

USMD HOSPITAL
AT ARLINGTON



A Guide
for Patients
& Visitors



OUR MISSION

Provide world-class, physician-led healthcare using innovative technology and compassionate service with an intense focus on exceeding your expectations.

OUR VISION

USMD Hospital at Arlington will be the premier physician-led hospital delivering exceptional patient care through a specialized staff, promoting health and wellness, and setting the standard for patient satisfaction and outcomes.



Welcome to USMD Hospital at Arlington

Thank you for choosing USMD Hospital at Arlington to meet your healthcare needs.


At USMD Hospital at Arlington, we are committed to offering an exceptional patient experience that exceeds expectations each and every day. We know hospitals can be confusing places, especially when you are concerned about your health or the health of a loved one. As part of that effort, we have created this patient guide. It contains a wealth of information, but, of course, if you have any additional questions or concerns, please ask any of our staff.

On behalf of the entire team at USMD Hospital at Arlington, please accept my best wishes for your speedy recovery. We take pride in offering you high quality and compassionate care, and we appreciate your decision to entrust your care to us. If there is anything we can do to make your stay more comfortable, please let us know.

Sincerely,

A handwritten signature in blue ink that reads "Marcia Crim". The signature is fluid and cursive, with a small star above the letter 'i' in "Crim".

Marcia Crim, MS, RN –Hospital CEO



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..... **We Are...**

A unique physician-led facility — where clinical and surgical excellence are the everyday standard.

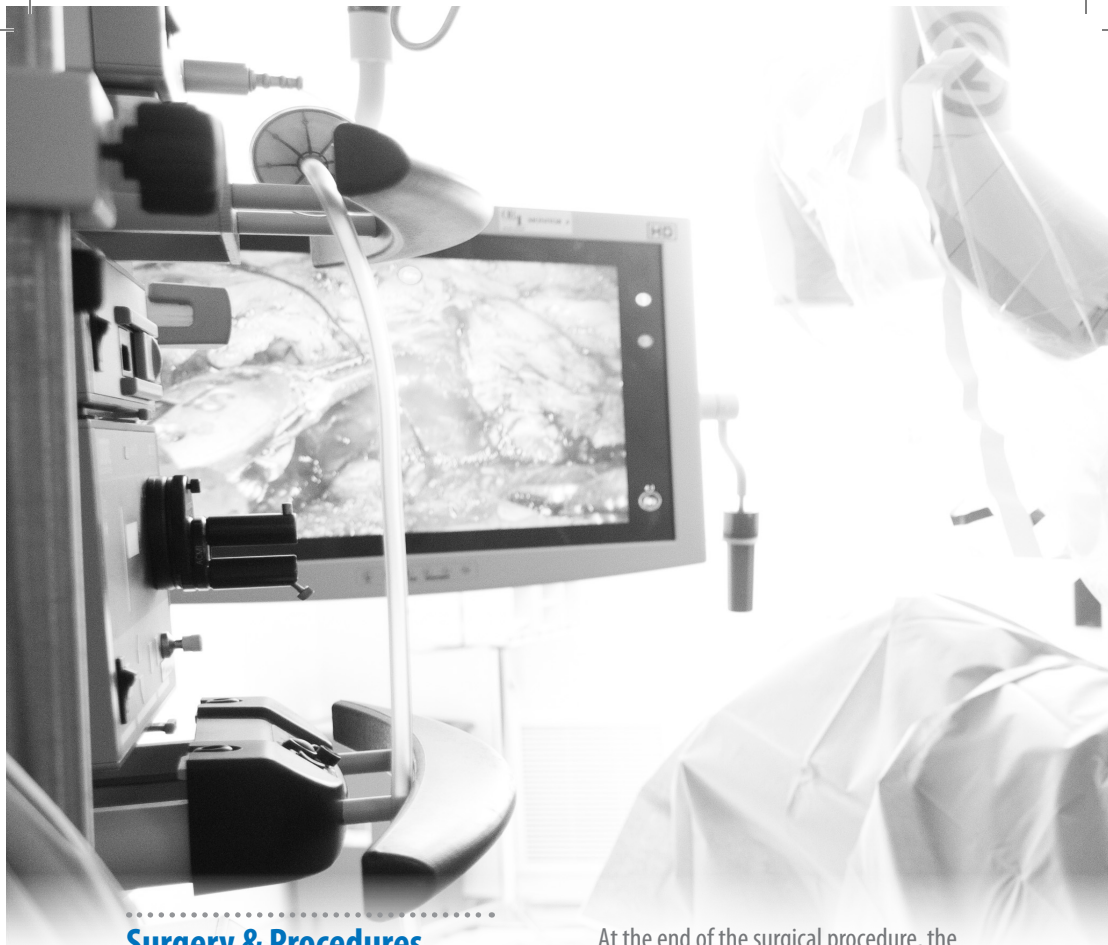
With nine state-of-the-art operating rooms and two procedural rooms, we are equipped for a variety of cases, including: ENT, General Surgery, Neurosurgery, Orthopedic/Spine, Plastic, Pain Management, Colorectal, Urology, Gynecology, Podiatry, and Oncology.

