

PATIENT GUIDE

Key Information For Your Stay



Foothill Regional Medical Center

Brought to you by: PatientPoint 

CONTENTS

WELCOME 2

FAST FACTS ABOUT YOUR STAY 4

SPECIAL SECTION 9

RIGHTS & RESPONSIBILITIES 17

ADVANCE DIRECTIVES 21

LEAVING THE HOSPITAL 24

AFTER-HOSPITAL CARE 26

UNDERSTANDING YOUR BILL 27

STAFF DEFINITIONS 29

MEDICINE TRACKER 30

GAMES 31

NOTES 32



Take Charge of Your Care **9**

- Speak Up
- Prevent Falls
- Surgery and Procedure Safety
- Infection Prevention
- Pain
- Medication Safety

On Our Cover

- Facts for Your Stay**
Plus! What Your Visitors Need to Know **4**
- 5 Tips to Fight Infection** **13**
- Managing Pain** **14**



Foothill Regional Medical Center

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Welcome



About Foothill Regional Medical Center

Thank you for choosing Foothill Regional Medical Center for your medical care. You are the reason we are here. We know that outstanding care involves more than just good medicine. We are committed to caring for you—mind, body, heart and spirit. Our primary goal is to provide you with quality care and to make your hospital experience as safe, pleasant and comfortable as possible. We want to help you get well and return home quickly.

MISSION STATEMENT

To provide the best possible quality of life for our patients through safe, compassionate and specialized healthcare.

This handbook is designed to provide you with information that you will need during your hospital stay. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your healthcare team. On behalf of the hospital employees, medical staff and the governing board, I extend you a personal welcome and thank you for choosing Foothill Regional Medical Center for your current medical needs.

Sincerely,

Araceli Lonergan, CEO
Foothill Regional Medical Center

Our Privacy Practices

Foothill Regional Medical Center is committed to protecting your medical information. Privacy practices are expected to be followed by the physicians, employees, contractors, and business associates of Foothill Regional Medical Center. At the time of admission to our hospital, you will be given a copy of our “Notice of Health Information Privacy Practices.”

Your Physicians

All physicians and surgeons furnishing services to our patients, including radiologists, anesthesiologists and pathologists, are independent contractors and are not employees or agents of the hospital. Patients are under the care and supervision of their attending physician, and it is the responsibility of the hospital and its nursing staff to carry out the instructions and orders of the physician. It is the responsibility of the patient’s physician or surgeon to obtain the patient’s informed consent, when required, for medical or surgical treatment, special diagnostic or therapeutic procedures, or hospital services rendered to the patient under the general and special instructions of the physician. Some of these physicians will bill separately for their services.

Non-Discrimination Statement

It is the policy of Foothill Regional Medical Center not to discriminate on the basis of race, color, national origin, ancestry, citizenship, primary language, sex, sexual orientation, religion, age, marital status, registered domestic partner status, genetic information, medical condition or disability to ensure compliance with applicable federal, state and other regulations and standards.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-746-4674.

Chinese: 注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 1-877-746-4674.

For more information: Please see the non-discrimination statement given on admission or on our website at **www.foothillregionalmedicalcenter.com**.

Korean: 참고: 한국어 서비스를 원하시는 분들은 T. 1-877-746-4674 로 전화 하시기 바랍니다. 한국어 통역 서비스를 무료로 제공 해 드립니다.

Fast Facts About Your Stay



VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. See p. 7-8 for important visitor information.

An A-Z Guide to the Most Frequently Asked Questions

ATM

The nearest ATM is at the corner of Newport Avenue and Walnut Street inside the 7-Eleven. There also is a U.S. Bank and Wells Fargo north on Newport Avenue.

Cafeteria

Location: In the main entrance hallway

Monday through Friday Hours:
Breakfast: 7:30 a.m. to 9:30 a.m.
Lunch: 11:00 a.m. to 1:30 p.m.

Closed Saturday and Sunday



Vending Machines

Vending machines are available 24 hours a day in the cafeteria.

Calling Your Nurse

Your room is connected to the nursing station via a nurse call system. To call for your nurse, press the NURSE call button located next to you in your hospital bed. If you have any questions on how to use the call button, ask a staff member to show you.

