member or friend. For example: you could ask that we not use or disclose information about a surgery you had. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

Request Confidential Communications – You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example: you can ask that we contact you at work instead of at your home. The facility will grant requests for confidential communications at alternative locations and/or via alternative means only if the request is submitted in writing, and the written request includes a mailing address where the individual will receive bills for services rendered by the facility and related correspondence regarding payment for services. Please realize we reserve the right to contact you by other means and at other locations if you fail to respond to any communication from us that requires a response. We will notify you in accordance with your original request prior to attempting to contact you by other means or at another location.

PAPER COPY OF PRIVACY NOTICE
You have the right to a paper copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy. If the facility has a website, you may print or view a copy of the notice by clicking on the Notice of Privacy Practices link.

To exercise any of your rights, please obtain the required forms from the Privacy Official and submit your request in writing.

CHANGES TO PRIVACY NOTICE
We reserve the right to change this notice, and the revised or changed notice will be effective for information we already have about you as well as any information we receive in the future. The current notice will be posted in the hospital and include the effective date. In addition, each time you register at, or are admitted to the hospital for treatment, or healthcare services as an inpatient or outpatient, we will offer you a copy of the current notice in effect.

COMPLAINTS
As our guest, you deserve quality care. Phoebe North is committed to serve you to your satisfaction; and in fact, we guarantee that commitment.

During your stay, we want you to concern yourself with getting well and staying healthy. If by chance our service is not up to your expectations; if you want to file a formal grievance; if something in your room is missing or not functioning properly; or if you need information dial “0”. Ask to speak with our administrator on call or the nursing supervisor. Our specially-trained staff will see to it that your request is promptly handled. Thanks for the opportunity to show how much we CARE.

If you feel you need additional help to resolve your grievance, please contact the Office of Regulatory Services, 2 Peachtree Street, Atlanta, GA 30303, (404) 657-5700.

HOUSEKEEPING/ROOM MAINTENANCE
For housekeeping or room maintenance concerns, please call extension 2300. If your call is forwarded to an answering machine, please leave your name, room number, and a brief description of the problem. Or, call the operator by dialing “0”. The responsible person will be sent to your room as soon as possible.

Additional towels, washcloths, or gowns are available upon request. Please ask a staff member for any of these items and they will gladly be provided for you.

LEAVING THE UNIT
If you need to leave your room, first please check with your nurse to make sure your doctor has given approval for you to leave. It is important to stay in your room until your doctor has made rounds and treatments have been completed.

TELEPHONE
Telephone service to patient rooms is available 24 hours a day. However, incoming calls are not allowed between 9 p.m. and 7 a.m. on all floors. For local calls, dial “9” and wait for the dial tone before dialing the number. To call a department within the hospital, dial the last four digits of the number.

To dial directly to a room:
Dial 229-434-2___ and the room number. For long distance calls – dial “8” + “0” + Area Code + Telephone number. The operator will come on the line for billing information.

Please let your nurse know if you have any problems with your telephone. Any problems will be reported to the Communications Department.

TEMPERATURE
Centralized temperature control assures that your room is maintained at a comfortable temperature.

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Centralized temperature control assures that your room is maintained at a comfortable temperature.

TOILETRY ITEMS
Toiletry items (comb, body wash, toothbrush and toothpaste) are available upon request.

PUBLIC RESTROOMS AND TELEPHONES
Public restrooms for visitors are located on each floor. Public phones are located in the First Floor waiting area, Second Floor Outpatient waiting area, in the Emergency Center waiting area, and in the Rehabilitation Center lobby.

BIOETHICS COMMITTEE
You may have difficult ethical decisions to make regarding your care, or the care of a loved one, such as the use of life-sustaining procedures or other health-related issues. Phoebe North has a Bioethics Committee that is available to consult with families regarding these issues. If you would like further information regarding this service, please ask your nurse, or contact Quality Management at extension 2124.
Questions about medical care at the end of life are very important today because of the ability of medical technology to prolong life. The best way for you to be in control of your future medical treatments is to record your preferences in advance.

Advance Directives are documents written in advance of serious illness which state your choices about medical treatment or name someone to make choices about medical treatment for you if you are unable to make decisions for yourself. Through Advance Directives such as Living Wills and Durable Powers of Attorney for health care, you can make legally valid decisions about future medical treatments.

According to Georgia law, you have the right to refuse any medical or surgical treatment you do not wish to receive. Georgia law allows you to sign Advance Directives so that your wishes will be followed, even if you become unable to communicate them to your health care provider.

WHAT IS A LIVING WILL?
A Living Will is a document in which you can instruct your physicians to withhold or withdraw life-sustaining procedures if you become terminally ill. State law describes the kind of form which must be used in order to have a valid Living Will.

WHAT IS A DURABLE POWER OF ATTORNEY?
A Durable Power of Attorney for Healthcare is another type of Advance Directive; a signed, dated and witnessed legal document in which you can name another person, an agent, to make legal decisions for you, should you be unable to make them for yourself. In a Healthcare Power of Attorney, you can describe treatment you want and that you do not want. This form of Advance Directive can also relate to any specific medical condition, such as Alzheimer’s Disease, not just terminal illness. Georgia law describes a Healthcare Power of Attorney form, but other forms are also acceptable. A Durable Power of Attorney for Healthcare can be written without the advice of a lawyer, although you may decide consultation with your attorney would be helpful.

FUTURE COMMUNICATIONS
We may communicate to you by way of newsletters, mail-outs, or other means regarding treatment options, health-related information, disease-management programs, wellness programs, or other community-based initiatives or activities in which our facility is participating.

ORGANIZED HEALTHCARE ARRANGEMENT
This hospital, and its medical staff members, have organized and are presenting this document to you as a joint notice. Information will be shared as necessary to carry out treatment, payment, and healthcare operations. Doctors and caregivers may have access to protected health information in their offices to assist in reviewing past treatment as it may affect treatment at that time.

AFFILIATED COVERED ENTITY
Protected health information will be made available to hospital personnel at local affiliated hospitals as necessary to carry out treatment, payment, and healthcare operations. Caregivers at other facilities may have access to protected health information at their locations to assist in viewing past treatment information as it may affect treatment at this time. Please contact the Facility Privacy Official for further information on the specific sites included in this affiliated covered entity.