Extensive robotic surgical expertise with four DaVinci Systems has made us a DFW metroplex leader. A focus on these and other technologies has allowed our doctors and patients the capability to consider the latest minimally invasive procedures resulting in less discomfort, faster recovery, and fewer complications.

To ensure your comfort and care during an overnight stay, our facility has 30 private inpatient suites (complete with WiFi and an additional bed for an attending visitor) and a four bed surgical ICU. Plus, our attentive 1:5 nurse-to-patient ratio has helped us achieve an overall patient satisfaction rating in the top 10% of hospitals in the nation.*

We are USMD Hospital at Arlington . . . placing our priority on QUALITY Healthcare.

*USMD Hospital at Arlington consistently receives Patient Satisfaction Ratings in the high 90's for hospitals with less than 50 beds, based on patient surveys submitted directly to Press Ganey, an independent performance measurement company and healthcare's leading ratings organization.



Surgery & Procedures

SURGERY

Registration for surgical procedures opens at 5:30 AM for our patients. Patients are asked to arrive two to three hours prior to their scheduled surgery time in case the doctor has ordered any tests or treatments prior to the procedure.

VIRTUAL WAITING ROOM

To ensure that your family is well informed, USMD offers family members/visitors a pager for use during surgery, which will be provided at check-in. These pagers work anywhere in our facility, as well as up to 45 miles from the hospital, allowing freedom from the hospital Surgery Waiting Area.

At the end of the surgical procedure, the surgeon routinely visits with family members/visitors, so please respond immediately when paged. When paged, the person should return to the Surgery Waiting Area on the second floor or call the number listed on the front of the pager.

RECOVERY

After surgery, you will be moved to our recovery room where the length of stay may be between one to three hours, depending on the type of surgery performed. However, if you are medicated for any reason, or if you are still very sleepy, the recovery time will be longer.

In consideration of our patients' privacy, we only allow one visitor, who is at least 16 years of age or older, in the recovery room for a short visit. If a family member or friend has questions



or would like an update on your status, they should feel free to ask one of our staff.

For our pediatric patients (less than 12 years of age), a parent or guardian is required to stay with the patient in the recovery room.

If you are staying overnight with us, you will be moved from our recovery area to your inpatient suite. At that point, one of our staff will locate your family member(s) or friend(s) and take him/her to your room.

DISCHARGE

When your doctor decides you are ready to leave the hospital, a discharge order will be written. Your doctor and nurse will also provide instructions about post-hospital care. If you have any questions about your

diet, activities, medications or other matters, please be sure to ask.

Please make arrangements with a family member or friend to assist when it is time to go home. A member of the hospital staff will escort you in a wheelchair to the front entrance and help you into the car.

Within a few days after being discharged, some patients receive a Press Ganey Patient Satisfaction Survey in the mail. The information we receive on these surveys allows us to enhance the quality of care we provide to our patients. Please take a few minutes to complete and return the survey in the postage-paid envelope. If at any time you have questions or concerns, during or after your stay, please call the Patient Relations line at (817) 472-3543.

Overnight Stays

PRIVATE SUITE

USMD Hospital at Arlington is pleased to offer private suites for our patients. Our large rooms are designed with your comfort in mind. They include a television, small refrigerator, wireless internet, and a couch that folds out into a bed. We also provide fresh flowers in each room for your enjoyment during your stay. If you have allergies, please let your nurse know so that we can have them removed.

HOSPITAL BED

Hospital beds are electrically operated. Your nurse will show you how to operate your bed properly. The bed may be higher and narrower than a regular bed. For your protection, we may raise the bed rails while you are resting or recovering from surgery.

TEMPERATURE

If your room is not comfortable, please notify your nurse so that it can be adjusted.

