



# Your Guide to Sutter Santa Rosa Regional Hospital





Welcome to Sutter Santa Rosa Regional Hospital. While being in the hospital can be a difficult and confusing experience, I want to assure you that we are committed to making your stay as safe and comfortable as possible. We have prepared this patient care guide to introduce you to our facilities and services, and to answer some frequently asked questions. Should you have additional questions, concerns or needs, please contact your nurse or call us directly at 707-576-4000 (24 hours/day).

At Sutter Santa Rosa Regional Hospital, we practice patient- and family-centered care. We encourage you and your family to be an active participant in your healthcare decisions. Our team of physicians, nurses and support staff is committed to working with you and your family to get you back to optimal health.

For over 80 years, Sutter Santa Rosa Regional Hospital has been providing outstanding care to North Bay residents. In 2020, our hospital achieved five stars in the Centers for Medicare and Medicaid Services Hospital Compare program, indicating that our performance measures exceeded those of 90% of hospitals in the United States. We intend to provide this level of five-star care to every patient in our hospital.

We hope that this patient care guide helps explain what you can expect and ensures that your hospital stay will be comfortable. Thank you for choosing Sutter Santa Rosa Regional Hospital.

Best of Health,

A handwritten signature in blue ink that reads 'Dan Peterson'.

Dan Peterson  
Chief Executive Officer

# Mission and Values

## **MISSION**

We enhance the well-being of people in the communities we serve through a not-for-profit commitment to compassion and excellence in healthcare services.

## **VALUES**

### **Honesty and Integrity**

We act openly and truthfully in everything we do.

### **Community**

We work to understand and best serve the diverse needs of our communities.

### **Excellence and Quality**

We exceed customer expectations by delivering premier clinical quality and maintaining the highest levels of safety.

### **Innovation**

We continually create, seek out and adopt new ways of providing value to our customers, rapidly moving from idea to execution.

### **Affordability**

We deliver healthcare efficiently by using resources responsibly.

### **Teamwork**

We recognize that the power of our combined efforts exceeds what we can accomplish individually, and we are accountable to each other and to our customers.

### **Compassion and Caring**

We treat those we serve, and one another, with concern, kindness and respect.

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## Hospital Resources and Visitor Information

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Please be part of our team in keeping your loved ones safe. Call a nurse or speak with any hospital staff if your loved one needs help.

### Smoke-Free Environment

All sites are smoke-free. That means no tobacco products are allowed to be used inside or outside of the hospital or other healthcare buildings. Tobacco products include cigarettes, e-cigarettes, cigars, pipes and chewing tobacco.

### Commonly Used Resources

- **Information:** 707-576-4000
- **Billing Services and Financial Counselors:**  
855-398-1633, 7 a.m. to 5 p.m.
- **Room Service:** 576-5678
- **MyHealth Online:** [www.myhealthonline.sutterhealth.org](http://www.myhealthonline.sutterhealth.org)
- **Medical Records:** 707-576-4215
- **Wi-Fi:** We offer free Wi-Fi throughout the hospital. Choose the network “SHGuestNet” and accept the privacy statement.  
**No password is required.**

### Security and Check-In

For hospital safety, please check in at the front entrance security desk to receive a visitor’s pass when you visit a patient. To receive a pass, a photo ID is required for anyone 18 years or older.

### Flowers, Plants and Balloons

Our Gift Shop is located on the first floor next to the Admitting Department. Gift items, fresh flowers, cards, magazines, snacks and drinks are available. Fresh flowers are not permitted in any Intensive Care Unit (ICU) and Oncology Unit at the hospital. Latex balloons are not permitted anywhere in the hospital. Call 707-576-4007 to contact the gift shop.

### Gift Shop Hours of Operation

**10 a.m. – 6 p.m. Monday - Friday**  
**10 a.m. – 4 p.m. Saturday and Sunday**

### Mountain View Bistro Cafe

**Bistro Hours:** The Bistro is open 7 days a week, 6:30 a.m. to 7 p.m. The Bistro will close each day from 2 to 3 p.m. Vending machines are available 24 hours a day.

### Spiritual Services

We know that being hospitalized is not just a physical experience. Illness affects your life and your family, and may cause you to reflect on your values, beliefs and goals. Nondenominational chaplaincy services are available. Ask your nurse to request a chaplain visit. Our team is happy to assist you.

### Visiting Hours

Family and friends are welcome 24 hours a day. However, some units have special limitations on the number of visitors or visiting hours. Please check first.

### Recommendations for Visiting

- Please make sure to use the hand sanitizer dispenser before entering and leaving your loved one's room.
- We may need to ask you to step out of the room for a period of time, or limit the number of people in the room.
- Please **do not** wear perfumes and colognes.
- If you are sick or have a cold, please stay home until better.
- Children under the age of 18 years must be with an adult at all times, in all areas of the hospital. Please do not bring children under the age of 13 to surgical recovery areas.
- Family and friends may order meals to be served in the patient's room during patient meal times. Family and friends can pay for these meals at the Mountain View Bistro cashier on the second floor.

### Tips for Visitors

Family, friends and loved ones are welcome to visit patients. We understand that family and friends are important to our patients' well-being and recovery. To ask about a patient who may be staying at the hospital, call the operator at 707-576-4000.

Family and friends visiting patients who undergo surgery may wait in designated areas. There are tracker boards in the surgery waiting areas.