As required by law, we may also use and disclose health information for the following types of entities, including but not limited to:
- Public health or legal authorities charged with preventing or controlling disease, injury, or disability.
- Correctional institutions.
- Workers’ Compensation Agents.
- Organ and tissue donation organizations.
- Military Command authorities.
- Health Oversight agencies.
- Funeral directors, coroners, and medical directors.

YOUR HEALTH INFORMATION RIGHTS
Although your health records are the physical property of the healthcare practitioner or facility that compiled it, you have the right to:
- Inspect and Copy – You have the right to inspect and obtain a copy of the health information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy notes. We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. Another licensed healthcare professional, chosen by the hospital, will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.
- Amend Health Information – If you feel that the health information we have about you is incorrect or incomplete, you may ask to amend the information. You have the right to request an amendment for as long as the information is kept by, or for, the hospital. We may deny your request for an amendment, and if this occurs, you will be notified of the reason for the denial.
HEALTHCARE OPERATIONS

Members of the medical staff and/or quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. The result will then be used to continually improve the quality of care for all patients we serve. For example: we may also combine health information about many patients to evaluate the need for new services or treatment. We may disclose information to doctors, nurses, and students for educational purposes. We may also combine health information we have with that of other hospitals to see where we can make improvements. We may remove information that identifies you from this health information to protect your privacy.

We may also use and disclose health information:

To business associates we have contracted with to perform the agreed upon service and billing for it;

To remind you that you have an appointment for medical care;

To assess your satisfaction with our services;

To tell you about possible treatment alternatives;

To inform funeral directors consistent with applicable law;

For population-based activities relating to improving health or reducing healthcare costs;

For conducting training programs or reviewing competence of healthcare professionals;

When disclosing information, primary appointment reminders, and billing/collections efforts, we may leave messages on your answering machine or voicemail.

BUSINESS ASSOCIATES

There are some services provided in our organization through contracts with business associates. Examples include physician services in the emergency department and radiology, certain laboratory tests, and a copy service we use when making copies of your health record. When these services are contracted, we may disclose your health information to our business associates so that they can perform the job we have asked them to do in order to bill you, your insurance company, or a third-party payer for services rendered. However, to protect your health information, we require the business associates to appropriately safeguard your information.

DIRECTORY

We may include certain limited information about you in the hospital directory, while you are a patient in our facility. The information may include your name, location in the hospital, your general condition (like “good” or “fair”) and your religious affiliation. This information may be provided to members of the clergy; and, except for religious affiliation, to other people who ask for you by name. If you would like to opt out of being in the facility directory, please request the Opt Out form from the admission staff or Facility Privacy Official.

INDIVIDUALS INVOLVED IN YOUR CARE OR PAYMENT FOR YOUR CARE

We may release health information about you to a family member and/or friend who is involved in your medical care, or who helps pay for your care. In addition, we may disclose health information about you to an entity as-isting in a disaster relief effort so that your family can be notified about your condition, status, and location within the hospital.

RESEARCH

We may disclose information to researchers when an institutional review board that has reviewed the research proposal and established protocols to make certain the privacy of your health information has approved their research and granted a waiver of the authorization requirement.

TV Channel Guide

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<td>CNBC</td>
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Accommodations

Food Services

PATIENT MEALS

With “At Your Request – Room Service Dining”® provided by Sodexo, Phoebe North patients enjoy a very special dining experience like you receive with hotel room service. Please look over the menu to see the wide selection of menu items.

You may order any of your meals between the hours of 7 a.m. and 6:30 p.m. To order, dial extension 2730 on your phone and one of our staff members will take your order. Once your order is received, it will be confirmed for diet compliance and prepared according to your request. If you find that you need help in setting up your bed table, or opening any food items, please feel free to ask for help when your Host gets to your room.

Due to the size of our trays, we can send only one entrée per meal. If you are still hungry after you have finished your meal, you may request a second order. Also, your doctor or dietitian may prescribe between-meal snacks. These will be delivered, automatically, to your room at the correct time. Please give the following information when placing your order:

Your name
Your menu selections
Your room number

CAFETERIA HOURS

We invite visitors and guests to make use of our Dining Room for either a snack or a meal. The Dining Room is located on the First Floor of the hospital. For a complete listing of the daily menu, please call 434-2062.
At Phoebe North we have implemented several steps to reduce noise which helps ensure a quicker recovery period. Some of the steps we have taken to reduce noise levels after 9:00 p.m. are dimming lights, answering call lights in person, eliminating overhead paging, and turning down nursing station phone ring tones. Quiet time is implemented at 9 p.m. All departments check equipment for noise, and the house supervisor makes rounds for compliance.

**FOR YOUR PRIVACY**

**PRIVACY CODE**

We are required, by law, to protect the privacy of your health information. While you are hospitalized, we will assign you with a privacy code. Information about your condition will only be shared with your family and/or friends who are able to provide us with your privacy code. Please share this code with any members of your family and/or friends that you authorize Phoebe North and members of the Medical Staff, to talk with while you are hospitalized. Your privacy code is valid only for this hospital admission. Once you have been discharged, we will no longer provide information regarding your stay. You may contact the Facility Privacy Official about your privacy rights by calling extension 2150.

**NOTICE OF PRIVACY PRACTICES**

Each time you visit a hospital, physician, or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, a plan for future care or treatment, and billing-related information. This notice applies to all of the records of your care generated by the hospital, whether made by hospital personnel, agents of the hospital, or your personal doctor. Your personal physician may have different policies or notices regarding the physician's use and disclosure of your health information created in the doctor's office or clinic. The following categories describe examples of the way we use and disclose health information:

**PAYMENT**

We may use and disclose health information about you to provide you treatment or services. We may disclose health information about you to doctors, nurses, technicians, health students, or other hospital personnel who are involved in taking care of you at the hospital. For example: a physician treating you for a broken leg may need to know if you have diabetes, because diabetes may slow the healing process. Different departments of the hospital also may share health information about you in order to coordinate the different things you may need, such as prescriptions, lab work, meals, and x-rays.

We may also provide your doctor, or a subsequent healthcare provider, with copies of various reports that would assist him or her in treating you once you’re discharged from our hospital.

**TREATMENT**

We may use health information about you to provide you treatment or services. We may disclose health information about you to doctors, nurses, technicians, health students, or other hospital personnel who are involved in taking care of you at the hospital. For example: a physician treating you for a broken leg may need to know if you have diabetes, because diabetes may slow the healing process. Different departments of the hospital also may share health information about you in order to coordinate the different things you may need, such as prescriptions, lab work, meals, and x-rays.