MEALS

Patient meals are prepared in accordance with the specific dietary regulations set by your physician. If the doctor has not set any diet restrictions, your breakfast tray will include a menu from which you may select a hot or cold plate for lunch and dinner. A Dietary Aide will pick up the menu choices and help you make your meal selections if needed. Breakfast is served at 8am, lunch at 12pm, and dinner at 5pm. If you have any special requests please let the Dietary Aide know. If you get hungry or thirsty between meals, please feel free to contact your nurse.

MEDICATIONS

During your stay with us, all of your medications will be prescribed by a physician and administered by your nurse. Please bring

all medications that you take on a daily basis to both your pre-assessment visit AND on the day of your surgery.

Medications must be in the original container to be administered. Your medications will be collected by the pre-op nurse on the day of your procedure and returned to you at discharge. Patients are not permitted to administer their own medication. Please direct any questions about medications to your nurse.

HOUSEKEEPING

A member of the housekeeping staff will clean your room daily during your stay. If you need to speak with someone regarding the cleanliness of your room, please call the Director of Environmental Services at extension 3597 or (817) 714-6563 and it will be taken care of as soon as possible.

NURSE CALL

A remote control used to operate the TV and to call your nurse is located in the cabinet on the side of the bed. When you press the call button, the nurses' station is alerted that you need assistance, and a light flashes above your door. A staff member will respond as soon as possible.

Please feel free to contact the nursing staff if you have any questions regarding how to operate the call button, or remote control. Please report any problems with the device to your nurse.

VISITORS

USMD Hospital at Arlington has open visiting hours for adults. Visitors must maintain a quiet environment to ensure that our patients get the rest they need. While you are resting, receiving treatment, in surgery, or in the recovery room, family and visitors



are encouraged to relax in one of our waiting rooms. Televisions, magazines, and telephones are provided for your family and/or visitors' comfort. Refreshments are available on all nursing units and in the surgery waiting area. Cell phones may be used in the waiting areas, but please be considerate of others.

- Visitors with colds, sore throats, or any contagious diseases should not visit patients.
- Please limit bedside visitors to three.
- Visitors may be asked to leave the room during tests and/or treatments, or at the nurse's discretion.
- If visiting between the hours of 9:30pm and 5am please use the emergency room entrance on the east side of the hospital.

VISITOR ACCOMMODATIONS

For a list of nearby hotels and restaurants please call the Patient Relations line at (817) 472-3543.

FOOD OPTIONS

Atrium Grill Café

The Atrium Grill Café is located on the first floor of the hospital, directly across from the Main Entrance. The grill is open from 7am–6pm Monday–Friday.

- breakfast is served 7am–10:30am
- lunch is served 11am–2pm and includes hot menu options
- 2pm–6pm we have snacks, drinks, cold sandwiches, and salads available for our guests

Vending machines for snacks and beverages are on the first floor next to the Café and near the Emergency Room.

FOOD DELIVERY

If you would prefer to have food delivered to you from a nearby restaurant, a book of restaurants and menus is located at each nurse's station and receptionist desk. Please leave your name and contact number when ordering food, and direct all deliveries to the front desk.

ADDITIONAL AMENITIES

Telephones

Telephones are located in all waiting areas and patient rooms. You may access the hospital operator at any time by dialing "0". Patients and visitors may make local calls by dialing "9" and then the area code followed by the number. If you need to make a long distance call, please ask your nurse for assistance.

Television Channels & Movies

Televisions are provided in all patient rooms and waiting areas. A list of channels is available upon request.

Wheelchairs

Wheelchairs are available in all hospital departments. However, getting in and out of them may be hazardous without assistance. Please ask for help before attempting to get in or out of a wheelchair.

Parking

Free parking for patients and visitors is available 24 hours a day, 7 days a week. Valet parking is available Monday – Friday, 8-4 at the main entrance for \$3, free for handicap. USMD Hospital at Arlington is not responsible for any items left in your vehicle. If you need assistance to or from your car, please have your nurse contact security.

Interpreters

We have telephone translation available for patients who are not proficient in English. To request this service please ask your nurse or call the Patient Relations Line at (817) 472-3543.

Volunteers

Volunteers contribute many hours of service to the hospital. They supplement the

services of the hospital staff in many ways and can be seen throughout the hospital directing visitors, assisting patients, as well as helping the staff. If you are interested in becoming a part of our volunteer team, please contact our Volunteer Coordinator at (817) 472-3543.