Cell Phones and Other Electronic Devices

Please read and follow all posted signs or handouts about the use of cell phones, and use them only in approved areas. If you need to use your cell phone, please speak quietly so you do not disturb other patients and visitors.

Electrical Appliances

For your safety and the safety of others, only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling irons, razors, heating pads, portable heaters, DVRs, computers or other electric devices.

Fire Drills

For your protection and safety, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. Your door will be closed during the drill.

Flowers

Flowers and other gifts are welcome, but rubber or latex balloons may not be brought into the hospital because they are a choking and allergy hazard for patients. Mylar (foil) balloons are fine. Please note that some patients may not be able to have live plants or flowers in their rooms. If you have questions, ask your nurse or doctor.



Hearing Impaired/Translation Services

If you or your family member is not comfortable speaking English or is hearing impaired, Foothill Regional Medical Center can provide you with free translation services. Please ask your nurse or other healthcare worker for assistance.

Hourly Rounding

A nurse will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom and make sure you can reach your phone, call light and personal items easily.

Housekeeping

A member of housekeeping staff will clean your room daily. If there is a housekeeping problem in your room, please tell your nurse. It will be taken care of as soon as possible.

Internet

Foothill Regional Medical Center provides free wireless internet for patients and visitors. Please ask your nurse for the passcode.

Mail

Mail and packages will be delivered to you. Mail received after you leave the hospital will be forwarded to the address you provided upon admission.

Medications

All medications taken while in the hospital are prescribed by your physician, dispensed by the hospital pharmacy and administered by your nurse or respiratory therapist.

Parking

Free parking is available at the hospital in any designated parking space.

Patient Meals

Your diet, like your medication, is an important part of your treatment and may speed your recovery. Your doctor will order a diet based on your medical condition. Each day, a diet aide will take your meal selections for the next day. You can choose food from a menu that corresponds with your diet. If the options do not appeal to you, ask the diet aide for a different menu item.

Approximate Meal Times

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

Lunch: 12:00 p.m. to 12:30 p.m.

Dinner: 5:00 p.m. to 5:30 p.m.

Gifts of Food

Food may be brought to you if it is appropriate to your diet order and approved by your doctor. Please check with your nurse before your family brings food. Food should not be left at the bedside. Leftovers cannot be stored in the hospital for infection control reasons.

Personal Belongings and Valuables

We ask that you leave valuables at home or send them home with your family. This includes jewelry, large sums of money, credit cards

and electronic devices (including cell phones, laptops and tablets). The hospital does not accept responsibility for personal items and valuables left in your room. If you must bring these items, please have them stored in the hospital's safe by contacting your nurse or security guard.

Please bring containers to store your eyeglasses, hearing aids and dentures when you are not using them. The container should be marked with your name and stored in the bedside drawer when not in use. Do not leave these items on your bed or on your bedside table or meal tray. If needed, the nursing staff can provide containers.



Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms.

Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.



Quiet Hours

Foothill Regional Medical Center strives to maintain a healing environment for our patients to achieve a speedy recovery. As part of providing quality care, we observe the following:

Daily Quiet Hours:

- 2:00 p.m. to 4:00 p.m.
- 10:00 p.m. to 5:00 a.m.

We request that all patients and their visitors respect other patients' need for rest during these times.

Smoking

To protect the health of our patients, visitors, and staff, Foothill Regional Medical Center is a tobacco-free facility. No smoking (including cigarettes, e-cigarettes, pipes or tobacco) is allowed on the hospital campus.

If you are a smoker, talk to your nurse or doctor about medication that is available during your hospital stay. We also can provide resources to help you stop smoking, if you are interested.

Telephone

Telephones are provided in each room. To place an outgoing call, dial 9, then the number. You also may call the hospital operator for assistance by dialing 0. Family and friends may reach you by dialing 714-619-7700. All incoming calls will be forwarded to the nursing station, and a nurse will transfer the call to you if you are available.

Television

TVs are provided in each room. Please be considerate of other patients by keeping your volume low and turning off your TV by 10:00 p.m. The television channel guide is available upon request.

