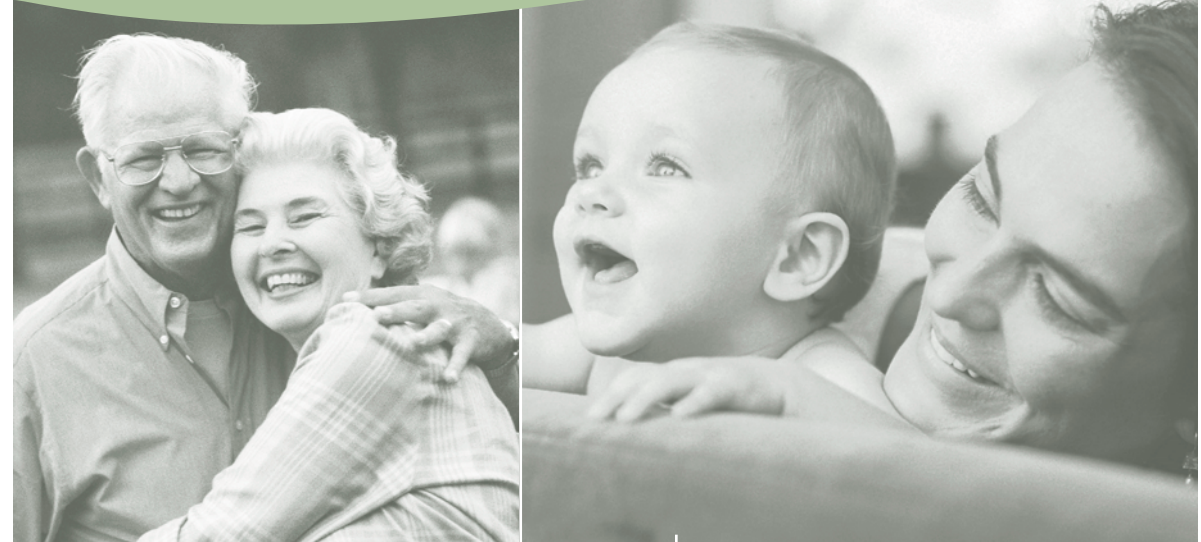




*Sutter Medical Center
of Santa Rosa*

A Sutter Health
Affiliate

Patient Guide



*Sutter Medical Center
of Santa Rosa*

A Sutter Health
Affiliate

www.suttersantarosa.org
3325 Chanate Rd.
Santa Rosa, CA 95404-1797
707.576.4000

Community Based, Not For Profit

Sutter Medical Center of Santa Rosa

An Overview

Sutter Medical Center of Santa Rosa (SMCSR) is a community based, non-profit public benefit corporation. Our mission is the statement of our organizational purpose. Our values are the guideposts that lead us in our efforts to carry out our mission.

Our Mission

We are health care providers, educators, and your partner for improving the health and well-being of our community.

Our Values

CARING- Compassionate service to our community is our top priority.

COMMUNITY- We value diversity. We are committed to the health and well-being of all members of our community.

LEARNING- Knowledge fosters excellence. We continually develop our knowledge and skills.

RESPECT- We recognize that the delivery of health care is the most personal of services. We treat our patients and each other with respect and dignity.

TEAMWORK- We work beside physicians, volunteers, government and local organizations to improve the health of our community.

INTEGRITY- We act with integrity and honesty as individuals and as an organization. We do what we say and say what we do.

For More Information or to Report a Problem

If you have questions, would like additional information, or want to request an updated copy of this notice, you may contact Sutter Medical Center of Santa Rosa's Privacy Officer at (707) 576-4225.

If you believe we have not properly protected your privacy, have violated your privacy rights, or you disagree with a decision we have made about your rights, you may contact Sutter Medical Center of Santa Rosa's Privacy Officer or file a Statement of Concern by calling (707) 576-4225. You may also send a written complaint to the United States Department of Health & Human Services, Office of Civil Rights, Hubert H. Humphrey Building, 200 Independence Avenue SW., Room 509 HHH Building, Washington, D.C. 20201.

Sutter Medical Center of Santa Rosa will ensure that the care you receive at our facility will in no way be affected adversely if you file a complaint.

Each organization listed below agrees to follow the practices described in this Notice.

- Sutter Medical Center of Santa Rosa
- Family Practice Center
- Women's Health Resource Center

National Security and Intelligence Activities: We may disclose your health information to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

Protective Services for the President and Others: We may disclose your health information to authorized officials so they may provide protection to the President and other governmental leaders, or conduct special investigations.

Regulatory Oversight: We may disclose your health information to appropriate health oversight agencies, public health authorities or attorneys, when required by law. Your health information may also be disclosed if a workforce member or business associate believes in good faith that Sutter Medical Center of Santa Rosa has engaged in unlawful conduct or has otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.

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When you arrive

Arrival and Admission

If you will be with us as an inpatient, you should arrive at the main entrance of the hospital. A hospital representative will greet you and will obtain various personal and medical information, including identification and insurance details. For your convenience, personal checks, Visa and MasterCard are accepted for deposits and co-pays.

Admitting opens at 5:00 a.m. at the Main Entrance. If you arrive after 8:30 p.m., you should enter through the Emergency Department.

Room Accommodation

SMCSR offers private and semi-private rooms. Private rooms are available on a “first-come first-serve” basis for an additional fee. Private rooms may sometimes be required for medical reasons. The obstetrics department offers all private family-centered birthing rooms which allow patients and their families to participate in the birthing process in a comfortable, home-like environment.

Medications

Medications (prescriptions and over-the-counter medications) that you use should be brought with you so that the drug and dosage can be recorded. You may have a family member take your medications home for you, or you may store them in the hospital pharmacy until you are discharged. During your stay, the hospital pharmacy will provide you with any medications that are required. The pharmacy fills only inpatient prescriptions since it is not licensed as a retail pharmacy.

Food and Drug Administration (FDA): We may disclose to the FDA your health information relating to adverse events with respect to food, nutritional supplements, products and product defects, or post-marketing surveillance information to enable product recalls, repairs or replacement.

Device Manufacturers: If you receive a medical device that is implanted or which is used for life support functions, we may disclose your name, address and other information as required by law to the device manufacturer for tracking purposes. You may refuse to authorize the disclosure of your name and contact information.

Business Associates: There are some services provided in our organization through contracts with business associates. Examples include medical records transcription services, patient satisfaction survey agency, and a copy service we use when making copies of your medical record. When these services are provided by contracted business associates, we may disclose the appropriate portions of your health information to our business associates so they can perform the job we have asked them to do. To protect your health information, however, we require all business associates to sign a confidentiality agreement verifying they will appropriately safeguard your information.

Special Situations

Military and Veterans: If you are a member of the armed forces, we may disclose your health information as required by military command authorities. We may also disclose health information about foreign military personnel to the appropriate foreign military authority.

Notice of Privacy Practices

this authorization at any time. In some cases, we may disclose your health information to researchers when an institutional review or privacy board has approved their research. Prior to giving any information, special procedures will be established to protect the privacy of your information.

Workers' Compensation: We may disclose your health information to the extent authorized by and necessary to comply with laws relating to workers' compensation or other similar programs established by law.