Patients often need a lot of rest for their recovery. Please make sure to keep visits calm and quiet. If you are sick or have a cold, please stay home. Children should be with an adult at all times in the hospital.



### What Should I Bring?

Please bring the following information and items when you check in.

- Health insurance card.
- Cash, credit card or a check to pay for any co-pays or deductibles. Co-pays and deductibles are costs your health insurance does not cover.
- A photo ID – Bring ONE of the following. Please make sure your photo ID is valid (has not expired). Photo ID types we accept are state driver's license, U.S. military ID card, state ID card, passport, U.S. permanent resident card.

### Medical Information

- X-rays or other medical documents requested by your doctor.
- Assistive medical devices you may need. This includes glasses, hearing aids, dentures, canes, etc.
- Product information card for implantable devices, such as a pacemaker.
- Any consent forms that you may have signed in your surgeon's office.
- Written list of your prescriptions, over the counter medications, and herbal supplements taken on a daily basis.

### Personal Items

- Toiletries such as a hair brush, shaving supplies, etc. We will provide toothpaste and a toothbrush.
- Loose comfortable clothing.
- Name and phone number of the person who will take you home from the hospital.
- Children may bring comfort items such as a blanket or stuffed animal.
- Legal documents – if appropriate.
- Advance healthcare directive. To learn more, go to page 27.
- Guardianship or conservatorship paperwork, if appropriate.
- A case for your glasses with identification inside.

### What Should I Not Bring?

- Do not bring valuables such as large sums of money, jewelry or irreplaceable items.
- Do not bring medications from home unless your doctor told you to.
- Do not wear perfume or cologne, makeup, nail polish or jewelry (including body piercings, rings and watches).
- Do not bring weapons or firearms.

## Preparing for Surgery and What to Expect

Our procedures are designed to make your surgery as safe, comfortable and convenient as possible. If you have any questions before your surgery, call 707-576-4430.

### My Surgery is in 1 to 2 Weeks

Plan to stop taking medication if your doctor told you to.

Talk to your doctor about whether you may need a blood transfusion.

You can use blood from volunteer donors (Community Donor), from friends or relatives (Designated Donor), or, if appropriate, your own blood (Autologous Donor).

#### Quit smoking.

We encourage you to quit smoking before your surgery to help your recovery. Ask your doctor for support or call 1-800-QUIT-NOW.

### My Surgery is Tomorrow

#### Eating and drinking

- Eat breakfast and lunch as you would normally do. Eat a light evening meal. Do not eat after 12 a.m. (midnight) or as instructed by your surgeon.
- Only drink clear liquids after 12 a.m. (midnight) or as instructed by your surgeon. See examples of “clear liquids” on the right.

#### Smoking

Do not smoke after 12 a.m. (midnight).

#### Bathing and shaving

- Follow the instructions provided by your surgeon for cleaning your skin.
- Do not shave the surgical site unless your surgeon told you to.

### My Surgery is Today

#### Eating and drinking

- Do not eat.
- You can drink clear liquids up to two hours before your arrival time to the hospital. For example, if your arrival time is at 1 p.m., don't drink liquids after 11 a.m. Drinking **clear liquids** before your surgery improves your body's ability to recover. But take nothing with red, blue or purple dye. Clear liquids include:
  - Water
  - Clear fruit juices such as apple.
  - Gatorade G
  - Black coffee or tea (no creamer)
- DO NOT drink liquids that are not clear, such as milk, coffee with creamer or orange juice.

#### Bathing and shaving

- Follow the instructions provided by your surgeon for cleaning your skin.
- Do not shave the surgical site unless your surgeon told you to do so.

#### Medication

If your doctor told you to continue taking your medication, you should take it with a sip of water.

#### Arrange for transportation home.

A family member, friend or caregiver must be available to drive you home on your day of discharge. Patients can't drive when they leave the hospital.

### Operating Room

Here are some of our Safe Surgery Procedures you can expect in the Operating Room.

#### Staff will confirm with you:

- Your full name
- Date of birth
- Procedure being performed
- Site of the procedure
- Any allergies
- Surgical consent form (accurate, signed and complete)

#### You will receive anesthesia.

Anesthesia is a drug that numbs your body or puts you to sleep. A doctor who specializes in anesthesia (anesthesiologist) will be with you throughout your surgery. Depending on your surgeon's orders, you will receive either:

- Regional anesthesia where a part of your body will be numb during your procedure, or
- General anesthesia where you will be asleep during your procedure.
- Make sure to tell staff if you have ever had difficulty with anesthesia such as nausea. They can help you to try and prevent this discomfort.

### Post-Anesthesia Care Unit (PACU)

The PACU is where patients go right after surgery. The surgeon and/or the anesthesiologist will inform the PACU nurses of your procedure, condition and recovery plans.

You will stay in the PACU until you are awake, your vital signs are stable and your pain is managed.

The patient tracker board will indicate when you are in recovery. A staff member will let your loved ones know when they can visit you.

### Hospital Admission or Return Home

If you had outpatient surgery, you will be discharged to go home. A family member or loved one can help you prepare to go home. A nurse will talk to you about your care at home and provide you with medical instructions.

If you are staying at the hospital, you will be taken to the nursing unit based on the type of surgery you had. Your family and friends will be given directions to your room where they can visit you.

## Privacy and Room Services

**We are happy to help you at any time. Please use the call button or ask us if you need help going to the bathroom, your room is too loud or your room needs to be cleaned.**

**Call button:** Use your call button whenever you need help from your nurse. It is our goal to be responsive and acknowledge your call request in less than three minutes.