ADDITIONAL POLICIES

Smoking

USMD Hospital at Arlington is a nonsmoking facility. In accordance with Arlington City Ordinance, smoking (including e-cigs) is prohibited on all parts of our campus. The city fines for smoking on hospital property are \$2,500 for the individual and \$2,000 for the hospital.

Oxygen


Special regulations are in effect in areas where patients receive oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. For this reason, **Absolutely No Smoking** is permitted in any patient room or on hospital property.

Cell Phones

Cell phone use is allowed in the hospital, but please be courteous and respectful of others while using your cell phone.

Personal Valuables/Lost & Found

Our goal is to maintain a safe and secure environment for our patients and visitors; however, the hospital cannot be responsible for lost or stolen items. Please leave all valuables at home, or in the care of a friend or family member while in our hospital. Put contact lenses, glasses, and dentures in a safe place, and avoid leaving items on trays or wrapped in linens and towels. Please check your room thoroughly before leaving the hospital for all personal items. Unclaimed



items will be turned in to the lost and found area at the Main Information Desk. To inquire about lost articles please call extension 3430.

Fire Drills

Periodically, fire drills are conducted for training and testing purposes. In the event of an actual emergency, a staff member will give you further instructions.

Deliveries

USMD Hospital at Arlington does not have a gift shop. Flowers and other gift deliveries will be sent to patient rooms as they arrive.

Please direct all shipments to:

USMD Hospital at Arlington

801 West Interstate 20

Arlington, TX 76017

(Include the patient's name and room number if possible.)