Organ Procurement Organizations: Should you be an organ or tissue donor, we may disclose your donor status and health information to organizations engaged in the procurement, banking, or transplantation of organs, consistent with applicable laws.

Public Health: We may disclose your health information as required by law to public health or legal authorities charged with preventing or controlling disease, injury or disability.

To Avert a Serious Threat to Health or Safety: We may use and disclose your health information when necessary to prevent a serious threat to your health and safety or to the health and safety of the public or another person. Any disclosure would be made only to someone able to help prevent the threat.

Correctional Institution: Should you be an inmate of a correctional institution, we may disclose to the institution or their agents health information necessary for your health and the health and safety of other individuals.

Law Enforcement: We may disclose your health information for law enforcement purposes as required by law or in response to a valid subpoena, or court or administrative order.

Valuables

The hospital encourages patients to keep only very small amounts of cash on hand, as we cannot assume responsibility for the loss of personal property. If you have jewelry, credit cards or large sums of money with you, please ask a family member or friend to take them home. If this is not possible, you may ask to have your valuables kept in the hospital safe. Access hours for retrieving valuables from the safe are 7:00 a.m. - 4:00 p.m., or upon discharge.

Helpful telephone numbers

Sutter Medical Center of Santa Rosa	707-576-4000
3325 Chanate Rd., Santa Rosa, CA 95404-1797	
Financial Counselors	707-576-4463
.....	707-576-4238
Chaplaincy	707-566-9600
Social Services.....	707-576-4309
Case Management.....	707-576-4036
Business Services	707-576-4240

While you are with us

Patient Identification

Your identification bracelet is our means of identifying you for treatment, medications, and emergency purposes. It is important that you keep it on during your stay.

Staff Identification

SMCSR's staff can be easily identified by the photo ID badges that they wear. For extra safety, a special infant security system is in place at the hospital. Hospital policy requires that infants be cared for only by staff with proper identification or by the legal guardian or immediate family member of the infant.

Personal Articles

Personal articles such as toothbrushes, dentures, eyeglasses and hearing aids should be kept in the drawer of your bedside table when not in use. The hospital will provide special containers for dentures and hearing aids if needed. As a courtesy to other patients, we ask that you not use perfumed toiletries during your stay. For safety reasons, personal electrical appliances are not allowed.

Nurse Call System

A call light system is located at your bedside. You may use it when you need assistance. A staff member will respond through the intercom system or answer your light in person. Your bed is equipped with two half side rails that are pulled up to assist you to turn or reposition yourself while in bed.

Directory Information: We may include your name, location, and general condition (e.g., good, fair, critical) and your religious affiliation in our directory information. This information is used to assist persons who wish to visit you, deliver gifts, or inquire about your condition. We will give you an opportunity to restrict this information.

Marketing: We may use your health information to inform you about our healthcare services, treatment alternatives or other health-related benefits and services that may be of interest to you.

Public Information: We may use basic information (name and general condition) to inform friends, colleagues and, in some cases, the media, of your status in the hospital, should they call and inquire about you by name. You may restrict this information and request "No Information" status at any time. We will not publicly release any other information without your consent.

Fundraising: We are a community-based, not-for-profit medical center that depends extensively on charitable support. We may use limited information about you, such as your name, address, demographic information, and the dates you received treatment, to inform you of opportunities to support Sutter Medical Center of Santa Rosa and its services and programs.

Research: We may contact you to request your participation in an authorized research study. If the study provides any type of healthcare treatment, the researcher will explain the benefits and risks of the treatment, how your health information will be used during the course of the study, and whether any of your health information rights are affected. You will need to authorize the use of your health information and agree to any suspension of your rights to participate in the study, however you may revoke

Notice of Privacy Practices

We will use your health information to help us educate medical staff, clinical staff, and students.

For example: Sutter Medical Center of Santa Rosa has associations with a variety of schools involved in the education of health professionals. All staff, instructors, and students must sign a confidentiality agreement before accessing any health information maintained by Sutter Medical Center of Santa Rosa.

We will use your health information to notify your family and friends about your condition.

For example: We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care or your general condition. Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, relevant health information to facilitate the person's ability to assist in your care or make arrangements for payment of your care.

We may use your health information to inform persons about your death.

For example: We may disclose health information to funeral directors, coroners, and medical examiners consistent with applicable law to carry out their duties.

Examples of Uses and Disclosures for Other Purposes

Appointment Reminders: We may contact you to provide appointment reminders.

Alternative Treatments: We may use your health information to provide you with information about alternative treatments such as biofeedback, massage therapy, or stress reduction.

Up and About

A gown and slippers are available for your convenience if you should decide to go outside your room. If you plan to leave the nursing unit for any reason, you must inform the nursing staff.

Meals

Menus are provided daily which offer choices for the next day's meals. Mark the food items you wish to order by circling them. Your doctor's diet orders may affect items sent. In the right upper corner please mark whether you would like small, medium or large portions. Your nurse will pick up your menu and send it to Nutrition Services each day. Let your nurse know if you would like to discuss your diet with a dietitian. Guest trays are available for visitors as described in greater detail in the visitors' section of this guide. Meals are delivered at the following times:

BREAKFAST 7:30 a.m. to 8:15 a.m.

LUNCH 12:15 p.m. to 1:00 p.m.

DINNER 5:15 p.m. to 6:15 p.m.

Snacks are available upon request.

Smoking

SMCSR is a smoke-free environment for health and safety reasons. Smoking is not permitted anywhere inside the hospital. If your doctor's activity orders allow it, you may smoke in the designated smoking areas outside the hospital. Please ask your nurse for assistance to the nearest designated smoking area.

While you are with us

Fire Safety

All hospital staff members are trained in fire and emergency procedures, and we regularly test the emergency fire alarm systems by conducting drills. When you hear the fire alarm, please stay where you are and let the staff know your location. Please do not open fire doors. An announcement over the public address system will let you know when the test is over. If there is any threat of fire, the fire safety crew will be on hand within minutes to escort you to a designated safety area.

Comments and Concerns

If you have questions or comments to make about your care at any time during your stay, please direct them to our staff. Written comments and questions may also be mailed to—

Sutter Medical Center of Santa Rosa
Administration
3325 Chanate Road
Santa Rosa, CA 95404

team. Members of your healthcare team will then record the actions they take and their observations as appropriate. In that way, the physician will know how you are responding to treatment. We will also provide your physician, or other healthcare providers involved with your treatment (e.g. specialists, consulting physicians, anesthesiologists, therapists, etc.) with copies of various reports that should assist them in treating you.

We will use your health information to collect payment for health care services we provide.

For example: A bill may be sent to you or your health insurance company. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used. In some cases, information from your medical record is sent to your insurance company to explain the need for or provide additional information about your treatment.

We will use your health information to facilitate routine healthcare operations.

For example: Members of our medical staff or quality improvement teams may use information in your record to assess the care you have received and how your progress compares to others. This information will then be used in efforts to improve the quality and effectiveness of the healthcare and other services we provide. Sutter Medical Center of Santa Rosa is an affiliate of the Sutter Health network. We may permit Sutter Health to use your health information to support necessary business, financial, and clinical functions. Examples of these functions may include: auditing our clinical procedures, analyzing our cost of care, arranging for patient satisfaction surveys, and determining the need for new healthcare services.