**Interpreter services:** If English is not your primary language, we have interpreter services available 24 hours a day. Sign language interpretation is also available.

**Room Service and Meals:** Meals are usually provided during the times listed below. Call x45678 internally or 707-576-5678 from outside the hospital to place your room service orders from 7 a.m. to 7:30 p.m. Please see menu for ordering instructions. Meals will be delivered within 45 minutes of being ordered, unless otherwise stated.

Breakfast	Lunch	Dinner
7 to 11 a.m.	11 a.m. to 4 p.m.	4 to 7:30 p.m.

**Patient whiteboard:** Your whiteboard lists your care team members and your daily care plan. Ask your nurse if you have questions.

**Personal belongings:** Personal items can get misplaced at the hospital. Please send all valuables and medicines home with family. We are not responsible for the loss of personal belongings. For valuables that cannot be sent home, inquire with security for secure storage.

**Privacy:** By law, information about your health and hospital stay is confidential. Please review our Notice of Privacy Practices for more information about how we disclose your health information.

**Spiritual services:** Chaplains offer emotional and spiritual support, regardless of your religious tradition. If you would like to see a chaplain, please speak with your nurse.

**Telephone:** The phone number where you can be reached is posted in your room. Dial “9” before local calls. For long-distance calls, please use a cell phone, calling card or make a collect call.

**Television:** You can use your handheld device to operate your TV. See the TV Viewing Guide on page 29.



## My Healthcare Team

Providers and staff get to know each patient as a unique person, not just a medical case. We take the time to listen and respond to the questions and concerns of every patient. Please ask us any questions you have.

Care Team Member	Role
You and Your Loved Ones	<ul style="list-style-type: none"><li>■ Ask questions.</li><li>■ Participate in decisions about your care.</li><li>■ Understand your medicines and condition.</li><li>■ Take steps for your best recovery.</li></ul>
Attending Doctor (Hospitalist, Resident or Intensivist)	<ul style="list-style-type: none"><li>■ Manage your care while you are in the hospital including treatment, medicine and diet.</li><li>■ May be assisted by other doctors (specialists), interns, residents or fellows.</li><li>■ Explain your care to you.</li></ul>
Dietitians	Coordinate your food preferences with your nutritional needs.
Environmental Services	Keep your room clean.
Medical Social Workers and Nurse Case Managers	Coordinate your care and discharge plan for when you leave the hospital.
Nurses	<ul style="list-style-type: none"><li>■ Provide care.</li><li>■ Monitor your health and keep the doctor informed.</li><li>■ Explain your care and medicines.</li><li>■ Discuss ways to manage your pain.</li><li>■ Do bedside reports when transferring your care to another nurse.</li></ul>
Nurse Practitioners or Physician Assistants	Coordinate your treatment, medicine and diet.
Certified Nursing Assistants and Lift Team	Provide basic care and assist you with activities you can't do on your own.
Patient Transport	Move you from one part of the hospital to another.
Pharmacists	Monitor and provide your medicines.
Phlebotomists	Collect blood specimens to run diagnostic tests that your care team needs to make decisions about your care.
Respiratory Therapists	Monitor your breathing and support you with oxygen, medicine, breathing exercises and medical devices.
Therapists (Physical, Occupational and Speech)	Help you regain movement and speech, and help you learn how to do daily tasks during recovery.



Please let us know if you or your loved ones have any questions about your care plan, medication, or tests and procedures.



**Medical rounds (checkups):** Your doctor, nurse practitioner or physician assistant will see you at least once per day. The medical team will discuss your plan of care and answer any questions. Rounding times vary.



**Hourly rounds (checkups):** Nursing staff will visit you about every hour to check in. During rounds, nurses help you get comfortable and use the restroom if needed. They will do routine health checks and ask you about your pain.



**Routine health tests:** Your blood pressure, temperature and other vital signs will be checked during the day and sometimes at night. You may have blood drawn early in the morning or several times a day.



**Other tests or procedures:** You may need a variety of testing or procedures during your hospital stay (for example, an X-ray). Depending on the circumstance, you may not be allowed to eat or drink prior to the test or procedure for your safety.



**Medication:** Nurses provide medication ordered by your doctor. The nurse will explain what the medication is for and the possible side effects. A list of the possible medication side effects are on pages 18 and 19. Before you leave the hospital, you will get a copy of your medication list from your nurse. For your safety:

- Your nurse will scan your identity (ID) band and medication.
- Your medication orders will be reviewed by our pharmacy department.



**Identification:** Your healthcare team will check your ID band before giving you any medicine, drawing blood or sending you for tests or procedures. There will be multiple occasions throughout the day when staff will ask you to state your name and birthdate for safety.

## Personal Care

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**Personal care and hygiene in the hospital are important because they help prevent infections. Please let us know about your personal care needs so we can best support you.**

### Changing Your Sheets

Our facility has gone green to help protect the environment through more efficient use of our linens (sheets and pillowcases). We now change linens upon request or as needed (damp or soiled). This practice benefits the patients and the environment.

If you would like to have your linens changed at any time, please just ask us. We will also be checking your linens regularly to see if they need to be changed. Thank you for helping us conserve the earth's vital resources.

