



PATIENT HANDBOOK

Welcome from the Administrator

Welcome to ContinueCARE Hospital at Hendrick Medical Center. Our hope is that your stay will be as pleasant as possible. We strive to provide high quality care and treat you with dignity and respect. Our goal is to provide you and your doctor a caring, friendly environment with quality services that will support your care.

This handbook has been prepared to answer the questions you and your family members may have during your stay. If you have any questions we have not addressed, please feel free to ask any staff member for assistance.

Our interdisciplinary team meets weekly to discuss the plan of care and goals for each patient. We invite your active participation working with the nurses and other professionals in development of that plan of care. A separate letter will be given to you by your case manager which more fully describes our care plan and interdisciplinary team process.

Thank you for choosing ContinueCARE Hospital at Hendrick Medical Center.

Joe Roberson
Chief Executive Officer
ContinueCARE Hospital at Hendrick Medical Center

PATIENT INFORMATION

Admission

Arrangements for admission to ContinueCARE Hospital at Hendrick Medical Center must be made by your physician, case managers or a family member. Before being admitted, you or a member of your family will be contacted by a member of our staff if possible, so that any questions concerning our program can be answered and tours can be arranged.

It is important that you give us accurate and complete information about your health. This includes present health status, past illnesses, hospitalizations, medications, and other matters relative to your health. You are asked to have your family take your medications home. Your physician will be ordering all of your medications during your hospital stay.

Advance Directive

An Advance Directive is a legal document that states your choice about medical treatment when you are terminally ill. You may name someone to make decisions about your medical treatment if you are unable to make these decisions or choices yourself.

An Advance Directive form is included in your admission information packet. If you have an Advance Directive, Durable Power of Attorney for Healthcare or Do Not Resuscitate consent form, provide this information to your nurse or case manager so it is made a part of the medical record.

Identification

While you are in the hospital, you will be asked to wear an identification bracelet. It is very important that you wear the bracelet so that your name and ID number will be visible at all times. If you are allergic to any foods or medications, you will get another bracelet to identify your allergies.

In order to provide good communication among the staff caring for you, it may be necessary to list your name in a place where others may be able to view the information. If you object to your name being posted, please notify your nurse immediately.

Your Treatment Team

You and your family members are the most important members of the team. Your family's active support is encouraged. Your physician who will manage your medical needs and treatment leads your clinical team. Your physician may ask other physicians to help manage your care.

The members of our team work together setting goals and determining the best way to provide your care. The nursing team includes registered nurses (RNs), assisted by licensed vocational nurses (LVNs) and nursing assistants. Respiratory therapists, physical therapists, occupational therapists, speech therapists, and dietitians may also provide care for you. Other support staff that might assist in your care includes laboratory technologists, radiology technologists and pharmacists.

During your stay at ContinueCARE Hospital at Hendrick Medical Center, different members of the team may give you information important to your care. This information will be placed in your education packet for you to take with you at discharge. If you have any unanswered questions, ask your nurse.

A case manager is the primary connection between you and other members of the treatment team and will coordinate your stay, make arrangements for your discharge, and provide you with referrals to community resources as necessary. If you need to speak to a case manager at any time, notify your nurse or call your case manager directly.

Physicians may visit at different times of the day, depending on his or her schedule. If you want your family members to be able to visit with your physician, a case manager can assist in making an appointment. If you have several family members visiting, it is best that you appoint one person to be the family spokesperson with your physician. A case manager may arrange a family conference with the clinical team.

Valuables/ Personal Belongings

You are asked to leave your valuables at home or send them home with a family member or friend. The hospital is not responsible for personal valuables you keep while in the hospital.

As our patient, you can expect the following standards from ContinueCARE Hospital at Hendrick Medical Center:

PATIENT RIGHTS & RESPONSIBILITIES

- Considerate and respectful care.
- Treatment with personal dignity.
- Complete information and/or informed consent prior to the start of any procedure and/or treatment.
- Complete information and informed consent approval regarding experimental procedures and/or research projects, as well as the right to refuse to participate in such research projects and to know that a refusal to participate will not result in any compromise of your care.
- Complete information from your physician concerning diagnosis, treatment and prognosis explained in terms and language that you can understand (there is no cost to you for interpretive services).
- Autonomous decision-making: Informed decision-making is made possible through receipt of all information necessary from your physician prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include, but not necessarily be limited to, the specific procedures and/or treatment, the medically significant risks involved, the

benefits of the procedure and/or treatment, the probable duration of incapacitation, and/or any medically significant alternatives for care or treatment. The patient has the

right to know the name of the person responsible for the procedures and/or treatment.