Our Responsibilities

We are required by law to protect the privacy of your health information, establish policies and procedures that govern the behavior of our workforce and business associates, and provide this notice about our privacy practices, and abide by the terms of this notice.

We reserve the right to change our policies and procedures for protecting health information. When we make a significant change in how we use or disclosure your health information, we will also change this notice. The new notice will be posted in each of our admission and registration areas, and from our Privacy Officer.

Except for the purposes related to providing your treatment, collecting payment for our services, performing necessary business functions, or when otherwise permitted or required by law, we will not use or disclose your health information without your authorization. You have the right to revoke your authorization at any time. We are unable to take back any disclosure we have already made with your permission.

Examples of Uses and Disclosures for Treatment, Payment and Healthcare Operations:

We will use your health information to facilitate your medical treatment.

For example: Information obtained by a nurse, physician, or other members of your healthcare team will be recorded in your record and used to determine the course of your medical treatment. Your provider may document in your record his or her expectations of the members of your healthcare

Translation Services

If you are unable to communicate in English, translation services will be provided (free of charge). Some languages less common to Sonoma County may require special arrangements. Hearing-impaired telephone lines (TOY) are available by calling 575-7911.

Telephones

A telephone is located beside all patient beds, except in the Intensive Care Unit. If a telephone is not located at your bedside or is not functioning properly, a nurse can assist you. To make a local call: Dial "9" and then the local telephone number. For long distance calls, dial "8" and wait for the dial tone. Then dial "0" and the long distance number. The operator will come on to the line to obtain billing information.

Television

A television set is located in each patient room. Each bed is provided with a remote control device. SMCSR offers special programming for our new parents on Channel 11 that provides information about taking care of yourself and your baby. Health Education Programs designed for patients are available on Channel 16. The Patient Education Channel is delivered via satellite television 24 hours per day direct to the television sets in the patients rooms. Programming is easy to understand and covers a wide variety of topics ranging from Chronic Diseases to Health and Wellness.

For your convenience

Newspapers

Newspapers are available for purchase from machines located outside the hospital's main entrance.

Gift Shop

Reading material, flowers, soft drinks, snacks and gifts are available for purchase in the Hospital Auxiliary Gift Shop, located near the main lobby. Proceeds from the shop are donated to the hospital and used to support hospital programs.

Hours of Operation

Monday to Saturday- 9:30 a.m. to 4:30 p.m.

Sunday-12:00 p.m. to 4:30 p.m.

Hours are subject to volunteer availability.

Access to your health information. You may request a copy of your health information that Sutter Medical Center of Santa Rosa keeps in your medical or billing record. Please submit your request in writing to our Medical Records Department. There may be a charge for the costs of providing you with copies.

Amend your health information. If you believe the information we have about you is incorrect or incomplete, you may request that we correct or add information. Your request must be in writing and directed to Sutter Medical Center of Santa Rosa Medical Records Department.

Request confidential communications. You may request that when we communicate with you about your health information, we do so in a specific way, e.g., at a certain mail address or phone number. We will make every reasonable effort to honor your request.

Limit Sutter Medical Center of Santa Rosa's use or disclosure of your health information. You may request in writing that we restrict the use or disclosure of your health information for treatment, payment, health care operations, or any other purpose except when specifically authorized by you, when we are required by law, or in an emergency situation in order to treat you. We will consider your request and respond, but we are not legally required to agree if we believe your request would interfere with our ability to treat you or collect payment for our services.

Accounting of disclosures. You may request a list of disclosures of your health information that we have made for reasons other than treatment, payment or healthcare operations. Disclosures that we make with your authorization will not be listed. We will provide one list per year free of charge, but may charge for subsequent lists in the same year.

- Means by which you or a third-party payer (e.g. health insurance company) can verify that services you received were appropriately billed
- A source of data for medical research and public health
- A source of data for planning facilities, marketing healthcare services, and fundraising
- A tool for educating health professionals
- A tool with which we can assess and work to improve the care we provide

Understanding what is in your record and how your health information is used helps you to ensure its accuracy; better understand how others may access and use your health information; and make more informed decisions when authorizing disclosures to others.

Your Health Information Rights

You have the following rights related to your medical and billing records kept by Sutter Medical Center of Santa Rosa:

Obtain a copy of this notice. You will receive a copy of this notice at your first visit after its publication. Thereafter you may request a copy of this notice or any revisions from Admissions, by calling (707) 576-4880 for Sutter Medical Center of Santa Rosa and (707) 523-7305 for Warrack Campus.

Authorization to use your health information. Before we use or disclose your health information, other than as described below, we will obtain your written authorization, which you may revoke at any time to stop future use or disclosure.

SMCSR believes that visits by family members and friends are important to your recovery and well-being. The following guidelines are designed to help you in the important task of healing.

Patient Inquiries

Your privacy is important to us. To ensure your privacy, please select a designee either at the time of registration or inform your nurse/doctor of your choice of designee. When your friends and family inquire about your condition, they will be referred to the designee for the information.

Visiting Hours

11:00 a.m. to 8:30 p.m. (Some departments may vary)

Number of Visitors

For reasons of patient comfort and consideration for others, we encourage patients to have only two visitors at a time.

Rest

Patients who require hospitalization need time to rest. Visits with friends and family are important, but they can be tiring. Please keep visits short and limit times to regular day and early evening hours.

Food and Drink

The doctor may restrict what you can eat and drink as part of your care, so please check with our staff before you accept any kind of food or drink from visitors.

Child Visitors

Children have special needs. Because they can become lost or frightened by things they see and hear in a hospital, we ask that they be continuously supervised by an adult during their visit. Children with coughs, runny noses, fevers, or a recent exposure to a childhood disease such as measles or chickenpox should not visit.

Infection Control

Control of infectious disease is very important in the hospital. If you have a cough, runny nose, or other infectious disease, please postpone your visit. Some patients require special precautions because they have an infectious disease. Please read any isolation signs posted on the door or ask the nurse about special precautions you should take.

Prevention of Infection

Handwashing is the single most important way of preventing infection. Physicians and all health care workers are encouraged to wash their hands between every patient contact or use alcohol based disinfectant. You, as a visitor and/or family member, can also help prevent infection in the hospital through handwashing. Please help us protect the patients and yourself by washing your hands at the following times:

- Before visiting a patient, especially if the patient has a weakened immune system.
- After coughing, sneezing or blowing your nose
- After using the restroom
- Before and after eating

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED BY SUTTER MEDICAL CENTER OF SANTA ROSA AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective Date: April/14, 2003

What this Notice is and Why it is Important

This notice is required by law to inform you of how your health information will be protected, how Sutter Medical Center of Santa Rosa may use or disclose your health information, and about your rights regarding your health information. If you have any questions about this notice, please contact Sutter Medical Center of Santa Rosa's Privacy Officer at (707) 576-4225.

Understanding Your Health Information

Every time you visit a physician, healthcare provider or hospital, a record of your visit is made. Typically, this record contains a description of your symptoms, medical history, examination and test results, diagnoses, treatment, and a plan for future care. This information, often referred to as your medical record, serves as a:

- Basis for planning your care and treatment
- Means of communication among the health professionals who contribute to your care
- Legal documents of the care you receive

Smoking Cessation

5. **Think good thoughts.**

"I will do this." "I'm worth it." "I'm in control" "I'm proud of myself."