We may also provide your doctor, or a subsequent healthcare provider, with copies of various reports that would assist him or her in treating you once you’re discharged from our hospital.

**CAFETERIA HOURS**

**Monday-Friday**

**Breakfast:** 7 – 9 a.m.

**Lunch:** 11 a.m. – 1:45 p.m.

**Dinner:** 5 – 6:15 p.m.

**Saturday – Sunday**

**Continental**

**Breakfast:** 7:30 – 9 a.m.

**Lunch:** 11:30 a.m. – 1:30 p.m.

**Dinner:** 5 – 6:15 p.m. (Buffet)
A full explanation of benefits, risks and alternatives when asked to be part of a medical care research or donor program. No research or donor program will be carried out without your informed consent or that of your representative. You or your representative may at any time, refuse to continue in any such program to which you earlier gave informed consent.

Look at and receive a detailed copy of your file. If needed, you will be given full information and counseling to help find financial help for your care.

When medically appropriate, you may be transferred to another facility upon your consent or the consent of your representative. You or your representative has the right to be informed of the reason for the transfer and the risks and benefits associated with the transfer. You may also be transferred at your request upon consultation with your physician. Before any transfer occurs, the facility to which you are being transferred must agree to receive you.

File a complaint with state authority or the consent of your representative. You or your representative may at any time, refuse to continue in any such program to which you earlier gave informed consent.

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Patient Responsibilities

Patients are responsible for:

- Following hospital rules and regulations regarding patient care and conduct.
- Being considerate of the rights of others, including the control of noise and the number of visitors.
- Providing accurate and complete healthcare information.
- Asking questions when you do not understand information or instructions.
- Following the treatment plan that has been developed for the individual needs or limitations recommended by the doctor or staff except to the extent you decline or refuse any suggested treatment.
- Taking responsibility for your actions if you refuse treatment or do not comply with the plan of treatment.
- Reporting pain and the results of pain management.
- Providing us information about your insurance and working with the hospital if you need help to pay your bill.
- Sharing your concerns with hospital personnel if treatment or care seems unsafe or improper.

Neonate, Child and Adolescent

If the patient is a neonate, child or adolescent (under 18 years of age and not legally emancipated), the parents or legal guardians shall assume all of the above rights and responsibilities on behalf of the patient.

REFERENCES

Office for Civil Rights (OCR): Title VI Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; Title IX of the Educational Amendments of 1972.


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Centers for Medicare and Medicaid Services, Conditions of Participation Department of Human Resources Office of Regulatory Services

YOUR SATISFACTION

At Phoebe North, we are not satisfied until you are pleased with your care. If, at any time in time to rest and heal while in the CCU, please consider limiting the number of visits and the amount of time you spend with your loved one.

Giving your loved one the best care is important to us; there may be times that we ask visitors to step out of the CCU while procedures are performed or during a crisis situation with any patient.

VISITATION

You may have visitors in your room during visiting hours, unless noted otherwise by your doctor. For your own comfort, please try to limit your visitors to two (2) at a time. If you would like to take a nap, or if you do not feel up to receiving guests, please let our staff know. We will be happy to place a “No Visitors” sign on your door. Your visitors should understand your need for rest.

VISITOR WAITING AREAS

Waiting Rooms are available on each floor. The First Floor waiting areas are just inside the hospital front entrance and the Rehab Center entrance. The Second Floor waiting area is in the Outpatient Surgery area. There is also a CCU waiting area located down the hall from the CCU on the second floor. The Third Floor waiting areas are directly behind the main elevators and the end of the back hall on Three West. And, the Fourth Floor waiting areas are located directly behind the main elevators and at the end of the back hall on Four East. If you are having surgery, your visitors may prefer to wait in the Outpatient Waiting Area located on the second floor above the Outpatient Entrance.

VISITATION REGULATIONS

The following are general guidelines for visitors:

- Visitors may spend the night with patients in private rooms. Only one (1) visitor may spend the night.
- Visitors must dress appropriately and wear shirts and shoes.
- People with colds, sore throats, rashes, or any contagious diseases should not visit patients in the hospital.
- Visitors should be kept short.
- Visitors may be asked to leave the room during tests or treatments, or when the doctor or nurse needs to see the patient.

Safety

FALLS IN HOSPITALS ARE SERIOUS!

We want you to know that at Phoebe North your safety is our number one concern. We keep a “watchful eye” on all our patients to prevent accidents, but because a fall can have such serious consequences, we need your help, too. Any patient can suffer a fall.

- Medications such as sleeping pills, pain relievers, tranquilizers, blood pressure drugs and diuretics sometimes make people dizzy.
- Illness, medical procedures, enemas, laxatives, and going without food for a time sometimes make people feel weak and unsteady.
- Unfamiliar places, especially at night when lights are turned low, make people feel insecure.
- By following the guidelines suggested below, you, your family and friends can make a big difference in reducing your risk of falling. We thank you for your willingness to help.
- Please call the nurse for “HELP” if you feel dizzy or weak. Remember, you are more likely to faint or feel unsteady after you have been lying in bed for a while.
- If you do get up without help, please rise slowly and sit at the edge of the bed for a moment or two before you begin to walk. Remember to leave your call light, table, phone and glasses within your reach.
- If you need help when you are in the bathroom, use the Emergency Call system.
INFECTION PREVENTION

Infection prevention is a high priority at Phoebe North. We follow the Centers for Disease Control (CDC) and other regulatory agencies’ requirements to make your hospital stay safe.

Our staff is continuously updated on new infection prevention practices. We put these in place, evaluate our outcomes, and make any necessary adjustments to make Phoebe North the safest medical environment.

If you have questions or concerns, talk to your nurse or contact the hospital’s Infection Control Department at 434-2049.

HAND HYGIENE (soap & water or alcohol gel)

• Clean your hands before you eat, after coughing, sneezing and using the bathroom.
• Clean your hands if they become soiled or touch items that are dirty.
• If you do not see our healthcare workers clean their hands before they care for you, ask them to do so.

PREVENTING SURGICAL-SITE INFECTIONS

• Shower before your surgery following instructions given to you by hospital staff or your doctors.
• Do not shave the hair where the procedure will be done.
• Talk to your doctor if you have an infection, a history of infection after operations or a history of MRSA (meticillin-resistant staph aureus).
• Control your blood sugar if you have diabetes.
• Stop smoking – even quitting two weeks before your operation decreases your chance of infection.
• Do not let family or friends touch the surgical wound or dressing.