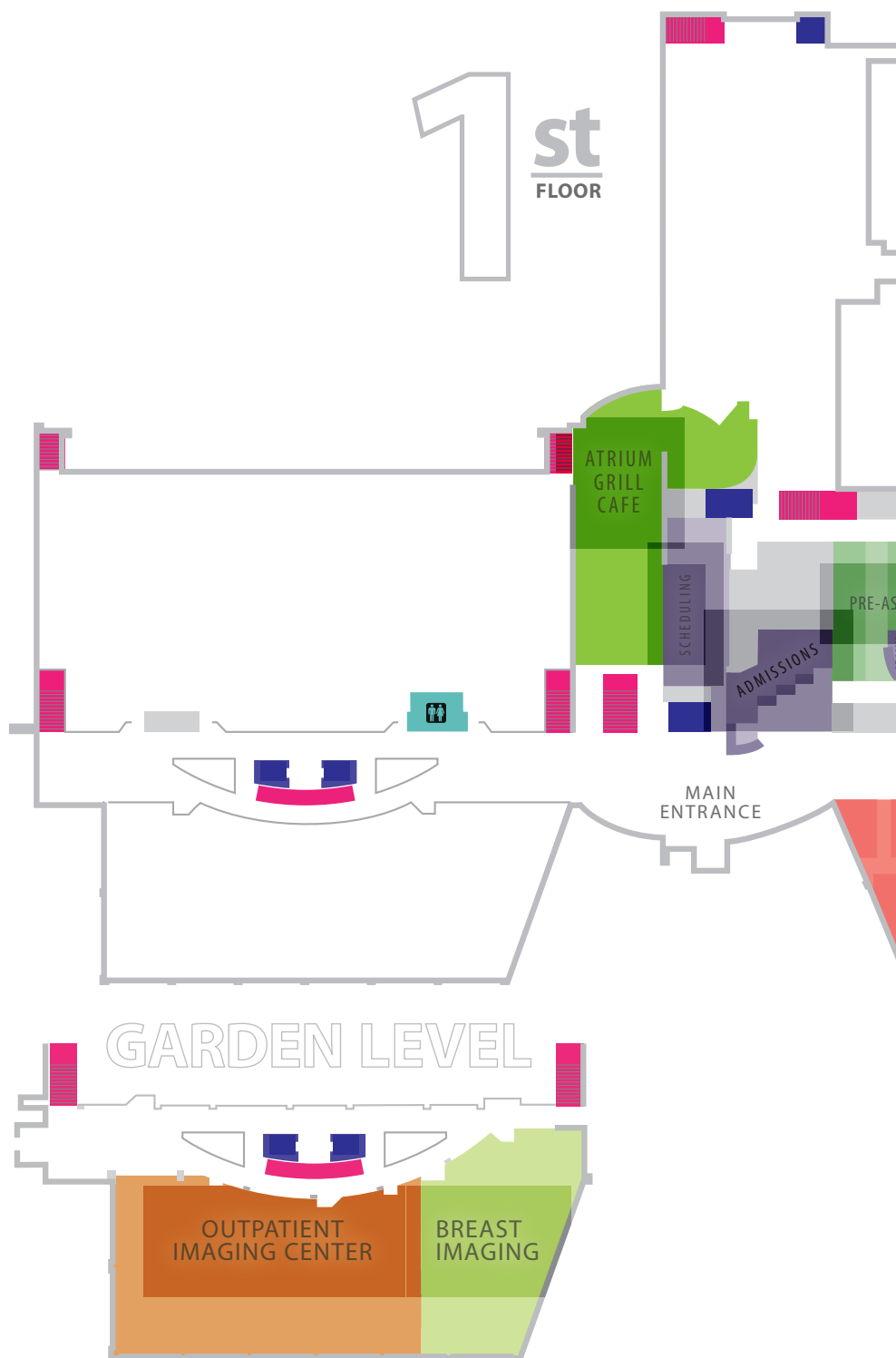
Questions

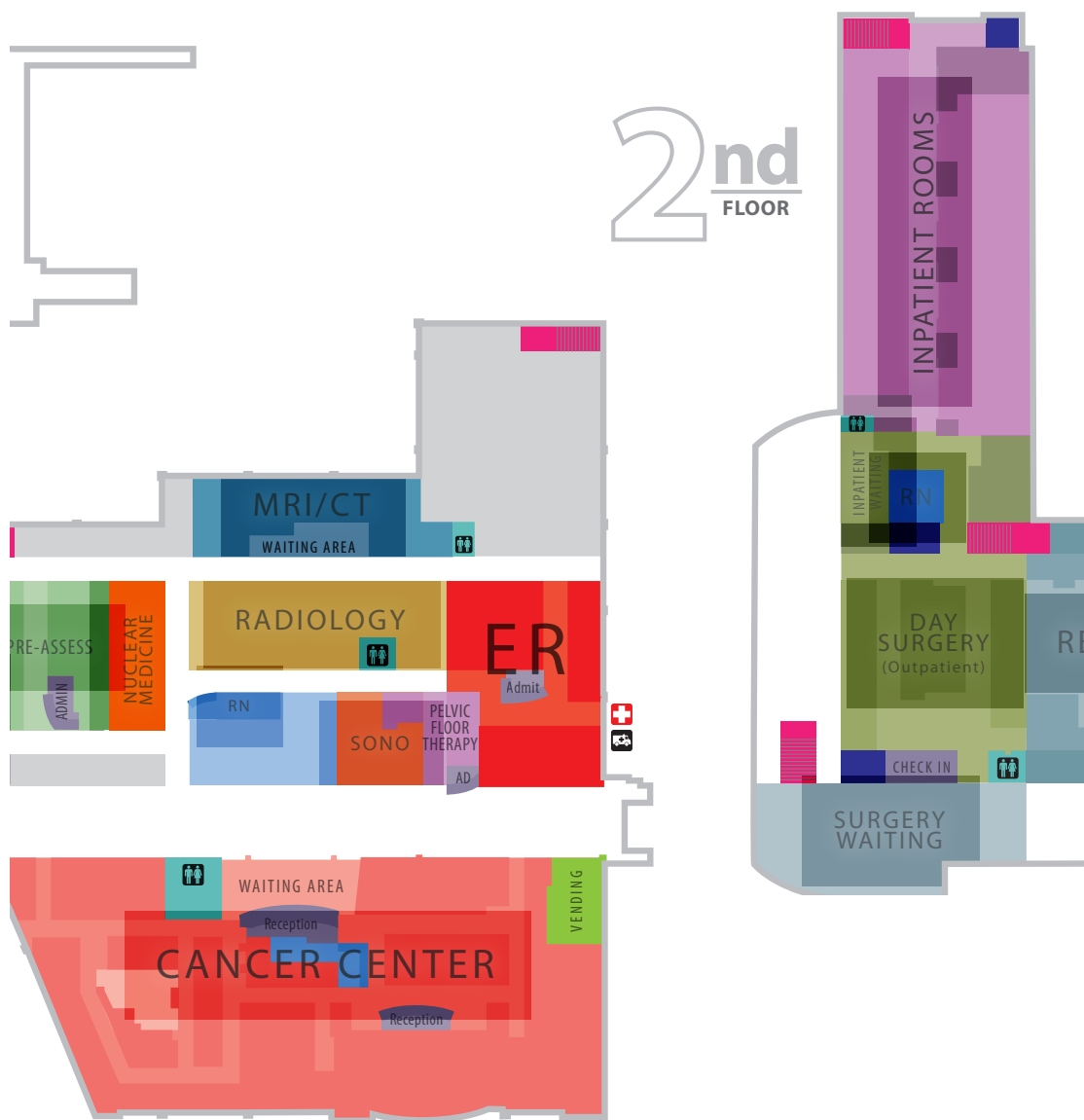
The satisfaction of our patients and visitors is our top priority. We are here to help you if you have a question or a concern. You can speak with the Nursing Supervisor or contact the Patient Relations Line at (817) 472-3543 and we will be happy to assist you in resolving any concerns.