### Sleep and Rest

Sleep and rest are important for your healing. We will do our best to provide a quiet and calm environment. The hospital can be noisy at times. Please let us know how we may assist you. We can provide eye masks, ear plugs or close your door. Please notify your nurse or charge nurse if the environment is too loud.

### Toiletries

We provide basic toiletries, such as:

- Toothbrush and toothpaste
- Soap
- Shampoo
- Shaving cream and razor
- Lotion
- Comb
- Warm bath wipes
- Ear plugs and eye masks

### Mobility and Activity

**Mobility and activity are important parts of your medical care and recovery.** Unless you are on orders for bedrest, your care team will work with you and your family to participate in activity several times a day. Your care team will help you if you need assistance. We want to promote movement but also prevent falls. Please use your call bell any time you want to get out of bed.

While you are in the hospital, your care team will work toward these activity and mobility goals:

- **Get up and get dressed:** Perform your basic personal hygiene. Brush your teeth. Put on normal clothes if you have them with you. Use the bathroom toilet instead of a bedside commode.
- **Sit up in a chair for all meals.**
- **Be active through the day:** If you don't have restrictions about moving your arms and legs, perform gentle exercises through the day. Move your arms and legs. Use your muscles. Ask your physical therapist for ideas on how to improve and strengthen mobility.
- **Be mobile:** If you move around by wheelchair, your team will help you work towards a goal of wheeling around the unit at least three times a day.

## Managing Pain

We will ask you about your pain throughout the day. We want you to be as comfortable as possible. Keeping your pain under control is important to your well-being and recovery. It will help you eat better, sleep better and move around more easily.

**Ask for help.** If you are in pain, call the nurse with your call button. Please don't wait until the pain is really bad. It's easier to control pain sooner rather than later.

**Tell us about your pain.** Several times a day, a nurse will ask about your pain using a scale from 0 to 10 (see pain rating scale below).

**Pain medicines.** Prescription pain medicine can be an important part of your treatment and recovery. Talk to your doctor or nurse if you have questions or concerns.

### Will I get addicted to my pain medicine?

When you take pain medication exactly as prescribed and follow directions, it's very unlikely you will become addicted. Talk to your doctor or nurse if you have a history of addiction or other concerns.

**Additional pain support.** Think about ways you can relax and take your mind off of your pain. Pick something that works for you and ask your nurse for help.

- Apply heat (heating pad) or cold (ice) on a painful area.
- Listen to soothing music (with headphones).
- Pray or meditate.
- Read.
- Watch TV.
- Reach out to family or friends.

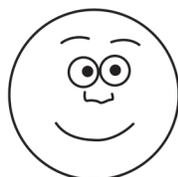
Try integrative health therapies to ease your pain (see next page).

### Wong-Baker FACES® Pain Rating Scale



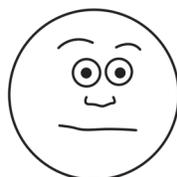
0

No pain



2

Mild pain



4

Moderate pain



6

Severe pain



8

Very severe pain



10

Worst pain possible

**A hospital stay can be stressful. Integrative health therapies can support your overall healing and well-being during your stay. Here are several integrative therapies that you can try on your own:**

### Breathing

Slow, calm and deep breathing can help you relax, manage stress, relieve anxiety and get a good night's sleep. Try these steps.

1. Find a comfortable position and close your eyes. Exhale and drop your shoulders.
2. Breathe in through your nose, fill your lungs and then your belly. Think of relaxing your body, quieting your mind and becoming calm.
3. Breathe out slowly through your nose, relaxing your belly. Think of releasing tension, pain, worries or distress.
4. Repeat steps 2 and 3 until you feel relaxed.

### Acupressure

Acupressure is a gentle therapy in which a person applies light pressure to a specific area of the body to relieve symptoms like pain, nausea and anxiety.

1. Start by exhaling and dropping your shoulders. Close your eyes if you wish.
2. Hold each finger one at a time for at least 3 minutes. Be gentle as you squeeze. Relax.
3. Holding each finger can help with different symptoms:
  - Thumb for worry and tension.
  - Index finger for fear and backaches.
  - Middle finger for feelings of frustration and supporting a deep sleep.
  - Ring finger for grief and breathing.
  - Little finger for anxiety and supporting a sense of security and peace.

### Imagery

Imagery is using your mind to excite the senses—sound, vision, smell, taste and feeling. This can ease your stress and assist in recovery.

1. Begin by getting comfortable, then do some slow breathing.
2. Imagine a place you love being. It could be somewhere from your childhood, somewhere you vacationed or just a place you imagine.
3. Feel how it is to be in the place you imagined. Notice the sounds, air, colors and who is there with you. This is a place you feel cared for and loved. All is well. You are safe. Take in all the smells, sounds, tastes and feelings. As you do, feel your body being nourished and healed. Feel the calm that surrounds you.
4. Breathe in all the good.
5. Breathe out any discomfort or tension.

### Essential Oils

Essential oils have been used for centuries to reduce symptoms of discomfort, emotional distress, and to promote a sense of peace and well-being. Your nurse can provide the following aromatherapy scents:

- Bergamot is uplifting while being relaxing.
- Lemon can relieve headaches and promote sleep.
- Lavender reduces anxiety, emotional distress, and promotes relaxation and sleep.
- Peppermint is wonderful to treat and prevent nausea.