PREVENTING URINARY TRACT INFECTIONS RELATED TO FOLEY CATHETERS

• Clean your hands before touching your catheter and before doing catheter care.
• Keep the urine collection bag below the level of the bladder.
• Do not tug, pull, twist or kink the tubing.
• Ask your doctor every day if you still need a urinary catheter

PREVENTING PNEUMONIA RELATED TO MECHANICAL VENTILATION

If you are on a ventilator, we encourage your family to ask about the following infection prevention measures:
• Should the head of the bed be raised?
• How is mouth care handled, and how often?
• When will you be ready to start coming off of the ventilator?

PREVENTING BLOODSTREAM INFECTIONS RELATED TO CENTRAL LINES

• Avoid getting your dressing wet.
• If your dressing becomes loose or wet, report it to your nurse.
• Report redness or pain at the site of your dressing.
• Avoid handling the central line site, or its ports, unless instructed otherwise.
• Ask your doctor every day if you still need a central line.

PREVENTING “SUPERBUGS” (MRSA, VRE, C DIFFICILE)

• “Superbugs” are bacteria that can be hard to treat.
• Screening tests for “Superbugs” may be done during your hospital stay.
• If you test positive for “Superbugs,” additional precautions will be used by workers during your care (i.e., gloves or gowns may be worn).

Use good hand hygiene and remind visitors and healthcare workers to do so as well.

NOTICES

Patient Rights

Patients have the right to:
• Impartial access to high quality care.
• Considerate care provided with respect, dignity and privacy and with regard to your personal values, cultures, beliefs, and preferences.
• Expect to be cared for by qualified personnel.
• Be free from mental, physical, sexual, or verbal abuse and neglect, exploitation or harassment.
• Expect that you and, if you desire, your family members or representatives participate in health care decisions and that Advance Directives will be honored within the limits of the law and the organization’s mission, philosophy, and capabilities. To have a representative to exercise these rights when you are unable to do so for yourself.
• Be assured of confidentiality of your medical records unless as otherwise allowed by law or by patient or representative authorization.
• Be advised of your diagnosis, treatment, and progress.
• Have informed participation in decisions regarding your care and end-of-life issues.
• Participate in resolving dilemmas about care, treatment or services that may arise, including a consult with our Ethics Committee.
• Except in emergencies, to have the right to receive, before treatment or procedures, information from your doctor so that you can decide if you want the treatment or procedure.
• Refuse any medicines, treatment or test offered by the hospital, to the extent allowed by law. A doctor shall inform you of what may happen if you refuse the medicine, treatment or test.
• Have a family member or representative of your choice and your own physician notified promptly of your admission.
• Expect that the hospital will take reasonable steps to maintain a safe environment, including the physical environment as well as any equipment used in connection with your treatment.
• Expect that you will be given instructions about how you should take care of yourself after you are released from the hospital and any follow-up care required.
• Pastoral and other spiritual services.
• Access information contained in your medical records within a reasonable time frame unless restricted by your physician for medical reasons.
• Be free from exclusion or restraints of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
• Access to protective and advocacy services.
• Have your pain appropriately assessed and managed.
• Without blame, to register complaints regarding your care, orally or in writing, by you or your representative with any of your caregivers, with the Guest Relations Department, or with an administrator and to have complaints reviewed, and resolved when possible.
• Be cared for by staff educated about patient rights and their role in supporting those rights.
• Impartial access to treatment or accommodations that are available or medically indicated, regardless of race, color, religion, gender, sexual orientation, age, disability, national origin or sources of payment for care.
• Have a support person of your choice visit at any time.
• Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other healthcare workers who care for you.
• Receive information in a language that you can understand. As needed sign language and interpreter services, Language Line Rover and over the phone interpretation, will be provided at no cost.
additional information in order to process your claim. Please respond to their questions as soon as possible to make sure you receive the maximum benefit from your coverage. You will not receive any other communication from our hospital unless the insurance company has not paid your claim, or a balance is due from you for charges that were not covered by your insurance.

**WHERE TO PAY YOUR BILL**

The Patient Financial Resource logo on our hospital’s Home Page, and then click the Pay Bill icon to locate and pay your bill. If you have any questions about any of the charges, please call the Customer Service number on the bill if you have questions about any of these charges.

Some physician specialists may not participate in your healthcare plan and, therefore, their services may not be covered.

**PAYMENT WITHOUT INSURANCE**

Our hospital offers a discount for patients without health insurance, unless you receive an elective cosmetic procedure. You may ask for information about our Uninsured Discount Program upon registration, or at any time during your visit.

After your discount is applied, we will ask for payment of the balance at the time of service. If you are unable to pay, we will work with you to:

- Set up a payment plan.
- Obtain coverage through Medicaid.
- Apply for a charity discount.
Go to Quality Check at www.jointcommission.org to find out whether your hospital, or other healthcare organization, is accredited.

Ask a trusted family member, or friend, to be your advocate.
- Your advocate is your supporter and can ask questions that you may not think of while you are under stress.
- Ask your support person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes. Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to “run out”. Tell the nurse if it doesn’t seem to be dripping properly (like if it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- Whenever you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This is true for vitamins, herbal supplements, and over-the-counter drugs as well.
- Make sure you can read the handwriting on any prescription written by your doctor. If you can’t read it, the pharmacist may not be able to read it either.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a thorough on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by The Joint Commission.
- Ask about the healthcare organization’s experience in treating your type of illness. How frequently do they perform the procedure you need, and what specialized care do they provide in helping patients get well.
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure you understand all the instructions.
- Go to Quality Check at www.jointcommission.org to find out whether your hospital, or other healthcare organization, is accredited.

Participate in all decisions about your treatment. You are at the center of the healthcare team.
- You and your doctor should agree on exactly what is confusing to you on the form.
- Ask your doctor or pharmacist if it is safe to take those medications together. This is true for vitamins, herbal supplements, and over-the-counter drugs as well.
- Make sure you can read the handwriting on any prescription written by your doctor. If you can’t read it, the pharmacist may not be able to read it either.

Write down important facts your doctor tells you so that you can look for additional information at a later time.
- Also, ask your doctor if he/she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don’t understand a form, ask your doctor or nurse to explain what is confusing to you on the form.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone else to smoke near you while oxygen is in use.

Discharge Information

When it is time for you to go home, your doctor will finish your discharge orders. It is important to know that any post-discharge services that your doctor orders for you are your choice, such as home healthcare, skilled nursing, or durable medical equipment, and includes transportation.