Visitation Policy

At Foothill Regional Medical Center, we believe that family and friends have an important role in patients' care. We also believe that patients have the right to identify the support person(s) including family members, friends or domestic partners. Our visiting guidelines are designed to promote safety and security among patients, family and staff while providing high-quality, patient-centered care.

Whenever possible, we support open visitation on the units based on the clinical condition of the patient and the physical environment.

For the comfort of all patients, we ask that you limit your visitors (two per patient in semi-private rooms

and up to four in private rooms). Each unit reserves the right to further limit visitors based on the needs of the patient.

For your child's health and the comfort of our patients, please have your younger children accompanied by an adult in the hospital lobby. Visits by children under the age of 6 should be pre-approved by the patient's nurse.

It is expected that visitors will:

- Not visit if they are sick.
- Comply with designated visiting guidelines.
- Clean hands before and after visiting.
- Comply with any infection prevention practices that may

be important to the patient's condition (e.g. wearing an isolation gown, mask or gloves).

- Comply with safety and security procedures.
- Act in a respectful manner.
- Not allow children less than 6 years of age to visit without staff authorization.

Visitor Lounges

Our visitor lounges are in the main lobby, ICU and Pediatric Unit.

Visitor Passes

When you visit, please pick up a pass at the main hospital entrance front desk. Passes must be worn at all times in all areas of the hospital and returned when you leave.

Visiting Hours

We believe that visitors are good medicine, so we have open visiting hours. For the well-being of our patients, members of your care team may limit visiting. Our staff will work with visitors and patients, especially those in semi-private rooms, to allow patients time to rest and sleep.





Take Charge of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak Up! Our healthcare partnership begins with our commitment to your safety. Your health and well-being are our highest priority, and we want you to feel safe during your hospital stay. By working together with your healthcare team, you can lower your risk of injury and make your stay safer.

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

Pay attention to the care you are receiving. Always make sure you're getting the right treatments and medicines by the right healthcare professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

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

Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistake.

Use an accredited healthcare facility, like Foothill Regional Medical Center, which has completed a rigorous survey to assure safety and quality.

Participate in all decisions about your treatment plan. You are the center of the healthcare team.

We pledge to:

- Coordinate your care.
- Explain your care and treatment.
- Listen to your questions or concerns.
- Ask if you have safety concerns and take steps to address them.
- Ask about your pain often and keep you as comfortable as possible.
- Check your identification before any medication, treatment or procedure.
- Label all lab samples in your presence.
- Clean our hands often.

We ask you or a loved one to:

- Ask questions.
- Speak up if you are concerned about a test, procedure, or medicine.
- Check the information on your ID band for accuracy and tell a healthcare worker if it is not.
- Be clear and complete about your medical history, including current medications.
- Wear your safety and ID band(s) throughout your stay.
- Clean your hands often and remind visitors to do the same.
- Report any clinical, quality, safety and/or service concerns to your caregiver, the clinical managers, the director of the service, or through Administration (ext. 1600) or the Quality Department (ext. 1580).
- Remind us if we do not carry out our pledge to you.

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?



Prevent Falls

In the hospital, people can be at a higher risk for falls. Illness, surgery and medicines can affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult. We are committed to keeping you safe from injury during your stay.

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

During your stay, we will:

- Assess you for your risk of falling upon admission and as your condition changes.
- Determine what measures should be taken to prevent a fall while you are in the hospital and share this information with staff involved in your care.
- Show you how to use your call bell and remind you when to call for help.
- Respond to your calls for assistance in a timely manner.
- Assist you with getting in and out of bed and using the restroom as needed.
- Provide you with footwear and equipment (such as a walker or bedside commode) that will make it safer for you to move.
- Make sure the call bell and other items are within reach before we leave your room.

We ask you or a loved one to:

- Tell your nurse if you have a history of falls.
- Ask your nurse about your assessed risk for falling and what prevention measures are being taken to reduce that risk.
- Use the call bell before attempting to get out of bed and wait for staff to help you.
- Wear nonskid footwear and use equipment that has been provided for your safety.
- Make sure the call bell and other items are within reach before family or staff leaves your room.
- Notify a member of the healthcare team if your safety ID band comes off for any reason.