SURGICAL ICU

In November 2011 USMD Hospital at Arlington opened a Surgical Intensive Care Unit (SICU). The intensive care facility allows the hospital to accommodate more advanced surgical procedures, significantly expanding surgical options for USMD Hospital at Arlington surgeons and their patients.

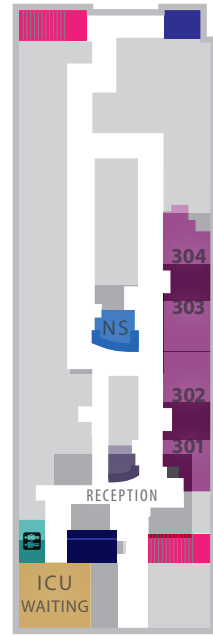
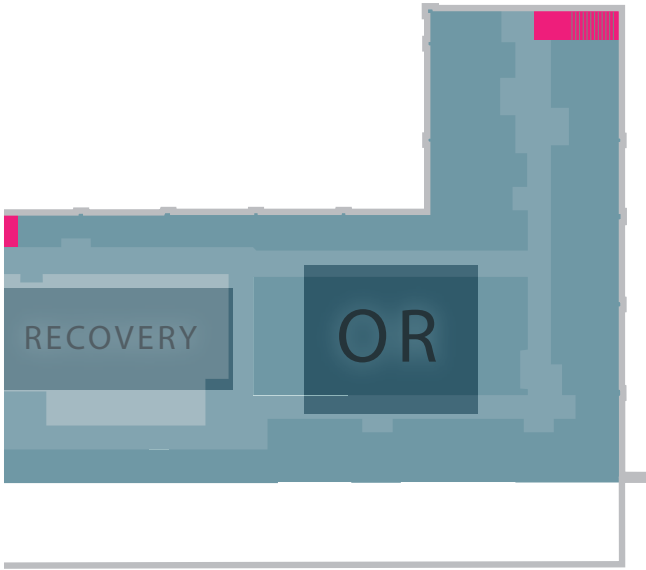
The SICU is staffed by an experienced nursing and support team, providing a 1:2 nurse-to-patient ratio in an environment of compassionate service and comfort.










To insure the highest quality patient services, comfort, and satisfaction, in addition to an attentive 1:5 nurse-to-patient ratio, USMD Hospital at Arlington is proud to offer nine oversized state-of-the-art operating rooms, two procedural rooms, 30 private inpatient suites, and a four bed surgical ICU.

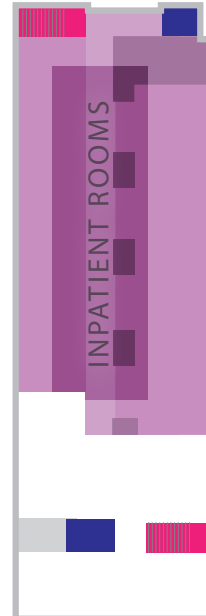
3rd FLOOR SURGICAL ICU



5th FLOOR

Map Key

-  Elevator
-  Stairs
-  Food
-  Restroom
-  Emergency



Your Privacy & Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at, and receive, your health information.

WHO MUST FOLLOW THIS LAW?

- Most doctors, nurses, pharmacists, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

WHAT INFORMATION IS PROTECTED?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

YOU HAVE RIGHTS OVER YOUR HEALTH INFORMATION.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice explaining how your information may be used and shared
- Decide if you want to give permission before your health information can be used or shared for certain purposes, such as for marketing

- Get a report on when and why your health information was shared for certain purposes
- File a complaint

To insure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends and others you identify who are involved with your healthcare or your health care bills — unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government.

For more information go online to:

www.hhs.gov/ocr/hipaa

Patient Responsibilities and Rights

We believe that patients who understand and participate in their healthcare achieve better results. Please take a moment and familiarize yourself with your responsibilities and rights as a patient.