Your nurse will complete the necessary paperwork to assist you in preparing to go home.

Your paperwork will explain the instructions that have been written by your doctor, including what medicines you are to take; how and when to take your medicines; and possible side effects to watch for and report to your doctor. If necessary, your nurse will also provide wound-care instructions, dietary limitations, the need for any special equipment, as well as your activity level and any other restrictions. Please note, and use, the Discharge Checklist provided below.

Questions about your home-care instructions are highly encouraged during your hospital stay and especially at discharge.

DISCHARGE CHECKLIST

- If you have a wound, what care is needed? Do you have stitches, or clips, that need to be removed?
- If you already received home-healthcare services at your residence, are they aware of your discharge and any services that may need to be scheduled?
- Do you have a follow-up appointment with your doctor(s)? If you have any problems after discharge, do you know whom to call?
- Medication: Do you have any new prescriptions? Do you know what your medication is for and how long, and how often, you should take it? Have you been provided with a list of medications to continue taking after your discharge?
- If you are a Congestive Heart Failure, Stroke, or Cardiac patient – have you received information about the onset of worsening symptoms and when to call your doctor?
- Have you gathered all your belongings from the different areas in your room?
- Do you know when you can return to work and/or normal activities?
- Have all your questions been answered?
- Do you have transportation home?

Depression Can Be Serious

SUICIDE PREVENTION

When life doesn’t seem worth living anymore, it may seem that the only way to find relief is through suicide. When you’re feeling this way, it may be hard to believe - but you do have other options.

Get Help Immediately.

If you think you may hurt yourself or attempt suicide, get help right away: Call 911 or your local emergency number immediately.

Call a suicide hot line number.

In the United States call the National Suicide Prevention Lifeline at 800-799-4889 to reach a trained counselor.

About the Hospital

HOSPITAL BILLS AND INSURANCE

Phoebe North is a provider of choice for most insurance companies including Blue Cross, Medicare, Medicaid, Tricare, and Workers’ Compensation.

Your hospital bill, and payment(s), can be confusing. The following information can help you understand your hospital charges, billing procedures, and payment options.

PAYMENT BY INSURANCE

If you carry health insurance, we will bill your insurance carrier shortly after your visit. Then we will send you an information letter (not a bill) to let you know about your cover-
Your senses of smell and taste will return. Your smoker’s hack will disappear. Your digestive system will return to normal. You will feel really alive – clear headed, full of energy and strength. You will be breathing easier. You will be free from the mess, smell, expense and dependence of cigarette smoking.

Long Range Benefits: You’ve greatly reduced your risk of death from heart disease, chronic bronchitis, emphysema, cancer and stroke.

FOR ADDITIONAL SUPPORT INFORMATION
The American Lung Association, phone 800-586-4872. We want to assist you in becoming smoke-free for life!

HEART FAILURE MANAGEMENT
If you have congestive heart failure, it is very important to manage your weight. In addition, you should:
• Weigh yourself at the same time each morning, without clothes, or by wearing the same type of clothing.
• Call your doctor to report a weight gain of more than two pounds a day, or three pounds per week; or, if you lose more than two pounds per day or three pounds per week.
• Tell your doctor if you have trouble breathing, especially when you are resting. Also, notice swelling in your legs or ankles.
• Your doctor will limit your salt intake and may possibly limit your fluid intake. The dietician or nurse will instruct you on specific restrictions. It is very important to take your medicine as it is prescribed. Do not stop any medication without talking to your doctor first. Make sure you keep all follow-up appointments with your doctor.

Regular walking exercise is extremely beneficial to overall good health as well as vascular health. Be sure to consult with your physician before beginning any exercise program.

LET’S TALK ABOUT STROKE
STROKE: What you need to know.
Changing your lifestyle can prevent a stroke, especially with your eating habits:
• Do not eat foods that are high in fat and cholesterol.
• If you have high blood pressure, high cholesterol, or diabetes, know what special needs you may have regarding your diet.
• Eat smaller portions of food, and cut down on saturated fat, sugar, and salt.
• Limit alcohol to one drink per day.
• Eat more fruit, vegetables, cereals, dried peas and beans, as well as pasta, fish, poultry, and lean meats.

WARNING SIGNS OF STROKE:
Call 911 if you experience any of these symptoms. If you have:
• Sudden weakness or numbness of the face, arm or leg, especially on one side of the body.
• Unexpected trouble seeing in one or both eyes.
• Trouble walking, dizziness, or loss of balance and/or coordination.
• Very painful headaches with no known cause.
It is very important to take your medicine as it is prescribed. Do not stop any medication without talking to your doctor first. Make sure you keep all follow-up appointments with your doctor.

OTHER RESOURCES:

DISCLAIMER:
This information is for educational purposes only and should not be used in place of a visit, call, consult, or advice from your doctor. If you have any questions, please ask your doctor, or a member of our medical team. You should never ignore, or delay, seeking medical advice because of something you have read. Immediately seek the advice of your doctor before beginning any treatment.

what will be done during each step of your care.
• Know who will be taking care of you, how long the treatment will last, and how you should feel following the treatment.
• Understand that more tests, or medications, may not always be better for you. Ask your doctor what a new test, or medication, is likely to achieve.
• Keep copies of your medical records from previous hospitalizations and share them with your healthcare team. This information will give them a more complete picture of your health history.
• Do not be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions you’ve made.
• Ask to speak with others who have under gone the procedure you are considering. These people can help you prepare for the days and weeks ahead. They can also tell you what to expect and what worked best for them as they recovered.

AT THE HOSPITAL AND/OR CLINIC
• Share with your doctor and nurse a list of your current medicines, vitamins, herbs and supplements.
• Make sure the doctor or nurse checks your wristband and asks your name and Date of Birth before giving you medicine.
• Ask your doctor or nurse about the possible side effects of your medicines.
• Don’t be afraid to tell the nurse or doctor if you think you are about to get the wrong medicine.

• Know what time you normally get a medicine. If you don’t get it at the right time, tell your nurse or doctor.
• Tell your nurse or doctor if you don’t feel well after receiving a medicine. If you think you are having a reaction, or experiencing side effects, ask for help immediately.
• If you are not feeling well enough to ask questions about your medicines, ask a relative or friend to ask questions for you in order to help make sure you get, and take, the right medicines.

Before you leave the hospital or clinic make sure you understand all the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.