6. **What if you smoke after quitting?**

This does not mean you're a smoker again- do something now to get back on track. Don't punish yourself- think about why you smoked and decide what to do the next time it comes up. You're still a non-smoker.

- After handling a patient's flowers or plants
- After visiting a patient in isolation, even if gloves are worn.

Hand hygiene can also keep YOU safe from colds, flu and gastric upsets since many viruses are passed from hand to hand.

Visitor Illness

If you or any other visitor has symptoms of a cold or flu, undiagnosed rashes, or sore throat, please avoid patient contact until symptoms have resolved. Children, especially, can carry many different viruses to patients who are weak and susceptible to infections.

Isolation

There are many times when patients may need to be placed in isolation. This is done to prevent the passing of infection from one patient to another. Depending on the reason for isolation, you may be asked to wear a mask, gown or gloves, or perhaps all of them when visiting. Please help us by following our isolation rules, and remember to wash your hands after leaving an isolation room.

Parking

Visitor parking is available in several locations, including directly in front of the hospital in the visitor section and in the lots to the north and south of the hospital. Handicapped parking is available in front of the three main entrances. Please avoid using spaces designed for outpatient services, emergency vehicles and physician parking. Parking in Public Health spaces may result in city parking fines.

Cafeteria

The hospital cafeteria serves breakfast, lunch and dinner seven days a week. Visitors are welcome to use the cafeteria services

For your visitors

during hours of operation. Vending machines are available inside for after-hours beverages and snacks. Cafeteria hours are—

BREAKFAST 6:30 a.m. to 9:30 a.m.

LUNCH 10:30 a.m. to 2:00 p.m.

DINNER 4:30 p.m. to 7:00 p.m.

Guest Trays

Visitors are usually welcome to dine with hospital patients. Occasionally, safety concerns may require visitors to eat outside the patient rooms. Please check with the nurse before ordering a guest tray. Guest trays may be ordered and purchased at the Nutrition Services Department. Guest tray orders must be placed according to the following schedule—

BREAKFAST Evening before or no later than 6:00 a.m.

LUNCH No later than 11:00 a.m.

DINNER No later than 3:30 p.m.

Waiting Areas

Waiting areas for visitors are located throughout the hospital. Please ask your nurse to direct your visitors to the waiting area closest to your room.

Bus Service

Bus service is available to and from the hospital. Bus schedules can be obtained in the information racks located in the main lobby. The bus stop is located in the hospital parking lot, near Chanate Road.

TIPS FOR QUITTING

Quitting smoking can be a difficult but very rewarding decision for you and your friends or family. To help you begin living your life smoke-free, review the following tips for success.

1. **Think about your reasons for quitting.**

Write them down and carry them with you. You can read them every day or when the going gets tough.



2. **Choose a good time to quit and set a quit date.**

Stick with it. Sign a contract. Announce it to family and friends who support your decision.

3. **Think about when and why you use tobacco.**

Do you use tobacco for a pick-me up? When you are bored? When you are angry, upset, worried? When you are driving your car? When you are with others who are using tobacco?

A couple of weeks before your quit date, wrap your cigarette pack with paper, pencil and rubber band. When you smoke write down the time of day, how you feel, and how important that cigarette is to you. This can help you identify your reasons for smoking.

4. **Have a plan before you quit.**

If you use tobacco for a pick me-up, plan to exercise or take a walk instead. When you're bored, plan to call a friend, listen to music, go for a walk, play with your pet. **JUST GET BUSY!** When you're upset, angry, or worried, call a friend, write it down, or talk to someone you trust.

WHY SHOULD YOU STOP SMOKING?

Check those that apply to you.

- 1. Improve my personal appearance by eliminating such things as stained teeth and fingers, bad breath, coughing, and smoking odor on clothes. Prevent wrinkles and keep my skin nice.
- 2. Regain my sense of taste and smell, feel more energized and active, sleep better, and eliminate 'hairy tongue' and 'smokers cough' or wheezing.
- 3. Regain control of my behavior, gaining a sense of freedom, and owning myself again.
- 4. Reduce health risks, such as the risk of heart disease, cancer, emphysema, and chronic bronchitis. I do not want a heart attack or to have problems breathing.
- 5. Reduce risk to unborn children and provide a healthy environment for children and others living with me.
- 6. Save money.
- 7. Increase productivity by regaining the time I now spend maintaining my smoking habit.
- 8. Avoid possible injury or upset to others by such things as smoking in restaurants or dropping ashes on them.
- 9. Other reasons:

Your Health Care Team

Health care today is highly specialized. Your care is in the hands of not one, but many skilled professionals. Together they make up your health care team. You'll meet many of these people during your hospital stay, while others work behind the scenes to help get you well. We hope you will feel free to address your questions and concerns to any member of SMCSR's health care team.

SMCSR is the only hospital in Sonoma County with a Family Practice Residency Program. The resident physicians have all completed medical school and are here to gain valuable experience under the supervision of our specialized faculty. With your permission, these physicians may be involved in your care as appropriate to your condition.

Talking to Your Doctor

In order to make an accurate diagnosis and to provide appropriate treatment, your doctor relies on the information that only you can provide. You can be an effective partner with your physician by listening carefully, asking questions, describing your symptoms or health concerns and participating in decisions about your healthcare.

- Explain your problems or concerns. Describe any symptoms you have, when they started, how often they occur and how long they last.
- Speak honestly and openly with your physician.
- Ask about treatment options. Ask about your treatment plan. Ask about possible side effects or treatments or medications. Ask about diet and exercise.

For your recovery and well-being

- Listen carefully to your physician. Repeat back what you heard, so that both you and your physician will know that you understand. Use a note pad to take notes.
- Always tell your physician about all self-treatments you are using. Report all vitamins, herbal medicines, unusual diets, medications and over the counter drugs that you are taking.
- Talk to your physician about any past or current alternative therapies you have used. If you are seeing any alternative providers, they must communicate and work with your physician to assure you do not experience adverse interactions.

Hints For Your Hospital Stay

1. Move your ankles up and down and around in a circle frequently while lying in bed to promote good circulation.
2. Breathe deeply several times and cough every few hours while awake to keep your lungs clear.
3. Drink plenty of fluids (unless contradicted by your treatment plan).
4. Participate as much as possible in your hygiene activities and be as active as your doctor/and condition allows. The more activity, moving and walking that you can do will help regain your strength.
5. We encourage the participation of family and your loved ones to assist with personal hygiene.
6. Learn as much as you can about your illness or procedure.
7. Write down your questions if no one is readily available to answer them - so you don't forget to ask them later.

EFFECTS OF SMOKING

- Short Term:
 - Hair and clothes smell
 - Teeth/Fingers stained
 - Taste buds deadened
 - Reduce sense of smell
 - Increases blood pressure
 - Lungs receive less oxygen
- Long Term: - Heart Attack
 - Difficulty Breathing

- COST OF SMOKING

- Skin wrinkles
- Bad breath
- Stuffy nose
- Throat is irritated
- Stress on heart
- Stroke
- Lung Cancer

If you smoke 1 pack/day (\$2.85/pack) you are spending \$1,040.25 a year! That could buy ...