Surgery and Procedure Safety

As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team. You will be asked to sign an informed consent form before your surgery or procedure. Read it carefully and make sure it has your correct identification information, as well as the kind of surgery/procedure you will have. If you have further questions about the procedure, ask the nurse to contact the physician so he/she can answer your questions before you sign the form.

You will be asked to bring in a list of medications you are currently taking. This helps ensure you are taking the proper medications while in the hospital, prevents duplication of medications, and may prevent drug-drug or drug-disease interactions.

There also are steps the hospital takes to keep you safe.

- When you are admitted for surgery/procedure, you will be asked several times to confirm your name, birth date, specific surgery/procedure and the affected part of the body.
- Your healthcare professional may mark the part of your body on which you will be operated.
- Before the surgery/procedure, the team will perform a “time out” to ensure they are doing the right surgery on the right body part on the right person.

How are surgical site infections prevented?

To prevent surgical site infections, healthcare providers:

- Will clean their hands and arms with antiseptic just before surgery.
- Will clean their hands with soap and water or hand sanitizer before and after caring for each patient.
- May remove some of your body hair in the area of the procedure using electric clippers.
- Will clean the skin at the site of your surgery with a special soap that kills germs.
- May give you antibiotics before and during the procedure (depending on the type of procedure).
- Will wear hair covers, masks, gowns and gloves during surgery to keep the area clean.



Infection Prevention

Preventing the spread of illness and disease is important for everyone's well-being. You and your visitors can help prevent infections by following these recommendations:

- 1 Perform hand hygiene frequently and remind others to do the same.**
 - Use alcohol-based hand sanitizer if your hands do not look dirty. Make sure to clean your palms, the back of your hands, and between your fingers. Allow the sanitizer to dry.
 - Wash your hands with soap and warm water for at least 15 seconds (sing Happy Birthday song twice) if they are visibly soiled, after using the bathroom or changing a diaper, and before eating or preparing food. Dry your hands and use a paper towel or your elbow to turn off the water.
 - Healthcare providers are required to perform hand hygiene before and after patient contact. Gloves should be worn when drawing blood, touching wounds or body fluids, or examining your mouth or private areas. Don't be afraid to remind staff members if they forget.
 - Please share this information with your visitors and encourage them to wash or sanitize their hands when entering and upon leaving your room.
- 2 Cover your cough.** Many illnesses are spread when people cough or sneeze. Some of these germs can travel three feet or more.
 - Cover your mouth and nose when sneezing and coughing by using tissues or the bend of your elbow.
 - Face masks also may be worn and are available upon request.
 - Dispose tissues in waste receptacles and clean your hands after coughing, sneezing or blowing your nose.
- 3 Avoid close contact with others when ill.**
 - If you are sick, avoid close contact with other people, including hugging, kissing and shaking hands.
 - When going to a medical facility for care, call ahead for instructions so you don't expose people in the waiting room. You may be asked to use a different entrance or to wait until the end of the day to be seen.
 - When you are in the hospital, ask sick visitors or family members to stay home.



Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

4 Get vaccinated.

- Vaccinations are very effective at reducing the spread of disease.
- Check with your doctor to make sure your vaccinations are current.
- When you are admitted to the hospital, you may be asked if you have been vaccinated against the flu or pneumococcal disease. If not, these vaccines will be made available to you.

5 Transmission-Based Precautions (Isolation)

- There are some infectious organisms that require special measures to prevent their spread. Examples include Methicillin Resistant Staphylococcus Aureus (MRSA), Vancomycin Resistant Enterococci (VRE), Clostridium difficile (C. diff), Mycobacterium tuberculosis (TB) and influenza (flu).
- MRSA, VRE, and C. diff are spread by contact with hands, clothing, linen, personal items or medical equipment.
- TB is spread through the air and the flu is spread by coughing, sneezing or touching respiratory secretions. If you have a contagious condition, you may be placed in isolation to prevent the spread of infection to others.
- If you are placed in isolation, speak with your care provider before leaving your room.
- A sign will be placed on the wall outside your room with instructions for staff and visitors. They may be required to wear protective equipment like gowns, gloves and masks.
- In some situations, your door may have to remain closed.