SECURITY AND SAFETY: WHAT YOU NEED TO KNOW
Your security and safety are very important to everyone at Phoebe North. All visitors are required to check in at the Front Desk in the Main Lobby and obtain a Visitor’s Pass. For patients under 12 years of age, one parent (or other adult) is encouraged to stay with the child at all times. For confused, disoriented patients we encourage a family member (or other adult) to stay with the patient to make certain the patient complies with what is needed for their care. If the family member is not able to stay at the hospital, please inquire with Case Management about available options.
Medications - Drug Interactions
This guide contains information about some common interactions that may occur between food and drugs. It does not attempt to discuss all possible food-drug interactions, nor does it list possible drug-drug interactions. If you have additional questions about food-drug interactions, please consult a physician or pharmacist.

<table>
<thead>
<tr>
<th>DRUG</th>
<th>DRUG TREATMENT</th>
<th>RECOMMENDATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angiotensin converting enzyme inhibitors (Zestril/Vasotec)</td>
<td>Treats high blood pressure and heart conditions</td>
<td>Follow a low-salt diet. Do not take potassium supplements, or use salt substitutes (potassium chloride). Herb/spice mixtures are OK without salt as an ingredient. Avoid alcohol. This drug contains lactose.</td>
</tr>
<tr>
<td>Antibiotics – Quinolones (Cipro, Noroxin, Levaquin, Tequin)</td>
<td>Antibacterial agent</td>
<td>Do not take medicine with milk, milk products, or yogurt. If milk cannot be avoided, lengthen the time between taking milk and the antibiotic medicine. Milk slows down the medicine's ability to work properly.</td>
</tr>
<tr>
<td>Cholesterol Lowering Drugs</td>
<td>Helps lower blood cholesterol</td>
<td>Take with food. Follow a low-fat, low-cholesterol diet. Do not take with grapefruit juice at other times.</td>
</tr>
<tr>
<td>Cholestyramine or Colestipol</td>
<td>Helps lower blood cholesterol</td>
<td>Powder: Take with food. Chews well before swallowing. Medication may cause constipation, therefore, eat a low-fat low-cholesterol diet, high in fiber. Drink 8 – 10 cups of water/liquids every day. Inhibit the action of medicine at the same time as Digoxin.</td>
</tr>
<tr>
<td>Corticosteroids (Prednisone)</td>
<td>Treats asthma, arthritis or other inflammatory conditions</td>
<td>This medicine may cause you to gain weight and retain water, consume a healthy diet without sugar or fat added. Limit your salt and salty foods.</td>
</tr>
<tr>
<td>Digoxin</td>
<td>Treats heart condition</td>
<td>Take this medicine one hour before breakfast. You may take it with food or milk. Avoid high fiber foods for breakfast, but it is OK to eat high fiber foods later in the day. Eat at least five servings of high potassium foods (fruits &amp; vegetables) per day. May decrease appetite. Report unintentional weight loss greater than 10 lbs. to your doctor. Avoid taking antacids, such as Maalox and Mylanta, at the same time as Digoxin.</td>
</tr>
<tr>
<td>Hygralazine</td>
<td>Treats high blood pressure</td>
<td>Take this medicine with a meal. Follow a low-salt diet. Do not drink softened water. Drug contains tetrazen. If sensitive, ask your doctor for a different medicine.</td>
</tr>
<tr>
<td>Iron</td>
<td>Treats low blood iron: anemia</td>
<td>Take with a full glass of water or juice. Take a least one hour before or two hours after a meal for better absorption.</td>
</tr>
<tr>
<td>Isoniazid</td>
<td>Treats tuberculosis</td>
<td>Take one hour before or two hours after meals. May take with food to relieve stomach distress. May need Vitamin B6 and Vitamin D supplements if on medicine for a long time. Avoid alcohol. Not recommended for breast feeding mothers.</td>
</tr>
<tr>
<td>Levodopa</td>
<td>Parkinson’s disease</td>
<td>Take this medicine one hour before breakfast. Patient may benefit from a low-protein diet. Consume protein foods evenly throughout the day.</td>
</tr>
</tbody>
</table>

Which face shows how much hurt you have now? Your doctor and medical team will work with you to come up with a pain management plan that suits your individual needs. Remember, there are medications and/or treatments that really work to control your pain.

Smoking Cessation

**DO YOU SMOKE?** **DO YOU WANT TO QUIT?**

Once you start, it’s hard to stop.

People start smoking for a variety of different reasons. Some think it looks cool. Others start because their family members or friends smoke. Statistics show that about 9 out of 10 tobacco users start before they are 18 years old. Most adults who started smoking in their teens never expected to become addicted. That’s why people say it’s just so much easier to not start smoking at all.

Staying smoke-free will give you a whole lot more of everything; more energy, better performance, better looks, more money in your pocket and, in the long run, more life to live!

**IF YOU DO SMOKE...**

Here are a variety of tips and helpful hints on kicking your smoking habit. These methods can make your own personal efforts a little easier. Take a few moments to look at each suggestion carefully. Pick those with which you feel most comfortable. Decide today that you’re going to use them to quit. It may take a while to find the combination that’s right for you, but you can quit! The following approaches include those most popular with ex-smokers. Remember that successful methods are as different as the people who use them. What may seem silly to others may be just what you need to quit, so don’t be embarrassed to try something new. Pick the ideas that make sense to you. Then, follow through – you’ll have a much better chance of success.

**WHEN THINKING ABOUT QUITTING**

- List all the reasons why you want to quit.
- Decide positively that you want to quit.
- Develop strong personal reasons in addition to your health and your obligations to others.
- Set a target date for quitting. Make the date sacred, and don’t let anything change it.

**ON THE DAY YOU QUIT**

Throw away all cigarettes and matches. Hide lighters and ashtrays.
- Visit the dentist and have your teeth cleaned to get rid of tobacco stains.
- Make a list of things you’d like to buy yourself or someone else. Estimate the cost in terms of packs of cigarettes and put the money aside to buy these presents.
- Keep very busy on the big day. Buy yourself a treat, or do something special to celebrate.

**IMMEDIATELY AFTER QUITTING**

The first few days after you quit, spend as much time as possible in places where smoking is prohibited, like libraries, museums, theaters, department stores, churches, etc.
- Drink large quantities of water and fruit juice.
- Try to avoid alcohol, coffee and other beverages with which you associate cigarette smoking.
- Strike up a conversation with someone in stead of striking a match for a cigarette.
- If you miss the sensation of having a cigarette in your hand, play with something else – a pencil, a paper clip, a marble.
- Avoid temptation.