- 70 CD's
- 20 pairs of jeans
- 148 movie tickets
- 1 TV and 1 VCR
- 85 pizzas

What could you buy with that money?

Smoking Cessation

Information for You, a Friend or Family Member

Tobacco use is the single most preventable cause of disease and premature death in America.

As a tobacco user, giving up tobacco is the most important thing you can do for your health or the well-being of your family.

Congratulations! You have made the first and most important step to beginning your life as a nonsmoker. You understand that you need to quit smoking, and the following information can be used to help you through the next steps in beginning your life 'smoker-free'.



QUICK FACTS ABOUT TOBACCO

- An estimated 430,000 Americans die each year from diseases caused by smoking (that's more than alcohol, cocaine, crack, heroin, homicide, suicide, car accidents, fires, and AIDS deaths combined).
- Secondhand smoke causes lung cancer in nonsmokers and breathing problems or ear infections in children. Secondhand smoke is responsible for 3,000 US deaths every year.

8. It is our goal that you will feel you are receiving very good care, however, if concerns about your hospitalization should arise, you or members of your family are encouraged to contact the Charge Nurse or Nurse Manager of the nursing department. She/he can help resolve issues and maintain the highest quality of service possible. Your nurse can help you contact the Nurse Manager for your area.

Spiritual Services

SMCSR is non-denominational. People of all faiths are welcome, and we are committed to doing what we can to meet each individual's spiritual needs. Our chaplaincy service accommodates all religious affiliations and is available to all patients and their families. The service can arrange a visit from clergy of your choice. Any member of the health care team may contact the chaplaincy services worker for you or you may call directly at 566-9600.

Special Places

We understand the stress that can accompany a hospital stay. We are pleased to offer several restful, attractive places for you to spend time during your visit, with your doctor's permission. These include several lovely outdoor gardens and patios lined with blooming flowers and thriving trees. The gardens, including our large patio, fountain area, and Japanese meditation garden, are located on the east side of the hospital. Please ask our staff to assist you in locating these special places.

For your recovery and well-being

Social Services

Social services are provided by a social worker specifically educated and trained to help patients and families cope with the impact of their illness and to achieve the maximum benefit from available health services. The social worker will assist patients and their families with social, emotional, and lifestyle changes by providing counseling and referrals to other community agencies which may assist with the patient's recovery process. The social workers are available Monday through Friday during normal business hours, and are on call Saturdays, Sundays and holidays.

Discharge Planning

Discharge planning services are provided to patients with catastrophic illnesses and complex medical conditions. Discharge planners help patients and their families to: manage the transition from acute illness to recovery; facilitate planning for extended care; and assist the social worker to ensure that each patient's optimal well-being is supported through a full range of health care resources. Discharge planning services are available Monday through Saturday during normal business hours with Sunday and holidays on call. Patients and families may ask their physician or nurse for a referral or they may call the social worker or case manager directly—

SOCIAL SERVICES 576-4309

- 10 years:
 - Lung cancer death rate for an average smoker drops almost as low as the rate of nonsmokers
 - Pre-cancerous cells in the lung are replaced
 - Risk of other cancers decreases (mouth, larynx, esophagus, bladder, kidney, and pancreas)

OTHER INFORMATION:

Talk with your doctor, healthcare provider or pharmacist if you have questions or want to discuss alternatives to help you quit smoking.

If you are considering use of nicotine replacement therapy to reduce withdrawal symptoms as you quit smoking, first ask your doctor if it is a safe option for you.

OTHER RESOURCES:

Sutter Health: <http://www.sutterhealth.org>

For more information about How to Quit Smoking Go to:

“Your Personal Health”

“Health Information & Education”

Search: “Smoking”

American Lung Association: 1-800-LUNG-USA, or

<http://www.lungusa.org>

California Smokers Help Line: 1-800-NO-BUTTS

For more information and telephone counseling services.

SPECIAL THANKS:

Boehringer Ingelheim / Roxane Laboratories

Smoking Cessation

WHAT HAPPENS WHEN YOU STOP SMOKING?

Your body will begin to repair itself as soon as 20 minutes after you stop smoking. Here is a list of common changes that you can expect.

- 20 minutes after last cigarette:
 - Blood pressure drops to normal
 - Heart rate drops to normal
 - Body temperature returns to normal (hands/feet)
- 8 hours:
 - Carbon Monoxide level in blood drops to normal
 - Oxygen level in blood increases to normal
- 24 hours:
 - Chance of heart attack decreases
- 48 hours:
 - Nerve endings start to re-grow
- 72 hours:
 - Bronchial tubes relax, making breathing easier
 - Lung volume increases
- 2 weeks to 3 months:
 - Circulation improves
 - Walking becomes easier
 - Lung function increases up to 30%
- 1 to 9 months:
 - Lungs (cilia) begin to heal, increasing mucus, cleaning lungs and reducing infection
- 5 years:
 - Lung cancer death rate for an average smoker decreases from 137 to 72 per 100,000 people

Tips for Taking Your Medicine

1. If you are allergic to any medications, carry an allergy card or wear a medic alert to identify you and your allergies.
2. Use the medicine only for yourself.
3. Take only the dose or amount prescribed for you by your doctor. Consult your doctor if you feel you need to increase or decrease the dose.
4. Keep medicine in its original container.
5. Be very careful with drugs that look alike.
6. Shake liquid medicine prior to pouring dose.
7. Follow any special instructions on the container (store in refrigerator, do not expose to light, avoid driving or operating machinery, do not take while drinking alcohol).
8. Except medications prescribed to be taken on an as needed basis, take all of the medicine prescribed, even if your symptoms are gone.
9. Know the names of the medicines you are taking and the reason you are taking them. Write down the names, amounts, and times of the medications you take and keep it in your wallet or purse.
10. Discard the medicine after the expiration date. Check with your doctor if you need more.
11. Be sure there is adequate light when taking medicine - read your label carefully! You could get the wrong one!
12. Tell medical professionals about all the medicines, vitamins, herbals & dietary supplements you are taking.

For your recovery and well-being

13. Ask your doctor or pharmacist about possible side effects of the medicines.
14. If you forget the instructions or have questions, don't hesitate to call your doctor, pharmacist or nurse.
15. Keep all medicine out of the reach of children.
16. Tell your pharmacist if you want childproof or regular caps.
17. If you are taking over the counter medicines, (i.e., aspirin, cold tablets), ask your pharmacist if they are compatible with your prescription medicines.
18. If you would like help planning a medicine schedule, ask your pharmacist, doctor or nurse.
19. Flush unused or outdated medicines down the toilet. Do not give your unused medications to another person.
20. Call ahead for medicine refills. Do not wait until you have taken the last pill since many times the pharmacist must first have the doctor's approval.
21. Sometimes a generic medicine will be substituted for a brand name medication. Generic brands are less expensive but are the same medication and dosage.

What is Pain?

Pain is an uncomfortable feeling that tells you something may be wrong in your body. Pain is your body's way of sending a warning to your brain. Your spinal cord and nerves provide the pathway for messages to travel to and from your brain and other parts of your body.

Within and beneath your skin are thousands of receptor nerve cells that sense heat, cold, touch, pressure and pain. When

Cough and Deep Breathing Instructions

Your doctor wants you to do coughing and deep breathing exercises as much as possible to prevent infection in your lungs as rapidly as possible.