### Prevent Infections

Infections can be serious. We strive to keep our facilities safe and clean to help prevent the spread of infections. Here are some ways you and your family and loved ones can help prevent infections, too:



Wash your hands—or use hand gel—often. Wash hands after eating, using the bathroom and going in and out of your room. Don't be too shy to remind our staff to wash their hands, too!



Cover your mouth when coughing or sneezing.



Brush your teeth four times a day, including after meals and at bedtime to prevent pneumonia.



Take medications as prescribed.



Ask to have your room cleaned if it looks dirty.



Follow isolation steps if needed. You may be asked to remain in your room or you may be taken to a different room away from other patients.



Ask about your urinary catheter, if you have one. Ask each day if you still need it. Removing the catheter will lower your risk of infection.

### Prevent Falls

All patients are at risk of falling at a hospital. This is because patients are in an unfamiliar room, don't feel well and may be taking medicines that cause dizziness.

Here are some ways you can help prevent falls in the hospital:

- Call your nurse when getting out of bed. Don't get out of bed without help.
- When assisted to the bathroom, don't get up off the toilet without help.
- Wear nonslip socks at all times.
- Always sit before standing. Rise slowly. Avoid sitting on the edge of the bed—your mattress may be slippery.
- Use your cane, walker or crutches.
- Keep your personal items close by so you don't have to get up to get them.
- For some patients, we use extra safety steps like a wristband, bed alarm or sign on your door.
- Know where your call light is before the nurse leaves the room. Make sure you can reach it.



**Call, don't fall.**

### Prevent Pressure Injuries (Bed Sores)

Bed sores can happen when you stay in bed and don't move much. Here are some things you can do to prevent them:

- Change positions at minimum every two hours.
- Get out of bed often if your doctor has said it is okay.
- Tell your nurse if you notice red skin, which is a sign of pressure.
- Use pillows to keep your ankles or knees from rubbing together or to lift your heels.
- Keep your skin clean and dry.



### Rapid Response

A Rapid Response Team is trained to care for a patient who is getting really sick, really fast. Rapid Response is called before there is an emergency. If you, a family member or a staff member notices a change in your health status, the Rapid Response Team may be notified for additional support and monitoring.

If you or your family members feel that your condition is changing or have care needs, please contact your nurse or charge nurse. They will work with your healthcare provider and other members of the team to ensure your needs are being met.

### Speak Up

You play a vital role in making your care safe by being an active, informed patient. As such, you are urged to **S.P.E.A.K. U.P.**:

- **Speak** up if you have questions or concerns.
- **Pay** attention to the care you are receiving.
- **Educate** yourself about your diagnosis and care.
- **Ask** a family member to be your advocate.
- **Know** what medicines you take and why you take them.
- **Use** an accredited facility like Sutter Santa Rosa Regional Hospital.
- **Participate** in all your care decisions.

## Possible Medication Side Effects

Medications Used For:	Medication Type and Purpose	Common Medications	Possible Side Effects
 <p><b>Brain (neurological) conditions</b></p>	<b>Seizure medications</b> Treat seizures	Carbamazepine (Tegretol) Divalproex (Depakote) Gabapentin (Neurontin) Levetiracetam (Keppra) Phenobarbital (Luminal) Phenytoin (Dilantin) Topiramate (Topamax)	<b>Constipation, nausea, vomiting, drowsiness, blurred vision, tremor</b>
	<b>Antidepressants</b> Relieve anxiety, depression or nerve pain	Citalopram (Celexa) Duloxetine (Cymbalta) Fluoxetine (Prozac) Paroxetine (Paxil) Sertraline (Zoloft) Venlafaxin (Effexor)	<b>Trouble sleeping, drowsiness, nausea, vomiting, sexual problems, headache, dry mouth</b>
	<b>Anti-anxiety medications</b> Relieve anxiety, seizures or muscle spasm	Alprazolam (Xanax) Diazepam (Valium) Lorazepam (Ativan) Clonazepam (Klonopin)	<b>Drowsiness, weakness, sexual problems, dependence, nausea, vomiting, dry mouth</b>
	<b>Sleep aids</b> Help with trouble sleeping	Temazepam (Restoril)* Zolpidem (Ambien)** Melatonin	<b>*Abnormal dreams, drowsiness                      **Headache, rash</b>
 <p><b>Heart (cardiovascular) conditions</b></p>	<b>Blood thinners</b> Treat and help prevent blood clots	Enoxaparin (Lovenox) Heparin (Heparin Sodium) Apixiban (Eliquis) Rivaroxaban (Xarelto) Warfarin (Coumadin) Dabigatran (Pradaxa)	<b>Bruising, excessive bleeding, upset stomach</b>
	<b>Heart and blood pressure medications</b> Treat hypertension, abnormal heart rhythms or diuretics	Amiodarone (Cordarone) Amlodipine (Norvasc) Atenolol (Tenormin) Carvedilol (Coreg) Diltiazem (Cardizem) Furosemide (Lasix) Lisinopril (Prinivil, Zestril) Metoprolol (Lopressor)	<b>Low blood pressure, dizziness, weakness, frequent urination, leg swelling</b>
	<b>Blood clot prevention medications</b> Help prevent stroke, heart attack and stent thrombosis	Aspirin Clopidogrel (Plavix) Prasugrel (Effient) Ticagrelor (Brilinta)	<b>Nausea, upset stomach, stomach pain, diarrhea, rash, itching</b>
	<b>Cholesterol medications</b> Decrease cholesterol in blood	Atorvastatin (Lipitor) Pravastatin (Pravachol) Simvastatin (Zocor) <sup>1</sup> <sup>1</sup> Avoid grapefruit juice	<b>Headache, muscle aches (report to doctor), upset stomach</b>
 <p><b>Diabetes</b></p>	<b>Diabetes medications (injection)</b> Help prevent and treat high blood sugar	Insulin Glargine (Lantus) Insulin Lispro (Humalog)	<b>Low blood sugar, burning, rash at injection site, weight gain</b>
	<b>Diabetes medications (oral)</b> Help prevent and treat high blood sugar	Actos (Pioglitazone HCL) Glipizide (Glucotrol)* Glyburide (Diabeta)* Metformin (Glucophage)	<b>Diarrhea, nausea, vomiting, bloating                      *Low blood sugar</b>