**WHEN YOU HAVE CALLED IT QUILTS**

Immediate Results: Your body will begin to heal itself. The levels of carbon monoxide and nicotine in your system will decline rapidly. Your heart and lungs will begin to repair the damage caused by cigarette smoke.
Managing Wellness
Understanding Your Pain
CARING FOR YOU AS WELL AS YOUR PAIN

Treatment can be uncomfortable, but it is not necessary for you to be in a lot of pain. Controlling pain can help you heal, rest, exercise, and care for yourself.

WHAT DO YOU TELL PEOPLE CARING FOR YOU ABOUT YOUR PAIN?
If you are in pain, tell the medical team how it feels and where it is in your body. Use words that will help others understand what you are feeling.

YOUR MEDICAL TEAM NEEDS TO KNOW:
• Where do you feel the pain?
• When did it start?
• What does it feel like – sharp, dull, throbbing, or steady?
• How bad is the pain? Does it stop you from doing your daily activities? If so, which things can’t you do?
• What makes the pain feel better?
• What doesn’t help the pain at all?
• What things have you done to make the pain go away?
• What helped ease the pain and what did not?
• What have you done in the past to relieve other kinds of pain?
• When you become aware of pain, how long does it last?

People react to pain differently. Be sure to tell the medical team about concerns you have regarding your pain management and how your body may respond to treatment. Don’t hesitate to talk about your pain to people who can help you. You have a right to have your pain controlled. You are the only one who knows how you feel, so please tell someone.

HOW ARE MEDICINES USED TO RELIEVE PAIN?
Stopping pain before it starts, or gets worse, is the best way to control it. Some people call this “staying on top of the pain”. This may mean you can take lower doses of pain medication if you do not wait until the pain gets bad. Do not be afraid to admit that you have pain.

If you worry about drug addiction and/or building up a tolerance, share these fears with your doctor or another member of the medical team. We can help you understand your medicines to ease your worries.

RATING YOUR PAIN LEVEL
A member of our medical team will ask you if you are in any pain. If you answer that you are in pain, they will ask you to rate your pain level through the scales below:

Rating Scale 0-10 Numeric Pain Scale

DRUG DRUG TREATMENT RECOMMENDATIONS
Loop Diuretics (Lasix) Prevents fluid retention or treats high blood pressure Take this medicine one hour before breakfast. Eat high-potassium foods (fruits, vegetables and milk) everyday unless your doctor has told you not to eat them. Follow a low salt diet. Avoid alcohol.
Lithium Treats manic-depressive illness, helps with mood changes Take food with or milk. Avoid alcohol. Drink 8 – 10 cups of liquids per day. Do not make major salt intake changes in diet. Limit caffeine beverages to two per day. Keep a weekly weight record and review with your doctor.
Meprobamate, Miltown, Naeldil, Pameate Treatment for anxiety and depression Avoid foods high in tyramine, such as processed meat, cheese and wine. Please call our dietitian at ext. 2394 for a diet consult regarding MAO inhibitors.
Methotrexate Treats cancer, arthritis or psoriasis Take medicine first thing in the morning unless instructed by your doctor to take at a different time. This medicine often causes nausea and vomiting. Do not stop taking medicine. Drink 8 – 10 cups of liquids per day, unless otherwise directed by your doctor. Avoid alcohol.
NSAID (Ibuprofen) Treats pain or arthritis Take with food and 8 fluid ounces of water. Do not lie down for 30 minutes after taking medicine. Avoid alcohol. Some drugs contain tarrazine. If you are sensitive, discuss with your doctor.
Oral hypoglycemics Controls high blood sugar or glucose in diabetes Take medicine the same time every day. It is important to follow the diabetic meal plan with three meals and snacks. Avoid alcohol. This drug may cause hypoglycemia (low blood sugar) when taken without eating.
Phenytoin (Dilantin) Treats seizure disorders and prevents seizures Take with food to reduce stomach irritation. Avoid alcohol. Drug may cause sore gums. It is very important to brush and floss teeth every day. A vitamin supplement of folic acid and vitamin B12 may be needed.
Potassium Liquids Maintains electrolyte balance Dilute before drinking and take with food.
Potassium Tablets Maintains electrolyte balance Take with food and a full glass of water.
Quinidine Treats heart condition Take this medicine one hour before or two hours after a meal with 8 ounces of water. Do not take with grapefruit juice.
Sulfasalazine Treats Crohn’s disease Take this medicine after a meal. Drink 8 – 10 cups of liquids per day unless otherwise directed by your doctor. This medicine may increase the need for folic acid supplementation.
Tetracycline Treats infections and acne Take with a full glass of water on an empty stomach or one hour after meals. Do not take dairy products, antacids, calcium supplements, magnesium-containing laxatives or iron within three hours of taking medicine.
Theophylline Treats asthma Take at least one hour before meal. Do not chew slow release medicines and do not take with caffeine containing beverages (coffee, tea, cola, chocolate, Mountain Dew and Jolt). Water is the best liquid.
Thiazide (HCTZ) Treat high blood pressure and fluid retention (edema) Follow a low-salt diet. This medicine may cause your body to lose potassium. Consume high-potassium foods everyday unless your doctor has instructed you otherwise.
Warfarin (Coumadin) Helps prevent blood clots Eat a healthy, balanced diet maintaining a consistent amount of Vitamin K. Avoid drastic changes in dietary habits. Leafy green vegetables, legumes and vegetable oils contain high amounts of Vitamin K. They are acceptable but in smaller amounts. It is important to check with your doctor before making any major changes to your diet, alcohol, vitamin and nutritional supplements and herbal supplements before you start taking them.
### Medications: Common Side Effects

#### Heart Medications
- Norvasc (amlodipine); Cardizem (diltiazem);
- Calan, Verelan (verapamil);
- Tenormin (atenolol); Lopressor, Toprol XL (metoprolol);
- Inderal (propranolol); Zebeta (bisoprolol);
- Coreg (carvedilol);
- Catapres (clonidine);
- Vasotec (enalapril); Prinivil (lisinopril);
- Altace (ramipril);
- Tenormin (atenolol); Lopressor, Toprol XL (metoprolol);
- Lotensin (benazepril);
- Inderal (propranolol); Zebeta (bisoprolol);
- Norvasc (amlodipine); Cardizem (diltiazem);
- Calan, Verelan (verapamil);
- Tenormin (atenolol); Lopressor, Toprol XL (metoprolol);
- Inderal (propranolol); Zebeta (bisoprolol);
- Coreg (carvedilol);
- Catapres (clonidine);
- Vasotec (enalapril); Prinivil (lisinopril);
- Altace (ramipril);
- Tenormin (atenolol); Lopressor, Toprol XL (metoprolol);
- Lotensin (benazepril);
- Insulin (regular, NPH, Humalog, Novolog, Lantus);
- Lanoxin (Digoxin); Imdur (isosorbide);
- Nitroglycerin;
- Proventil (albuterol); Foradil (formoterol); Xopenex;
- Dizziness, palpitations, skin rash, dry cough, fatigue.