Understanding and Treating Your Pain

You have a right to have pain treated. Untreated pain can limit eating, sleeping and activity. Tell your healthcare provider about pain and how much you hurt. It may not be possible to relieve all of your pain, but we can help lower it.

Your Role

- Tell us about the level of pain you are experiencing. Tell your nurse where it hurts, when it hurts and what it keeps you from doing—like sleeping, dressing or eating.
- Let us know what has worked in the past to relieve your pain, including pain-relief techniques.
- Follow your treatment plan. Moving about, deep breathing and getting out of bed is important to prevent complications.
- Remember that sometimes medications need time to work, so don't wait until the pain is unbearable to ask for medication.

As pain is reduced, you will feel better. Less pain means less stress on your body and mind.

Our Role

As healthcare providers, we will help you measure and manage your pain. Options may include non-medication measures including repositioning, meditation or other techniques. We will do our best to reduce the level of pain you are experiencing.

A Note to Family and Friends

It may be hard to understand how your loved one feels. You may not be able to stop the pain. You can help in other ways, though. Spend some time quietly with them. Just being there helps distract from the pain. Encourage them to follow their treatment plan. Sometimes the first time moving after a procedure can be very uncomfortable, but it is necessary to reduce complications.

Which words describe your pain?

- Aching
- Bloating
- Burning
- Comes and goes
- Constant
- Cramping
- Cutting
- Dull
- Numbing
- Pressing
- Pressure
- Pulling
- Radiating
- Searing
- Sharp
- Shooting
- Soreness
- Stabbing
- Throbbing
- Tightness

How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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Medication Safety

A lot of people are responsible for your medications.

- **Physicians** check your medications to make sure they are okay to take together.
- **Pharmacists** will check your new medications to see if there are any medications, foods or drinks that you should not take with your new medications. This helps avoid a bad reaction.
- **Nurses and other caregivers** may prepare the medications or give them to you.
- **You** should keep a current list of your allergies as well as all medications, vitamins, herbs and natural remedies you take.

What should you know about your medications?

- Make sure your physician and nurses check your wristband and ask your name before giving you any medication.
- Make sure they tell you the name of the medication before you take it.
- Don't be afraid to tell the nurse if you think you are getting a wrong medication.
- Tell your nurse if you do not feel well after taking a medication, you may be having a reaction.
- When going home, get a list of your new medications. Read it and ask questions if you do not understand what to take, especially if there are new medications.

Questions to ask about new medications:

- How will this new medicine help me?
- Are there other names of the medication?
- Is there any written information about the medication that you can have?
- Are there any side effects of the medication?
- Are there specific instructions for taking—like take only with food or at bedtime?



Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Patient Bill of Rights and Responsibilities

We want to encourage you, as a patient at Foothill Regional Medical Center, to speak openly with your healthcare team, take part in your treatment choices and promote your own safety by being well-informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital.

Your Rights

- ▶ You have the right to participate in the development and implementation of your plan of care or your representative (as allowed under state law) has the right to make informed decisions regarding your care.
- ▶ You have the right to make decisions regarding medical care, and receive as much information about any proposed treatment or procedures as you may need in order to give informed consent or to refuse a course of treatment.
- ▶ You have the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- ▶ You have the right to have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- ▶ You have the right to have personal privacy respected.
- ▶ You have the right to receive care in a safe setting.
- ▶ You have the right to be free from all forms of abuse or harassment, including mental, physical, sexual or verbal abuse and neglect, exploitation or harassment.
- ▶ You have the right to confidentiality of your clinical records.
- ▶ You have the right to access information contained in your clinical records within a reasonable time frame.
- ▶ You have the right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- ▶ You have the right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your access to services.
- ▶ You have the right to know the professional status of any person providing care/services to you.