1. Make sure your bed is in an upright position or sit up in a straight chair so that your head and shoulders are supported by a firm surface.
2. You can use pillows to help you position yourself and support your stomach.
3. Inhale deeply and then cough, using your stomach and chest muscles.
4. Breathe in slowly through your nose until you can see your chest and stomach muscles rise.
5. Exhale.

Practice these exercises every hour doing at least five (5) deep breathes each time.

If you have been given an incentive spirometer, do the exercise at least every two (2) hours while awake, as instructed by your caregiver.

When you leave

registered nurse, follow-up therapies, visits from a home health aide, equipment and other services.

Business Services

As a courtesy to you, our Business Services Department will bill your account directly to your insurance carrier. To accomplish this, you may be asked to provide billing information at the time of registration. If you should have any questions or concerns about the bill for services that you receive, please contact the Business Services Department at 576-4240.

Financial Counseling Services

If you have questions regarding your financial responsibilities or wish to inquire about financial resources that may be available to assist you in covering the cost of your care, please feel free to contact SMCSR's financial counselors at 576-4238 or 576-4463 or your case manager may facilitate this process.

Supporting SMCSR

Donations in support of SMCSR are welcomed and gratefully accepted. If you would like to make a monetary donation to a specific department or program send your donation to: Fund Development Dept, P.O. Box 12039, Santa Rosa, CA 95406. Your gift is tax deductible. Or if you would like to become a hospital volunteer, please contact the hospital Auxiliary Office for more information at 576-4006. Thank You.

there is injury or illness, tiny cells send messages along nerves into your spinal cord and then up to your brain. Pain medicine blocks these messages or reduces their effect on your brain. Your nurses and doctors will ask you about your pain because they want you to be comfortable, and because they want to know if something is wrong. Be sure to tell your doctor and nurses when you have pain so they can work with you to manage your pain, establish your pain management plan, and answer any questions or concerns you may have.

Managing Your Pain

The patient receiving pain care at this institution has the right to:

- Describe his/her pain with the expectation that the description will be believed and respected as the best indicator of his/her pain.
- Be appraised of all information and options in order to be an active participant in the development, implementation, evaluation, and revision of his/her pain care plan.
- Receive pain care that is administered with respect and dignity by competent professionals who consider each patient to be a unique individual worthy of compassionate care.
- Expect that all reasonable safety and security measures will be taken in the provision of pain care services.
- Receive pain care that is monitored and evaluated on an ongoing basis to continually improve the quality of care delivered.
- Request review of alternative pain care approaches and refuse or request revision of the current pain care plan without fear of reprisal.

For your recovery and well-being

Why Manage Pain?

- To increase your comfort.
- To help you heal faster.
- To increase your physical activity and strength.
- To shorten your recovery time.

What are the Types of Pain?

- Acute pain is caused by an illness or injury or an operation.
- Chronic pain is pain that lasts at least 3 months.

Pain Rating Scale



None	Mild to Moderate	Severe	Worse
0	1 2 3 4	5 6 7 8	9 10

How Can Pain Be Managed?

Medication: Pain medication may be given by a variety of methods. These include: by mouth (liquid or pills); by adhesive skin patches; by injection into arm or leg; or by injection into a vein. Pain medication may be given on a continuous, scheduled, or as-needed basis. You may discuss which method of medication administration would work best for you with your doctor(s) and nurses.

portation arrangements with family or friends so the transition from hospital to home is as smooth as possible.

Transitional Care Unit

Some patients need more care, especially if they have had major surgery, or have a complex medical problem that needs to be watched just a little longer. They do not require acute care services, but are not ready to be cared for by their families at home. These patients may only need a few more days under the watchful eyes and healing hands of nurses and doctors, or a couple of weeks to start learning new skills for living with the help of physical and occupational therapists. They may need important education that will be vital information about managing their health and treatment for their medical condition. Sometimes families need to be there, right alongside the patient, learning information that will be important in the weeks to come, because they will be helping to care for you at home. If you need this level of care, your case manager will assist making the arrangements for subacute care.

Home Care

Sometimes patients require home care following their discharge from the hospital. Home care can offer the supervision of a

When you leave

We Care About What You Think

SMCSR's doctors, staff and volunteers are committed to providing a high degree of quality care and service. If at anytime during your stay you are not completely satisfied with any aspect of your care, please ask to speak to the Nurse Manager. Following your stay, a patient satisfaction survey will be mailed to your home. We encourage you to complete the survey to help us improve our care and services. All responses are confidential. Written comments and questions may also be mailed to—

Sutter Medical Center of Santa Rosa
Administration
3325 Chanate Road
Santa Rosa, CA 95404

Discharge Planning

Our staff is available to help you prepare for continuing care after your hospital stay. These arrangements may include ordering equipment such as wheelchairs, hospital beds, etc. for your home use, supplying lists of rehabilitation centers, skilled nursing facilities and board and care homes, or arranging details of your transfer home or to another facility. Depending on your needs, a social worker may also refer you to the home health liaison nurse. If a social worker hasn't contacted you, you may call 576-4036 or you may ask your nurse for the social worker overseeing your discharge.

Checkout Time/Preparing for Discharge

Your doctor will advise you when you may go home. Please plan to check out by 11:00 a.m. Before discharge, your nurse will review with you your physician's instructions about diet, activity, medications and follow-up care. Please make prior trans-

Other Pain Management Treatments: Several non-medication methods can also be effective in relieving pain either when used alone or with medicines. You may wish to learn more about:

- Visualization helps take your mind off the pain: Close your eyes. Breathe deeply. Picture yourself in a quiet, peaceful place. Imagine how you feel in that place.
- Relaxation helps relieve stress and pain: Close your eyes. Clench your foot muscles. Hold for a few seconds. Release. Repeat with the muscles in your calves. Work slowly up your body.
- Deep Breathing: Deep breathing relaxes your whole body: Inhale slowly and deeply as you count to 5. Hold your breath for a couple for seconds. Exhale through your mouth as you count to 10.
- Distractions that use your sense of hearing, seeing, touch and movement to focus attention on something other than pain. One effective distraction is music.
- Massage to soothe your skin and relax tense muscles. Massage increases circulation and can help reduce stress and pain.
- Cold or heat application to the skin. Cold may reduce muscle spasms, reduce inflammation or help stop the desire to scratch areas that itch. Heat may reduce soreness, decrease sensitivity to pain or relieve joint stiffness.
- Meditation decreases stress by helping you focus on one word or object while you breathe slowly and deeply.

For your recovery and well-being

What Can You Do to Manage Your Pain?

- Ask your doctor or nurse what to expect from your illness, injury or surgery and what to expect from hospitalization.
- Discuss your pain control plan with your doctors and nurses. Tell the doctor what medication has worked well, or not so well, in the past.
- If your pain medication is ordered on an as needed basis, request it as soon as the pain starts. It is harder to ease pain once it has taken hold.
- If your pain medication is not controlling your pain, tell your nurse or doctor.
- Use distractions like watching TV, listening to music or listening to meditation tapes.
- Ask your nurse or doctor if hot packs or cold packs would be helpful.
- Use relaxation exercises like jaw relaxation or slow rhythmic breathing.
- Prayer and meditation can be helpful for some people. Pastoral care chaplains and social workers are available on request to listen to your feelings and concerns.
- You may be asked to rate your pain on a scale of 0 to 10, or you may choose a word that best describes the pain.
- You may also set a pain control goal (such as having no pain that's worse than 3 on the scale).
- Reporting your pain as a number helps the doctors and nurses know how well your treatment is working and whether to make any changes.