- To have you actively involved and participating in the development and implementation of your plan of care and actively participate in decisions regarding your medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Respect for your privacy regarding visitors, examinations and medical discussions.
- Confidentiality of communication and records pertaining to your care.
- The right to accept or refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action.
- Reasonable continuity of care.
- Care and accommodations regardless of race, color, religion, national origin, cultural beliefs, sex, age, handicap or disability.
- The right to ask questions or complain and receive answers.
- The right to information about pain and pain relief measures, and the right to expect a quick response to reports of pain.
- The right to formulate Advance Directives and appoint a surrogate to make health care decisions on your behalf and have the hospital staff and health care practitioners comply with these directives to the extent permitted by law. You or your designated representative has the right to participate in the consideration of ethical issues that arise in your care.
- The right to expect that within its capacity, ContinueCARE Hospital at Hendrick Medical Center will make reasonable responses to your requests for services or treatment. The health care facility will provide evaluation, service and/or referral as indicated by the urgency of the case. When medically appropriate, you may be transferred

to another facility only after you have received complete information and explanation concerning the risks, benefits and alternatives of such transfer. The institution to which you are to be transferred will first have accepted you for transfer.

- The right to expect reasonable safety insofar as hospital practices and environment are concerned.
- The right to receive at the time of admission, information about the hospital's patient rights policies, mechanism for the initiation, review and when possible, resolution of your patient complaints concerning the quality of care.
- The right to access protective services.
- Access to information contained in your medical records within a reasonable amount of time and within the limits of the law.
- Obtain information as to any relationship of this health care facility to other health care and educational institutions insofar as your care is concerned. You have the right to obtain information as to the identity, professional status and existence of any professional relationships among individuals, by name, which are treating you.
- Examine and receive an explanation of your bill regardless of the source of payment, and have timely notice prior to termination of your eligibility for reimbursement by any third-party payer for the cost of your care.
- The patient's guardian, next of kin or legally authorized responsible person has the right to exercise to the extent permitted by law the rights delineated on behalf of the patient if the patient has been adjudicated incompetent in accordance with the law; if the patient is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure; if the patient is unable to communicate his/her wishes regarding treatment; or if the patient is a minor.

- The right to be free from all forms of abuse or harassment.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- The right to be informed about outcomes of care, including unanticipated outcomes.
- The right to unrestricted access to communication; and the right to expect that any communication restrictions are explained in a language that you understand at no cost to you.

In order for us to serve you to the best of our abilities, we ask that you follow these patient responsibilities:

- Cooperate with hospital rules and regulations.
- Provide accurate health and medical information.
- Follow prescription for care and treatment.
- Ask for pain relief when pain first begins and notify the nurse or physician if it is not relieved.
- Keep appointment times and notify us if you are unable to do so.
- Be considerate of the rights and property of patients, hospital employees, equipment and facilities

PATIENT COMPLAINTS/GRIEVANCES

If you have a problem, complaints or concerns, contact your charge nurse 325-670-6251. If your complaint is not resolved in a timely fashion or to your satisfaction, please ask your charge nurse to contact the Administrator on Call. If your concern is of an ethical nature, we will refer you to the Ethics Committee. We will do our best to resolve any concerns you may have in a timely manner and will inform you of our efforts and findings.

You may also call 325-670-6251 and ask for the Administrator of ContinueCARE Hospital at Hendrick Medical Center at any time.

The address for initiation of a complaint or grievance with the Texas Department of Health in Austin, Texas, is:

Texas Health and Human Services
Complaint and Incident Intake
Mail Code E249
P.O. Box 149030
Austin, TX 78714-9030

Or, you may call their hotline at: 1-888-973-0022

PATIENT MEALS

Your meals are prepared according to your physician's orders and are served at approximately 8 a.m., noon and 5 p.m. If you have any special requests or questions, ask your nurse to contact the dietary department to help you. Your meals will be brought to your room.

PAIN MANAGEMENT

Keeping your pain under control is important to your well-being. By doing this, you will be able to eat better, sleep better, move around more easily, and visit with friends and family. Frequently asked questions about pain management include:

What should I tell my doctor and nurse about my pain?

- Where the pain is
- When the pain started
- How the pain feels – sharp, dull, throbbing, steady, burning, tingling or aching are common ways that pain is described.
- Constant pain or comes and goes

How will pain levels be monitored?

Nurses and other members of your health care team will ask about your level of pain. You will be asked to rate your pain on a scale of 0 – 10. A rating of 0 would mean you have no pain, 5-6 would be moderate pain and 10 would be the worst possible pain.

Will I become addicted to pain medicine?

Addiction rarely occurs when you take narcotics for pain relief as directed by a physician. There are many pain medications that are not addictive. Ask your physician about other pain medicines that are available.

Who needs pain medicine?

Everyone, regardless of age, can experience pain – from the very young and the very old to those with impaired communication who have difficulty expressing the pain they are experiencing.

Remember:

- Your physician and clinical staff only know what you have told them about your pain. Try to express what you are feeling and answer all questions as best as you can when you are asked about the pain.
- Pain medication is more effective when requested and taken before the pain is too bad.
- It may take a combination of medicines or different medicines to control your pain.
- Good pain control is an important part of the healing process and part of your treatment plan.

How can I relieve my pain without medications?

Ask your physician about alternatives.