- ▶ You have the right to know the reasons for any proposed change in the professional staff responsible for your care.
- ▶ You have the right to know the reasons for your transfer either within or outside the hospital.
- ▶ You have the right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of your care.
- ▶ You have the right of access to the cost, itemized when possible, of services rendered within a reasonable period of time.
- ▶ You have the right to examine and receive an explanation of the hospital's bill regardless of the source of payment.
- ▶ You have the right to be informed of the source of the hospital's reimbursement for your services, and of any limitations which may be placed on your care.
- ▶ You have the right to have pain treated as effectively as possible.
- ▶ You have the right to designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner (including a same-sex domestic partner) status, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility. You have told the health facility staff that you no longer want a particular person to visit.
- ▶ Your family has the right of informed consent for donation of organs and tissues.
- ▶ You have the right to reasonable responses to any reasonable requests made for service.
- ▶ You have the right to reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- ▶ You have the right to know which hospital rules and policies apply to your conduct while a patient.
- ▶ You have the right to have your wishes considered, if you lack decisionmaking capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
- ▶ You have the right to exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual

orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care.

- ▶ You have the right to file a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling Foothill Regional Medical Center, 14662 Newport Ave., Tustin, CA 92780, 714-619-7700. The grievance committee will review each grievance and provide you with a written response within days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred

to the appropriate Quality Improvement Organization (QIO), Livanta, LLC.

- ▶ You have the right to file a complaint with Healthcare Facilities Accreditation Program (HFAP), 142 E. Ontario St., Chicago, IL 60611, info@hfap.org.
- ▶ You have the right to file a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is:

California Department of Public Health
Licensing and Certification Program
Orange County District Office
681 S. Parker St., Suite 200
Orange, CA 92868
800-228-5234



Your Responsibilities

- ▶ You are expected to provide complete and accurate information, including your full name, address, home telephone number or current alternate telephone (cellular) number, date of birth, Social Security number, insurance carrier and employer when it is required.
- ▶ You should provide the hospital or your doctor with a copy of your advance directive if you have one.
- ▶ You are expected to provide complete and accurate information about your health and medical history, including present condition and complaints, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- ▶ You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- ▶ You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- ▶ You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and regulations and safety requirements; and be mindful of noise levels, privacy, and number of visitors.
- ▶ You are asked to leave valuables at home and bring only necessary items for your hospital stay.
- ▶ You are responsible for assuring that the financial obligations of your healthcare are fulfilled as promptly as possible, including paying your bills in a timely manner.
- ▶ You are responsible for keeping appointments, on time, and call your healthcare provider if you cannot keep your appointments.

Advance Directives

A Simple and Smart Way to Take Charge of Your Care

Advance directives are documents you create to describe the medical treatment you do or do not want to receive if you are unable to communicate your wishes. You have the right to make an advance directive, such as a living will or durable power of attorney for healthcare. You also have the right to appoint someone to make healthcare decision for you if you are unable. We recommend that you discuss advance directives with your family members, doctors, nurses and your spiritual leaders while you are alert and feeling well.

Bring any advance directives you may already have to the hospital with you. For information about advance directives or to obtain the necessary forms, please let the Admissions department or your nursing staff know that you would like to talk to the social worker about your advance directive options.

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care, potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.



FILL OUT YOUR FORMS

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

Physician Orders for Life-Sustaining Treatment (POLST)

POLST is an approach to end-of-life planning that emphasizes your wishes about the care you receive.

A POLST requires:

- Advance care planning conversations between patients, healthcare professionals and loved ones.
- Shared decision-making between patients and their healthcare professional about the care they would like to receive at the end of life.
- Ensuring patient wishes are honored.

As a result of these conversations, patient wishes may be documented in a POLST form, which translates the decisions into actionable medical orders. This document, which is signed by the patient and the physician, helps healthcare providers understand and honor a patient's wishes regarding resuscitative and life-sustaining treatment.

The POLST form records patient wishes for:

- Cardiopulmonary resuscitation (CPR)
- Antibiotic use
- Artificially administered nutrition
- Other medical interventions

A patient having capacity to make decisions may revoke a POLST form at any time and in any manner. If the legally recognized healthcare decision-maker of a patient without capacity wishes to modify the POLST, that person must consult with the patient's treating physician prior to modifying it.