- **Accepting consequences.** Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.
- **Following rules and regulations.** Patients and their families are to follow the organization's rules and regulations.
- **Meeting financial commitments.** The patient is responsible for assuring that the financial obligations of his/her health care agreed to with the organization are fulfilled as promptly as possible.
- **Showing respect and consideration.** The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, and the number of visitors. The patient is responsible for being respectful of the property of other persons and the hospital.

The following is a statement of a patient's responsibilities.

- **Providing information.** A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. He/she has the responsibility to report perceived risks in their care and unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her. The patient is responsible for providing feedback to hospital staff regarding their service needs and expectations.
- **Asking questions.** Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and service or what they are expected to do.
- **Following instructions.** Patients and their families are to follow the care, treatment, and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment, and services. The organization makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives and not following the proposed course.

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team. This section provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

To prevent health care errors, patients are urged to ...

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

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that both you and your advocate understand all of the instructions.
- Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Your role in patient safety

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

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also 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're 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 (that 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.
- To ensure your safety, SMCSR utilizes an electronic barcoding system for medication administration in some departments. In these departments, your armband is scanned to ensure you receive the correct medicine at the right time.

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

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.

The grievance committee, managed through the Performance Improvement Department, will review each grievance and provide you with a written response within 7 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 Utilization and Quality Control Peer Review Organization (PRO).

31. File a complaint with the State Department of Health Services regardless of whether you use the hospital's grievance process. The State Department of Health Service's phone number and address is: 50 Old Courthouse Square, Suite 200, Santa Rosa, CA 95404, 707-576-6775.

In accordance with Joint Commission on Accreditation of Healthcare Organizations, Medicare Conditions of Participation, Title 22 and other California laws.

Patient's rights

(D) To have your wishes considered for purposes of determining who may visit if you lack decision-making capacity and to have the method of that consideration disclosed in the hospital on visitation. At a minimum, the hospital shall include any persons living in the household.

These sections may not be construed to prohibit a health facility from otherwise establishing reasonable restrictions upon visitation, including restriction upon the hours of visitation and number of visitors.

25. Request a list of and assistance with accessing protective or advocacy services in the community.
26. Appropriate assessment and management of pain.
27. If you suffer from severe chronic intractable pain, you may request or reject the use of any or all modalities to relieve your pain, including the use of opiate medication. Your doctor may refuse to prescribe you opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of several chronic intractable pain including methods that include the use of opiates.
28. Be informed of any continuing health care requirements following discharge from the hospital. Be informed that, with your authorization, the hospital may provide a friend or family member with information about your continuing health care requirements following discharge from the hospital.
29. Have complaints/concerns voiced by you or your representative addressed in a respectful manner, as soon as possible.
30. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling Sutter Medical Center of Santa Rosa, 3325 Chanate Rd., Santa Rosa, CA 95404, 707-576-4000

- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

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

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

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

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.

Your role in patient safety

- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or 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, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you are using oxygen in the hospital or will be at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

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

- You and your doctor should agree on exactly 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.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Don't 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 made.
- If you have concerns regarding your care, please make every effort to bring them to our staff. If you are uncomfortable with this reporting or are unable to do so, you may contact the Joint Commission at this toll free U.S. telephone number, 8:30 a.m. to 5 p.m., Central Time, weekdays: (800) 994-6610

(Adapted from Joint Commission; Speak Up. Help Prevent Errors in Your Care)

17. Be free from restraints of any form used as a means of coercion, discipline, convenience or retaliation by staff.
18. Reasonable responses to any reasonable requests made for service.
19. Leave the hospital even against the advice of physicians.
20. Reasonable continuity of care and to know in advance, the time and location of appointment as well as the identity of persons providing the care.
21. Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting care or treatment. You have the right to refuse to participate in such research projects without fear or compromise to your care.
22. Examine and receive an explanation of the hospital charges regardless of source of payment.
23. Know which hospital rules and policies apply to your conduct while a patient.
24. Designate visitors of your choosing, if you have decision making capacity, whether or not the visitor is related by blood or marriage, unless:
 - (A) No visitors are allowed
 - (B) 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.
 - (C) You have indicated to the health facility staff that you no longer want this person to visit.

procedure or treatment, the medically significant risks involved in this treatment, the likelihood of achieving the desired results, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.

10. Formulate advance directives and have staff and practitioners who provide care comply with these directives or be informed if the hospital is unable to honor your advance directive wishes.
11. Identify a surrogate decision maker who can make health care decisions for you if you are unable and have all the patients' rights apply to this person or others who may have legal responsibility to make decisions regarding medical care on your behalf.
12. Personal privacy.
13. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual.
14. Confidential treatment of all communication, recordings/ films and records pertaining to the care and the stay in the hospital. Written permission shall be obtained before the medical records and / or films can be made available to anyone not directly related with the care.
15. Access information contained in your medical record within a reasonable time frame.
16. Request an amendment to and receive an accounting of disclosures regarding your health information.

This section explains your right to make healthcare decisions and how you can plan now for your medical care if you are unable to speak for yourself in the future.

A federal law requires us to give you this information. We hope this information will help increase your control over your medical treatment.

Who decides about my treatment?

Your doctors will give you information and advise about treatment. You have the right to choose. You can say "Yes" to treatments you want. You can say "No" to any treatment that you don't want — even if the treatment might keep you alive longer.

How do I know what I want?

Your doctor will tell you about your medical condition and about what different treatments and pain management alternatives can do for you. Many treatments have "side effects". Your doctor will give you information about problems that medical treatment is likely to cause you.

Often, more than one treatment might help you — and people have different ideas about which is best. Your doctor can tell you which treatments are available to you, but your doctor can't choose for you. That choice is yours to make and depends on what is important to you.

Can other people help with my decisions?

Yes. Patients often turn to their relatives and close friends for help in making medical decisions. These people can help you

think about the choices you face. You can ask the doctors and nurses to talk with your relatives and friends. They can ask the doctors and nurses questions for you.

Can I choose a relative or friend to make healthcare decisions for me?

Yes. You may tell your doctor that you want someone else to make healthcare decisions for you. Ask the doctor to list that person as your healthcare "surrogate" in your medical record. The surrogate's control over your medical decisions is effective only during treatment for your current illness or injury or, if you are in a medical facility, until you leave the facility.

What if I become too sick to make my own healthcare decisions?

If you haven't named a surrogate, your doctor will ask your closest available relative or friend to help decide what is best for you. Most of the time that works. But sometimes everyone doesn't agree about what to do. That's why it is helpful if you can say in advance what you want to happen if you can't speak for yourself.

Do I have to wait until I am sick to express my wishes about health care?

No. In fact, it is better to choose before you get very sick or have to go into a hospital, nursing home, or other healthcare facility. You can use an *Advance Health Care Directive* (copy provided in pocket) to say who you want to speak for you and what kind of treatments you want. These documents are called "advance" because you prepare one before healthcare decisions need to be made. They are called "directives" because they state who will speak on your behalf and what should be done.