## Possible Medication Side Effects

Medications Used For:	Medication Type and Purpose	Common Medications	Possible Side Effects
 <p><b>Stomach (gastrointestinal) conditions</b></p>	<p><b>Nausea/vomiting medications</b> Relieve nausea and vomiting</p>	<p>Metoclopramide (Reglan) Ondansetron (Zofran) Prochlorperazine (Compazine) Omeprazole (Prilosec)</p>	<p><b>Drowsiness, dizziness, headache</b></p>
	<p><b>Stomach/bowel medications</b> Treat heartburn, upset stomach, constipation</p>	<p>Docusate Sodium (Colace) Famotidine (Pepcid) Lactobacillus (Culturelle) Pantoprazole (Protonix) Omeprazole (Prilosec) Senna (Senokot)</p>	<p><b>Diarrhea, headache, upset stomach, gas</b></p>
 <p><b>Immune system conditions/ infection</b></p>	<p><b>Steroids</b> Treat inflammation, breathing problems, allergic reactions or immune disorders</p>	<p>Diphenhydramine (Benadryl) Methylprednisolone (Solu-Medrol) Prednisone*<sup>1</sup> Albuterol MDI** <sup>1</sup>Take with food</p>	<p><b>Weight gain, nervousness, fluid retention, high blood sugar, insomnia, upset stomach, increased appetite, dizziness, dry mouth</b> <b>*Topical prednisone can lead to thin skin</b> <b>**Jittery, fast heartbeat</b></p>
	<p><b>Antibiotics</b> Treat infection</p>	<p>Azithromycin (Zithromax) Cephalexin (Keflex) Doxycycline Levofloxacin (Levaquin)<sup>1</sup> Ciprofloxacin (Cipro) Metronidazole (Flagyl)<sup>1</sup> Vancomycin (Vancocin) <sup>1</sup>Don't drink alcohol</p>	<p><b>Diarrhea, upset stomach, metallic taste, rash, low blood pressure</b></p>
 <p><b>Pain</b></p>	<p><b>Pain medications (oral analgesics)</b> Control pain</p>	<p>Acetaminophen (Tylenol) Aspirin (Ecotrin) Hydrocodone/APAP (Norco) Ibuprofen (Motrin) Oxycodone (Oxycontin) Tramadol (Ultram)</p>	<p><b>Dizziness, upset stomach, drowsiness, constipation, weakness</b></p>
	<p><b>Pain medications (intravenous analgesics)</b> Control pain</p>	<p>Hydromorphone (Dilaudid) Morphine* Ketorolac (Toradol)** Acetaminophen (Ofirmev)***</p>	<p><b>Dizziness, upset stomach, drowsiness, constipation, weakness</b> <b>*Itching</b> <b>**Headache, upset stomach, pain at injection site</b> <b>***Headache, insomnia</b></p>
<p><b>Other</b></p>	<p><b>Muscle relaxants</b> Control muscle pain</p>	<p>Baclofen (Lioresal) Carisoprodol (Soma) Cyclobenzaprine (Flexeril)</p>	<p><b>Drowsiness, dizziness, blurred vision, constipation</b></p>
	<p><b>Vitamins and minerals</b> Prevent deficiencies</p>	<p>Ferrous sulfate (iron)* Folic acid Magnesium oxide Multivitamin Potassium chloride</p>	<p><b>Upset stomach, nausea, vomiting</b> <b>*Black stool, constipation</b></p>

Please discuss with your nurse or doctor which medications you are currently on, what they are for and the possible side effects. This is not a comprehensive list of all medication side effects. If you feel that any medication is causing you discomfort, contact your doctor immediately.

## Going Home

**You will get a lot of information before you leave the hospital. If you are not sure you understand, ask staff to clarify, slow down and repeat instructions.**

### Prepare for Going Home (Discharge)

- Our goal discharge time is before 1 p.m.
- Make sure you have transportation home.
- It's a good idea to have someone stay with you for a day or two after you return home. Ask a family member or friend to help with meals, care for your pet or drive you to follow-up visits.
- If you need assistance with finding housing, please ask to speak with a social worker at the hospital.
- If you feel that you will need additional help at home, please let us know.

#### Arrange for help at home.

We recommend that someone stays with you for a day or two after you return home to help you with tasks like buying groceries, running errands and driving you to follow-up visits.

### Learn About Your Care and Recovery

- A nurse will talk to you about your care at home and give you written instructions.
- It's important to have a friend or family member with you while you listen to instructions. They can help listen and ask questions.
- Your nurse will provide you with phone numbers to call if you have questions or concerns once you get home.