Organ and Tissue Donation

Under federal law, a national organ pronouncement agency must be notified after every death in a hospital. Our hospital uses One Legacy, which covers most of Southern California and is dedicated to saving and healing lives through organ, tissue and eye donations, comforting families they serve and inspiring others to donate life.

If you're considering becoming an organ or tissue donor, you may have questions or concerns about the process. Below are a few key points about donating:

- One Legacy cannot recover organs or tissue until after death is declared by a doctor who is not part of the donation or transplantation process.
- If you are an organ or tissue donor, medical professionals work just as hard to save you or help you get better.
- One Legacy is not notified until all lifesaving efforts have been taken.
- Receiving organs or tissues is not based on wealth or fame. There is a wait list at each transplant center based on critical need.
- Once consent is given, One Legacy covers all costs related to donation.

With each day comes a chance for people to say yes to donation and help those on the other side of the bridge, one legacy at a time.

Service Animals

It is the policy of Foothill Regional Medical Center to comply with the requirements of the American with Disabilities Act with regard to service animals. A service animal will be allowed in any area of the hospital that is unrestricted to inpatients, outpatients or visitors, provided that the animal does not pose a direct threat to the safety and well-being of others.



Before You Leave the Hospital



A successful recovery after your stay starts with a solid plan before you go.

Plan Early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

Checklist for Discharge

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

Discharge summary.

This includes why you were in the hospital, who cared for you, your procedures and medicines.

Medicine list.

This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

Prescriptions. Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

Follow-up care instructions. Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

After-hospital services. Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Healthcare:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Local resources. Ask your discharge planner for help finding local after-care services or other support groups.

Not Ready To Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Remember to take all of your personal belongings home on the day of your discharge.

After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

Home Healthcare—Care provided by professionals in your home to help maintain or restore health. Can include: *home care* services such as housekeeping and meal preparation; *personal care* services such as bathing, dressing or eating; and *healthcare* services such as physical therapy or skilled nursing.

Independent Living—Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing are not usually standard.

Assisted Living—Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

Nursing Home—Long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

Hospice—Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- Eldercare Locator
www.eldercare.gov
800-677-1116
- National Respite Network and Resource Center
www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs.

Understanding Your Bill

Understand Your Insurance and Payment Options

We know that medical bills can be confusing. In an effort to simplify matters, we will assist you in verifying your insurance and identifying prior authorization requirements, deductibles and co-payments before you enter the hospital or at the time you are admitted.

Billing

After you leave the hospital, we will send a courtesy bill directly to your insurance company. You will be billed for any amount indicated as your responsibility by your insurance company. For your convenience, you may pay by cash, check, Visa and MasterCard. If you are enrolled in Medicare, we will send you a bill only if you have any outstanding deductible amounts or have incurred charges for non-covered items or services. This also applies to patients enrolled in supplemental policies.

In addition to your hospital bill, you also may receive separate bills from your physician, anesthesiologist, radiologist, pathologist and other specialists who cared for you during your stay at our hospital. For inquiries regarding these

charges, or to verify if a physician is contracted with your health plan, please call the physician directly.

Anesthesiology

Orange Coast Anesthesia Specialty Group
400 N. Tustin, Suite 400
Santa Ana, CA 92705
For Billing Inquires, call:
714-619-4731

Pathology

Kamini Malhotra, M.D.
DBA: Bio-Path Medical Group
17150 Newhope St., Suite 117
P. O. Box 2198
Fountain Valley, CA 92708
Phone: 714-755-5415
Fax: 714-755-2984

Emergency Department

California Hospitalists/Emergency Physicians Medical Group
637 Lucas Ave., Suite 606
Los Angeles, CA 90017
626-683-0515

Radiology

Renaissance Imaging
4100 Guardian St., Suite 205
Simi Valley, CA 93063
805-522-5940

Clinical Professional Laboratory

Physician Data Management
888-843-8475



One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Billing Questions and Rights

If you have any questions about your bill, please call our Patient Accounts Department at 562-293-3200.

You have the right to examine and receive a hospital bill regardless of the source of payment.