While you are a patient at SMCSR, you have the right to:

1. Exercise these rights without regard to sex, disability, diagnosis, economic status, educational background, race, color, ethnicity, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.
2. Be informed of your rights, in advance of providing or discontinuing care, whenever possible.
3. Know the name of the physician who has primary responsibility for coordinating the care and the names and professional relationships of other physicians and non-physicians who will see the patient.
4. Have a family member or representative and your own physician notified promptly of your admission to the hospital.
5. Considerate and respectful care that safeguards cultural, psychosocial and spiritual values.
6. Receive care in a safe setting.
7. Be free from all forms of abuse or harassment.
8. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. Participate actively in decisions regarding medical care including development and implementation of your care plan and to the extent permitted by the law. This includes the right to refuse treatment.
9. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the proce-

Patient's Guide to Blood Transfusions

If you have additional questions about your options relating to blood transfusion, please refer these questions to your physicians. Information also can be obtained by calling your local community blood center or hospital blood bank. Doctors and other health care professionals who work in blood centers are experts in blood transfusion therapy and may be helpful in answering your questions.

In California, the part of an advance directive you can use to appoint an agent to make healthcare decisions is called a *Power of Attorney For Health Care*. The part where you can express what you want done is called an *Individual Health Care Instruction*.

Who can make an advance directive?

You can if you are 18 years or older and are capable of making your own medical decisions. You do not need a lawyer.

Who can I name as my agent?

You can choose an adult relative or any other person you trust to speak for you when medical decisions must be made.

When does my agent begin making my medical decisions?

Usually, a healthcare agent will make decisions only after you lose the ability to make them yourself. But, if you wish, you can state in the *Power of Attorney for Health Care* that you want the agent to begin making decisions immediately.

How does my agent know what I want?

After you choose your agent, talk to that person about what you want. Sometimes treatment decisions are hard to make, and it truly helps if your agent knows what you want. You can also write your wishes down in your advance directive.

Advance directive

What if I don't want to name an agent?

You can still write out your wishes in your advance directive, without naming an agent. You can say that you want to have your life continued as long as possible. Or you can say that you would not want treatment to continue your life. Also, you can express your wishes about the use of pain relief or any other type of medical treatment.

Even if you have not filled out a written *Individual Health Care Instruction*, you can discuss your wishes with your doctor and ask your doctor to list those wishes in your medical record. Or you can discuss your wishes with your family members or friends. But it will probably be easier to follow your wishes if you write them down.

What if I change my mind?

You can change or cancel your advance directive at any time as long as you can communicate your wishes. To change the person you want to make your healthcare decisions, you must sign a statement or tell the doctor in charge of your care.

What happens when someone else makes decisions about my treatment?

The same rules apply to anyone who makes healthcare decisions on your behalf — a healthcare agent, a surrogate whose name you gave to your doctor, or a person appointed by a court to make decisions for you. All are required to follow your *Health Care Instructions* or, if none, your general wishes about treatment, including stopping treatment. If your treatment wishes are not known, the surrogate must try to determine what is in your best interest.

Community donors

Hospitals maintain a supply of community donor blood to meet transfusion needs. Volunteer (unpaid) community blood donors are screened by a thorough medical history, and then tested with the most accurate technology available.

Although blood and blood products never can be 100 % safe, the risk is very small. As of 1998, infection with HIV (the virus that causes AIDS) occurs less than once per 500,000 (half a million) units of blood transfused. Hepatitis C infection occurs about once per 100,000 units, and Hepatitis B occurs about once every 60,000 units. Other infections are transmitted much less often.

Designated donors

Although the blood supply today is very safe, some patients prefer to receive blood from people they know “designated (or directed) donors”. There is no medical evidence that this blood is safer than that from volunteer donors. In some cases it may be less safe because donors known to the patient may not reveal embarrassing information about their personal history, assuming the blood tests will detect any infection. Since tests do not always detect viruses, blood donated by someone whose recent behavior put him at risk of HIV or other viruses could pass the screening measures, and transmit disease to a patient.

Designated donors must meet the same requirements as community donors. Advance notice is required to accommodate a request for designated donors, as additional processing may be required.

Patient's Guide to Blood Transfusions

Donating before surgery

Blood banks can draw your blood and store it for your use. This process usually is performed for a planned surgery. Blood can be stored for only a limited period of time, so coordinating the donations with the date of surgery is an important consideration.

Donating during surgery

Immediately before surgery, your doctor may be able to remove some of your blood and replace it with other fluids. After surgery, the blood that was removed may be returned to you.

In addition, the surgeon may be able to recycle your blood during surgery. Blood that normally is lost and discarded during surgery may be collected, processed and returned to you. A large volume of your blood can be recycled in this way.

Either of these methods may minimize or eliminate the need to be transfused with someone else's blood.

Donating after surgery

Blood that is lost after surgery may be collected, filtered, and returned to you. This process may minimize or eliminate the need to be transfused with someone else's blood.

Using someone else's blood

If you choose not to donate your own blood, or if more blood is required than expected, you will receive blood from community or designated donors, if necessary.

The people providing your health care must follow the decisions of your agent or surrogate unless a requested treatment would be bad medical practice or ineffective in helping you. If this causes disagreement that cannot be worked out, the provider must make a reasonable effort to find another healthcare provider to take over your treatment.

Will I still be treated if I don't make an advance directive?

Absolutely. You will get medical treatment. We just want you to know that if you become too sick to make decisions, someone else will have to make them for you. Remember that:

- A *Power of Attorney For Health Care* lets you name an agent to make decisions for you. Your agent can make most medical decisions — not just those about life sustaining treatment — when you can't speak for yourself. You can also let your agent make decisions earlier, if you wish.
- You can create an *Individual Healthcare Instruction* by writing down your wishes about health care or by talking with your doctor and asking the doctor to record your wishes in your medical file. If you know when you would or would not want certain types of treatment an Instruction provides a good way to make your wishes clear to your doctor and to anyone else who may be involved in deciding about treatment on your behalf.
- These two types of *Advance Healthcare Directives* may be used together or separately.

To implement Public Law 101-508, the California Consortium on Patient Self-Determination prepared this information in 1991; it was revised in 2000 by the California Department of Health Services, to reflect changes in state law.

How can I get more information about making an advance directive?

Ask your doctor, nurse, social worker, or healthcare provider to get more information for you. You can have a lawyer write an advance directive for you, or you can complete an advance directive by filling in the blanks on a form provided in the back of this booklet.

If you need blood

If you need blood, you have several options. These options may be limited by time and health factors. You may need to check with your insurance company regarding its reimbursement policy related to blood transfusion.

Some surgeries do not require blood transfusions. Although you have the right to refuse a blood transfusion, this decision may hold life-threatening consequences.

If you have questions about your options relating to blood transfusion, please ask your physician.

Using your own blood-autologous donation

Using your own blood can minimize the need for transfusion with donor blood. Using your own blood will reduce, but not eliminate, the risk of transfusion-related infections and allergic reactions.

Autologous blood donations are not an option for all patients. You may want to ask your doctor if it is safe for you to donate. Autologous blood collections may not be available at the hospital in which your surgery will be performed. Ask your doctor about the availability of these procedures, and if autologous donation is appropriate for you.