### Financial Services and Billing

For questions about your hospital medical bill and/or insurance claim during your stay, you may request a visit from an Admitting Department Patient Advocate. Once you have been discharged, please call Sutter Shared Services at **855-398-1633**.

#### Fill Out a Survey About Your Hospital Stay

You may get a survey about your hospital experience in the mail. We would really appreciate it if you would complete and return the survey to help us improve our care.

### Medical Records

You can access medical records through My Health Online. Alternatively, records can be requested in a variety of ways.

1. In person at the Health Information Management Office.
2. By phone: 707-576-4215
3. By fax: 707-541-9106
4. Via email: SRHIMROI@sutterhealth.org
5. Via website: [sutterhealth.org/for-patients/request-medical-record](http://sutterhealth.org/for-patients/request-medical-record)

## Checklist for Going Home

- A ride home from the hospital.
- Help at home for meals, tasks and support.
- Medications. I understand what my medicines are for and how to take them.

Pharmacy:

\_\_\_\_\_

- Medical equipment (walkers, canes, etc.). My equipment is at the hospital or has been delivered to my home.
- Care instructions. I understand what I need to do for my health and recovery.
- My belongings: clothes, toiletries, phone, charger, other items I brought.
  - I picked up my valuables that I sent to security.
  - I picked up my home medicines that I sent to pharmacy.



- A follow-up appointment scheduled with my doctor:

\_\_\_\_\_

Date/time: \_\_\_\_\_

### If needed, your care team will help prepare you for:

- A stay at a skilled nursing facility.
- Home health services provided by a registered nurse, physical therapist, occupational therapist, social worker or home health aide.

## Going Home

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### My Personal Plan of Action

Things I will do to get better and get back to what matters most to me:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Signs and symptoms I will watch for:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Questions for my care team:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

If I have concerns or feel worse, I will call:

\_\_\_\_\_ Phone: \_\_\_\_\_

## My Health Online

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My Health Online gives you convenient, secure access to your doctor and health records. Join over one million members using My Health Online today.

### Use My Health Online to:



View test results.



Message your care team.



Make an appointment.



Renew a prescription.



Pay your bills.

### Get Started in Three Easy Steps:

1. Visit [myhealthonline.sutterhealth.org](https://myhealthonline.sutterhealth.org) and click “Sign up now.”
2. Confirm your identity with a few secure questions and receive an access code by email.
3. Enter the access code in My Health Online and you’re ready to go!

For assistance with My Health Online, please call [866-978-8837](tel:866-978-8837) or email [mhosupport@sutterhealth.org](mailto:mhosupport@sutterhealth.org).



## Patient Rights and Responsibilities

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You will receive a copy of your patient rights and responsibilities during registration. You can also find this information online at [sutterhealth.org/for-patients/patient-rights-responsibilities](https://sutterhealth.org/for-patients/patient-rights-responsibilities).

### Your Safety and Security

#### Our commitment to patient privacy

Information concerning your stay at Sutter Santa Rosa Regional Hospital is confidential. For this reason, our staff is prohibited by law from releasing patient information to family or others without the explicit authorization of the patient. There are some exceptions to this rule, which your doctor can explain to you. This allows us to better care for you.

If you have a large family or circle of friends, designate a family spokesperson as a point of contact so information is spread consistently.

### Nondiscrimination Statement

While you are a patient within the Sutter Health network, you have the right to be treated the same without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.

### Patient Feedback

We expect our staff and network of doctors to provide you with a positive hospital experience. If you have any complaints or concerns during your stay, please contact your nurse, the charge nurse or unit manager.

You can also make reports or complaints to the following agencies:

#### Office of Quality and Patient Safety The Joint Commission

One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
[jointcommission.org](https://www.jointcommission.org)

#### California Department of Public Health Licensing and Certification

2170 Northpoint Parkway  
Santa Rosa, CA 95407  
707-576-6775

If you have concerns about your care at Sutter Santa Rosa Regional Hospital, please give us a chance to help. For your convenience, here's how you can contact us:

By mail:

**Sutter Santa Rosa Regional Hospital**  
Administration  
30 Mark West Springs Rd.  
Santa Rosa, CA 95403

By telephone: 707-576-4000

Our website: [sutterhealth.org/tellus](https://sutterhealth.org/tellus)

### While you are a patient at Sutter Santa Rosa Regional Hospital, you have the right to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed healthcare practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed healthcare practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain-management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

## Patient Rights and Responsibilities

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14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling  
**Sutter Santa Rosa Regional Hospital**  
30 Mark West Springs Rd.  
Santa Rosa, CA 95404  
707-576-4000  

The grievance committee will review each grievance and provide you with a written response within 30 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).
23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is:  
**California Department of Public Health Licensing and Certification**  
2170 Northpoint Parkway  
Santa Rosa, CA 95407  
707-576-6775  

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

## Advance Healthcare Directive

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**An advance healthcare directive is a legal form that you may complete. It helps your doctors and loved ones understand your wishes in the event of a health emergency or grave illness.**

By completing an advance healthcare directive you:

1. Choose your healthcare decision-maker. This person makes medical decisions for you in the event you can't speak for yourself. This would happen during a health emergency or at the end of life. You can choose anyone who knows you well and will honor your wishes. This is also known as "durable power of attorney for healthcare" or "medical durable power of attorney."
2. Choose medical care you want or don't want in an emergency or at the end of life. For example, some people might choose to use a machine if one of their organs fails, such as a breathing machine for their lungs. Other people might choose not to use a machine. By giving this information, you help your healthcare team and loved ones make decisions for you.
3. Express your values, hopes and priorities for end-of-life care. To think about this, you may want to finish the following sentence.