SPECIAL COMMUNICATION NEEDS

If you have impaired hearing or speaking skills, or limited English proficiency and need services such as a qualified sign language interpreter, use of a TDD telephone, writing materials or a language interpreter, you will be provided with the required aids and/or interpreter at no cost to you. If you need an interpreter, please notify the Charge Nurse.

CARDIOPULMONARY RESUSCITATION

Cardiopulmonary Resuscitation (CPR) and other lifesaving treatments are automatically provided to you if your heart stops beating or you are not breathing. If you do not wish to be resuscitated, you need to tell your physician. Also, on admission you will be given a document on which you can state your wishes regarding resuscitation. This form will be filed in the medical record and can be changed during your stay if you so desire.

SECURITY

ContinueCARE Hospital at Hendrick Medical Center strives to provide a safe and secure environment for you and your family members and visitors. The hospital has systems in place to address issues of security, and has security personnel available. Should you feel threatened in any way, please notify your nurse.

CHAPLAIN

Your spiritual and cultural values are important to us. Our philosophy includes recognizing your social, spiritual and cultural values. We have a chaplain available to you; however, we encourage you and your family members to ask your own clergy person to visit you. You may request chaplain services by contacting the charge nurse.

BIOETHICS COMMITTEE

The Ethics Committee of ContinueCARE Hospital at Hendrick Medical Center is available to you if you have concerns about treatment decisions. Contact the charge

nurse or case manager 325-670-6251.

DISCHARGE FROM THE HOSPITAL

You, your family, physician and your treatment team determine when you are well enough to leave the hospital. Your physician writes the discharge order. We suggest that you send flowers and gifts home the day before discharge.

When your physician has notified you that you may leave the hospital, the nurse will start your dismissal process and review with you the physician's orders for your care at home. Before you leave, please make sure you have your personal belongings, education packets and prescriptions. When your family arrives, nursing staff will escort you to your vehicle.

You may be transferred to another facility if your physician determines that it's the appropriate level of care. Transportation may be provided by a private family vehicle, a wheelchair van or ambulance, and will be arranged for you.

ORGAN DONATION

If you are interested in organ donation, please speak to your physician, nurse or case manager.

STATEMENT OF NONDISCRIMINATION

ContinueCARE Hospital at Hendrick Medical Center does not exclude, deny benefits to or otherwise discriminate against any person on the basis of race, color, national origin, cultural beliefs, disability, sex or age in admission, treatment or participation in, or receipt of the services and benefits of any of its programs and activities, or in employment. For further information about this policy, contact the hospital Administration 325-670-6251.

GENERAL INFORMATION

Visiting Hours

Visiting hours are from 10 a.m. to 8 p.m. Visitors should be free of communicable diseases, especially colds and flu. The patient's well-being is the primary concern of hospital staff. Visits are encouraged and often beneficial to the patient, but should not interfere with treatment. Subject to your consent, you may receive visitors including, but not limited to:

- Your spouse
- Children under 13 must be supervised by an adult visitor at all times. We discourage bringing small children to the hospital for their safety.
- Domestic partner (including same sex partner)
- Other family members and friends

Overnight visitation is limited to only one visitor who must be 18 years or older. It is not our policy to restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. It is also our policy to ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Smoking Policy

ContinueCARE Hospital at Hendrick Medical Center is a smoke-free facility and campus. Smoking is not permitted inside the hospital or on the hospital grounds. Your physician can write an order if you wish to have a nicotine patch or nicotine gum.

Mail and Flowers

Incoming letters, packages and flowers will be delivered to your room through the nursing station. Outgoing mail may be left at the nursing station. Any mail delivered after your discharge will be promptly forwarded.

Telephones

To make local calls, dial 9 + the number you wish to reach. Contact the nursing station to make arrangements for long distance phone calls.

Medical Records

If you require a copy of your medical records, you must complete an appropriate authorization form for the release of information. Contact the Health Information Management Department at 325-670-6223, Monday through Friday, from 8:30 a.m. to 4 p.m.

NOTICE TO PATIENTS: DESTRUCTION OF MEDICAL RECORDS

In accordance with the Texas Health and Safety Code, Section 241.103, this notice is given to you regarding the destruction of medical records. It is the policy of ContinueCARE Hospital to authorize the disposal of any medical records on or after the tenth (10th) anniversary of the date on which you, the patient, were last treated at this facility.

If you, the patient, are younger than 18 years of age when you were last treated, ContinueCARE Hospital may authorize the disposal of medical records relating to you, the patient, on or after the date of your twentieth (20th) birthday, or after the tenth (10th) anniversary of the date you were last treated, whichever date is later.

ContinueCARE Hospital will not destroy medical records that relate to any matter that is involved in litigation if the hospital knows the litigation has not been fully resolved.

Firearms/Weapons

Except for law enforcement officers and HMC security, firearms and weapons of any kind are strictly prohibited from the grounds and buildings operated at ContinueCARE Hospital at Hendrick Medical Center.

Fire Drills

Periodic fire drills are held for the ContinueCARE Hospital at Hendrick Medical Center staff to keep you and your visitors safe from harm. In case of a fire alarm, the hospital staff will direct you to the appropriate exit.