Financial Assistance

We know that not everyone is covered by medical insurance. If you are uninsured, you should be prepared to pay your estimated charges by the time you are admitted. We also offer the Hospital Presumptive Eligibility Program and Charity applications. A financial counselor is available to assist you with your financial needs and maybe contacted at 714-619-7700.

Your Medical Records

To request your records, follow these steps:

1. Contact or visit the Health Information Management (HIM) department, sometimes called the Medical Records department.
2. Complete an authorization for disclosure form so the facility can release your protected health information.
3. Indicate the specific information you would like to have released. A medical record can be hundreds of pages long, so being selective is important.

In order to receive sensitive records, such as behavioral health or HIV/STD records, you will be asked to complete a separate section about this information. If you're not sure which records you need, talk to an HIM professional in the department. He or she will help you with your request.

Picking Up Records

Most requests for information will be complete within 10 business days. When you come to pick up your record, you will have to show a valid photo ID. If you're picking up someone else's medical records, you will have to show a photo ID as well as legal proof of your rights to access these records.

HIM Department Information

Location: The front desk receptionist can direct you to our location.

Hours: 8:00 a.m. to 4:30 p.m.
Monday through Friday

Phone Number: 714-619-7785



Staff Definitions

Case Managers

Case managers are nurses who are specially trained to help ensure continuity of care through your transition from hospital to home. Case managers also arrange referrals to social, medical and community services to meet your needs. If you or your family has any concerns regarding your stay or transition home, please ask your nurse to request a visit from your case manager.

Housekeepers

A member of the housekeeping staff will clean your room daily. If there is a housekeeping problem in your room, please tell your nurse, and it will be taken care of as soon as possible.

Medical Staff

The physician who admits you to the hospital is responsible for directing your care while you are hospitalized. Your physician, as the coordinator for your treatment program, should be consulted if you have questions regarding your illness.

Nursing Staff

A team of highly skilled and caring professionals provides nursing care around the clock. Your nursing team will consist of registered nurses, licensed vocational nurses and nursing assistants. Each

member is dedicated to ensuring that your stay is as comfortable as possible. If at any time during your stay you have questions or concerns regarding your care, please do not hesitate to talk about them with your nurse or charge nurse. The earlier any concerns are identified, the quicker they may be addressed.

Social Workers

Social workers are available to assist patients and families in coping with illness. Services include individual and family counseling during hospitalization and referrals to community resources. If you have any concerns or need information, please ask your nurse to request a visit from your social worker.

Other Personnel

During your stay, many healthcare professionals, including staff from admitting, laboratory, radiology, physical therapy, pharmacy and various other departments, will be involved in your care.

We Are Here to Serve You

If at any time during your stay, you have a question about who is caring for you, or you need help for any reason, please ask. Our staff members will find the right person to provide you with the care you need.

Medicine Tracker

Keep track of all the new medicines you are prescribed while in the hospital—plus any other medicines you already take.

	MEDICINE 1	MEDICINE 2	MEDICINE 3	MEDICINE 4
Drug Name				
What Does it Treat?				
Dose				
How to Take it <i>(With food, on an empty stomach, etc.)</i>				
When to Take it <i>(Time of day, morning, night, etc.)</i>				
Notes <i>(Prescribing doctor, pharmacy, side effects)</i>				

Share With Staff

Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're safe to take together. Be sure to also include over-the-counter medicines, vitamins and supplements.



Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 through 9.

		2	4	6				5
4	6		3	7	5	2	8	1
3	7		8	2	1	6	4	
6	5	7	2	3		9	1	
	2	1		8	7			6
8	4		9		6		5	
2		6	7		8		9	
		8			2	5	6	3
5	1	4	6		3			

Answer Key

How did you do?

Check your answers here.



7	2	8	3	9	6	4	1	5
3	9	6	2	4	1	8	9	7
4	9	4	8	1	5	6	3	2
2	5	7	6	1	9	3	4	8
6	3	4	7	8	1	5	2	9
8	1	9	4	3	2	7	5	6
9	4	6	1	2	8	5	7	3
1	8	2	5	7	3	6	9	4
5	7	3	9	6	4	2	8	1