What matters most to me at the end of life is:

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You can change your advance healthcare directive at any time. As your life changes, you will want your advance health care directive to change, too. If you would like to complete an advance healthcare directive, ask your care team.

For more information contact the Social Services Department at 707-576-4309 or visit our website:

[sutterhealth.org/health/caregiving-end-of-life/advanced-healthcare-directives](https://sutterhealth.org/health/caregiving-end-of-life/advanced-healthcare-directives).

To download a copy or fill out the advance directive online, visit this website:

[prepareforyourcare.org/advance-directive-state/ca](https://prepareforyourcare.org/advance-directive-state/ca).

## Patient and Family Advisors

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**Our Patient and Family Advisory Councils provide important input to improve the care experience at Sutter Santa Rosa Regional Hospital.**

Patient and Family Advisory Councils are made up of volunteers who work in partnership with hospital leadership, care providers and staff to help improve the experience for patients and families at Sutter Santa Rosa Regional Hospital. This partnership provides a unique and effective way for us to receive and respond to input from our patients and customers to improve the care experience.

### The Role of Patient and Family Advisors

Patient and family advisors help us improve by:

- Sharing their stories to help identify ways to enhance the care experience for all patients and families.
- Consulting on policies and practices that support patient- and family-centered care in our hospital.
- Offering insight and recommendations for improving care quality, service, safety, access and education.

### Contact Us for More Information

Patient and Family Advisor Coordinator  
707-576-4055

Complete the online referral form at [sutterhealth.org/pfac](https://sutterhealth.org/pfac).



## Television Viewing Guide

CH	
1	<b>BABY1HD</b>
2	<b>FOX</b> – KTVUH
3	<b>RELAXATION</b>
4	<b>MNT</b> – KRONHD
5	<b>CBS</b> – KPIXD
6	<b>IND</b> – KTVUP
7	<b>ABC</b> – KGODT
8	<b>NICK JR.</b> – NJRHD
9	<b>PBS</b> – KQEDDT
10	<b>CW</b> – KBCWD
11	<b>NBC</b> – KNTVHD
12	<b>IND</b> – KOFYD
13	<b>UNI</b> – Univision
14	<b>KCSM 91.1 Bay Area's Jazz</b>
15	<b>TELMUN</b> – Telemundo
16	<b>Omex</b> – Canal Once XEIPN Internacional
17	<b>UNIMAS-E</b> – UniMÃ;s
18	<b>IND</b> – Sonlife Broadcasting Network
19	<b>PBS</b> – KRCBDT
21	<b>QVCHD</b> – Quality Value Convenience Network
23	<b>HALLHD</b> – Hallmark Channel
24	<b>DSCHD</b> – The Discovery Channel
25	<b>HISHD</b> – History
26	<b>ION</b> – IONHD
27	<b>TRAVD</b> – Travel Channel
28	<b>TCMHD</b> – Turner Classic Movies
29	<b>FOODHD</b> – Food Network
30	<b>TBSHD</b> – TBS Superstation
31	<b>FX HD</b>
32	<b>TNTHD</b> – Turner Network Television
33	<b>ESPNHD</b>
34	<b>ESPN2HD</b>
35	<b>ESNEWSHD</b> – ESPN News
36	<b>NBCSBA</b> – NBC Sports Bay Area
37	<b>NBCSCA</b> – NBC Sports California
38	<b>USAHD</b> – USA Network
39	<b>MTVHD</b>

CH	
40	<b>VH1HD</b>
41	<b>VH1HD</b> – Black Entertainment Television
42	<b>CMTHD</b>
43	<b>PARHD</b> – Paramount Network
44	<b>LIFEH</b> – Lifetime Television
45	<b>AEHD</b> – A&E Network
46	<b>AMCHD</b> – AMC HDTV
48	<b>TLCHD</b> – <b>The Learning Channel</b>
49	<b>APHD</b> – Animal Planet
50	<b>FRFHD</b> – Freedom
51	<b>NICHD</b> – Nickelodeon
52	<b>TOONHD</b> – Cartoon Network
53	<b>DISHD</b> – The Disney Channel
54	<b>CNNHD</b> – Cable News Network
55	<b>HLNHD</b> – HLN HDTV
56	<b>CNBCH</b> – Consumer News & Business Channel
57	<b>FNCHD</b> – Fox News Channel
58	<b>MSNBCH</b>
60	<b>WEAHD</b> – The Weather Channel
62	<b>CMDHD</b> – Comedy Central
63	<b>E HD</b> – E! Entertainment Television
64	<b>TruTVD</b>
65	<b>BRAVOD</b>
66	<b>HGTVD</b> – Home & Garden Television
68	<b>GALAH</b> – Galavision
71	<b>TVLAND</b>
72	<b>WE</b> – Women's Entertainment
73	<b>IND</b> – KTSF-DT
74	<b>ION</b>
75	<b>IND</b> – KTNC
76	<b>IND</b> – KTLNDT
77	<b>HITN</b>
78	<b>JEWELRY</b> – Jewelry Television
79	<b>GAME</b> – Gameshow
80	<b>CSPANHD</b> – Cable Satellite Public Affairs Network
84	<b>Noise Suppression</b>
98	<b>Welcome</b>