#### Antibiotics
- Zyvox (linezolid); Vancocin (vancomycin);
- Nebacin (tobramycin); Amikin (amikacin);
- Zosyn (piperacillin/tazobactam); Azactam (aztreonam);
- Zithromax (azithromycin); Cleocin (clindamycin);
- or Primaxin (imipenem); Levaxin (levofloxacin);
- Maxipime (cefepim); Rocephin (ceftriaxone);
- Nortrepicin (nimodipine); Nipatride (tolrestat);
- Lanoclax (lincomycin); Clindamycin;
- Ticarcillin (tazobactam); Cefazolin (cefazolin);
- Metronidazole, Ciprofloxacin, Dicloxacillin;
- Flagyl (metronidazole);
- Amoxicillin (clavulanate); Cefuroxime axetil;
- Cefaclor (clavulanate); Clavulanic acid; Cephalaxin;
- Erythromycin; Tetracycline; Doxycycline;
- Azithromycin (azithromycin); Clarithromycin;
- Gentamicin.

#### Diabetic Medications
- Actos (pioglitazone); Avandia (rosiglitazone);
- Invokana (canagliflozin); Invokana (canagliflozin);
- Nebacin (tobramycin); Amikin (amikacin);
- Zosyn (piperacillin/tazobactam); Azactam (aztreonam);
- Zithromax (azithromycin); Cleocin (clindamycin);
- or Primaxin (imipenem); Levaxin (levofloxacin);
- Maxipime (cefepim); Rocephin (ceftriaxone);
- Nortrepicin (nimodipine); Nipatride (tolrestat);
- Lanoclax (lincomycin); Clindamycin;
- Ticarcillin (tazobactam); Cefazolin (cefazolin);
- Metronidazole, Ciprofloxacin, Dicloxacillin;
- Flagyl (metronidazole);
- Amoxicillin (clavulanate); Cefuroxime axetil;
- Cefaclor (clavulanate); Clavulanic acid; Cephalaxin;
- Erythromycin; Tetracycline; Doxycycline;
- Azithromycin (azithromycin); Clarithromycin;
- Gentamicin.

#### Dizziness, Depression and Misc. Medications
- Tegretol (carbamazepine); Depakote (valproic acid);
- Dilantin (phenytoin); Neurontin (gabapentin);
- Buspar (buspirone); Lexapro (escitalopram);
- Cymbalta (duloxetine); Provigil (modafinil);
- Neurontin (gabapentin); Elavil.

#### Pain Medications
- Tylenol (acetaminophen);
- Advil, Motrin (ibuprofen);
- Vicodin, Lortab (hydrocodone/apap);
- Oxycontin (oxycodone); Percocet (oxycodone/apap);
- Morphine: Dilaudid (hydromorphone); Fentanyl (fentanyl);
- (although rarely with Demerol (meperidine) Tylenol and Motrin)

#### Blood Thinners
- Jantoven, Coumadin (warfarin);
- Plavix (clopidigrel);
- Low dose Aspirin.

#### Seizure Medications
- Tegretol (carbamazepine); Depakote (valproic acid);
- Dilantin (phenytoin); Neurontin (gabapentin);
- Buspar (buspirone); Lexapro (escitalopram);
- Cymbalta (duloxetine); Provigil (modafinil);
- Neurontin (gabapentin); Elavil.

#### Breath Medications
- Proventil (albuterol); Foradil (formoterol); Sopenes.
- Flovent (fluticasone); Pulmicort (budesonide);
- Atrovent (ipratropium) (“furry tongue”).

#### Stomach/Ulcner Medications
- Protonix (pantoprazole); Prevacid (lansoprazole);
- Pepcid (famotidine).

#### Cholesterol Lowering Medications
- Lipitor (atorvastatin); Mevacor (lovastatin);
- Zocor (simvastatin); Crestor (rozuvastatin).

#### Side Effects

<table>
<thead>
<tr>
<th>Effect</th>
<th>Example</th>
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</thead>
<tbody>
<tr>
<td>Headache, dizziness, confusion, nausea, rapid heart rate, slow heart rate, palpitations, skin rash, dry cough, fatigue.</td>
<td></td>
</tr>
<tr>
<td>Diarrhea, skin rash, upset stomach, possibly thrush or “furry” tongue.</td>
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<tr>
<td>Avoid alcohol with Flagyl you may experience extreme vomiting.</td>
<td></td>
</tr>
<tr>
<td>Diarrhea, nausea, vomiting, stomach</td>
<td></td>
</tr>
<tr>
<td>Low blood sugar, shakiness, sweating, irritability, dizziness, nausea, dry mouth, confusion, high blood sugar, frequent urination, increased thirst</td>
<td></td>
</tr>
<tr>
<td>Dizziness, palpitations, headache, dry mouth, hoarseness, thirst</td>
<td></td>
</tr>
<tr>
<td>Headache, diarrhea</td>
<td></td>
</tr>
<tr>
<td>Muscle cramps, stomach pain, blurred vision</td>
<td></td>
</tr>
</tbody>
</table>

#### IN CASE OF EMERGENCY
- Occasionally, Phoebe North holds fire and/or disaster drills so that our staff can remain well prepared for any emergency situation. In the unlikely event of a fire or other disaster, hospital employees are trained and will assist you as needed. For your own safety, follow the directions of our staff.
- Personal grooming devices may be used in your room; however, hair dryers, coffee pots, hot plates, heating pads, privately owned television sets and/or VCRs are considered fire hazards and are not allowed inside the hospital.
- During your hospital stay, your doctor may order medicines for you from our in-house pharmacy. If you are taking any medications when you enter the hospital (over-the-counter products or vitamins/homeopathic/herbal products), please let us know. Please remember: Do not take any medicine on your own without first consulting your nurse or doctor.