RESPONSIBILITIES:

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalizations and any other matters concerning your health
- Tell your caregivers if you do not completely understand your plan of care
- Follow the caregivers' instructions
- Follow all hospital policies and procedures while being considerate of the rights of other patients, hospital employees and hospital properties

RIGHTS:

- Know the risks, benefits and alternatives to proposed treatments or procedures
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them
- Receive information in easy to understand terms that will allow for an informed consent
- Privacy regarding medical care
- Participate in the plan of care, including your treatment plan, notifying your family or physician of admission and discharge planning
- Pain management
- Refuse care, treatment, and services in accordance with law and regulation
- Be informed about the outcomes of care, treatment and services
- Receive information and communication in an understandable manner, including provision of interpreter and translation services
- Formulate advance directives and have staff and practitioners comply with

those directives

- Reasonable responses to reasonable requests of service
- Leave the hospital against the advice of the physician, but please be aware that this may impact insurance coverage.
- Examine and receive an explanation of the bill for services regardless of the source of payment
- Select providers of goods and services after discharge
- Receive a Notice of Privacy Practices
- Request privacy protection
- Access protected health information in a reasonable time frame
- Amend protected health information
- Request an accounting of disclosures of protected health information
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion or retaliation
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety
- Receive care regardless of your race, color, religion, sex, national origin, age, ability to pay or disability and any other legally prohibited reasons
- Receive care in a safe and dignified environment, free from all forms of abuse, neglect, harassment and/or exploitation
- Protection and respect of your rights if you are participating in a human research clinical trial

You also have the right to:

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions, or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO).

Regarding problem resolution, you have the right to:

Express your concerns about patient care and safety to hospital personnel and/or management by contacting the administrator at (817) 472-3400.

If your concerns and questions cannot be resolved at this level, you may contact The Texas Department of State Health Services at:

Complaint hotline: 1 (888) 973-0022

Fax: (512) 834-6653

Health Facility Compliance Group

(MS 1979)

Texas Department of State Health Services

PO Box 149347

Austin, TX 78714-9347

The Department of State Health Services handles Medicare complaints as well and can be reached at 1 (888) 973-0022 or go to <http://medicare.gov> and click on Health and Support for complaints.

If your concerns and questions cannot be resolved at this level, contact The Joint Commission at:

1 (800) 994-6610

Fax: (630) 792-5636

complaint@jointcommission.org

Office of Quality Monitoring

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Help Prevent Errors In Your Care... SPEAK UP!

Everyone has a role in making healthcare safe. That includes doctors, healthcare executives, nurses, and many healthcare technicians. Healthcare organizations all across the country are working to make healthcare safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team. Research shows that patients who take part in decisions

about their own healthcare are more likely to get better faster.

The "Speak Up" program, sponsored by The Joint Commission, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience.

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

- Your health is very important. Don't be embarrassed if you don't understand something your doctor, nurse or other healthcare professional tells you. Ask again. If you don't understand because you speak another language, ask for someone who speaks your language. You have that right.
- Don't be afraid to ask about safety. If you're having surgery, ask the doctor to mark the area that is to be operated on, so there's no confusion in the operating room.
- Don't be afraid to tell the nurse or doctor if you think you are about to get the wrong medicine.
- Don't be afraid to tell a healthcare professional if you think he or she has confused you with another patient.

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

- Tell your nurse or doctor if something doesn't seem right.
- Expect healthcare workers to introduce themselves when they enter your room, and look for their identification badges. If you are unsure, ask. Make sure that the provider checks your armband ID as well.



- Germs are everywhere, and sick people can get infections easier. You should expect that everyone who cares for you should have clean hands. If you don't see your nurse, doctor, or other caregiver wash their hands or use a waterless alcohol hand cleaner when entering your room, it's okay to ask if they have cleaned their hands.
- Know what time of day you normally receive a medication. If it doesn't happen, bring it to the attention of your nurse or doctor.
- Write down important facts your doctor tells you. 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 know how to work any equipment being used in your care. For instance, if you use oxygen at home, do not smoke or let anyone smoke near you.

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

- Look for information about your condition. Good places to get that information are from your doctor, library, support groups, and respected web sites. Ask your doctor about special training and experience that qualifies him or her to treat your illness.
- Your advocate can ask questions you may not think about when you are stressed, can remember answers to questions you have asked, and can write down information being discussed, as well as help make sure you get the correct medicines and treatments.
- Your advocate should be someone who can communicate well and

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



work cooperatively with medical staff for your best care.

- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your healthcare proxy decision-maker is. A proxy is a person you choose to sign a legal document so he or she can make decisions about your healthcare when you are unable to make your own decisions. Your advocate may also be your proxy. They should know this ahead of time.
- Go over all consents for treatment with your advocate and proxy before you sign them, and make sure your advocate understands the type of care you will need when you get home and who to call for help.

Know what medicines you take and why you take them. Medication

errors are the most common healthcare mistakes.

- Ask why you should take the medication, and ask for written information, including brand and generic names and possible side effects.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of IV fluids. If you're not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out, and tell him or her if it seems to be dripping too fast or too slow.
- Whenever you get a new medication, tell your doctors and nurses about any

allergies or negative reactions you have had to other medicines in the past.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

- Before you leave the hospital ask about follow-up care and make sure you understand all of the instructions.
- Go to Quality Check (www.qualitycheck.org) to find out whether your hospital or other healthcare organization is "accredited". Accredited means that the hospital or healthcare organization works by rules that make sure patient safety and quality standards are followed.

Participate in all decisions about your treatment. You are the center of the healthcare 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 for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your healthcare team so they will have more complete information about your health history.
- Don't be afraid to ask for a second opinion. If you are unsure about the best treatment, talk with one or two additional doctors. The more information you have about all treatments available to you, the more confidence you will feel about the decisions made.
- Ask to speak with others who have had the same treatment or operation you may have to have. They may help you prepare for the days and weeks ahead by letting you know what to expect and what worked best for them.

- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions

Help Avoid Mistakes with Your Medication

Medicine mistakes happen every day – at the doctor's office or hospital; even at home. You can get the wrong medicine, or you can be given the wrong amount of medicine. Here are some ways to help prevent these mistakes.

Who is responsible for your medicines? A lot of people, but most importantly – YOU!

- Make sure your doctors check all of your medicines, including vitamins, herbs, and natural remedies, to make sure they are okay to take together.
- Nurses and other caregivers may prepare medicines or give them to you. Ask what each one is and what it is for before taking it.
- Make sure your doctors and other caregivers have a list of your medicines. This list should include:
 - Prescription medications
 - Over-the-counter medicines (i.e. aspirin)
 - Vitamins, herbs, diet supplements, and natural remedies
 - Amount of alcohol you drink each day or week
 - Any recreational drugs you take

What should you know about your medicines?

- Read the label. Make sure it has your name on it and the right medicine name.
- Make sure you understand all of the instructions for your medicines.
- If you have doubts about a medicine, ask your doctor or caregiver about it.

What if you forget the instructions for taking a medicine or are not

sure about taking it?

- Call your doctor or pharmacist.
- Never be afraid to ask questions about any of your medications!

What can you do at the hospital to help avoid mistakes with your medicines?

- Make sure your doctors, nurses and other caregivers check your wristband and ask your name before giving you medicine.
- Don't be afraid to tell a caregiver if you think you are about to get the wrong medicine.
- Know what time you should get a medicine. If you don't get it, speak up.
- Tell your caregiver if you don't feel well after taking a medicine. You could be having a side effect or reaction.
- You may be given IV (intravenous) fluids. Read the bag to find out what is in it. Ask the caregiver how long it should take for the liquid to run in. Tell the caregiver if you think it's dripping too fast or too slow.
- Get a list of all your medicines – including all new ones. Read the list carefully. Make sure it lists everything you are taking. If you're not feeling well enough to do this, ask a friend or relative to help.

Questions to ask your doctor or pharmacist

- How will this new medicine help me?
- Are there other names for this medication? For example, does it have a brand or generic name?
- Is there any written information about the medicine?
- Can I take this medicine with any allergies I have? Remind your doctor about your allergies and reactions you have had to medicine in the past.
- Is it safe to take this with my other medicines, including vitamins, herbs, and supplements?

- Are there any potential side effects of this medicine? Who should I call if I have them?
- Are there any specific instructions, such as food or drinks to avoid, while taking this medicine?
- Can I stop taking the medicine when I feel better, or do I need to take it until it's gone?
- Do I need to swallow or chew this medicine? Is it okay to cut or crush it if I need to?
- Is it safe to drink alcohol with this medicine?

Five Things You Can Do to Prevent the Spread of Infection

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

- ① Clean your hands, using soap and warm water. Rub for at least 20 seconds before rinsing. Or you may use an alcohol-based hand sanitizer. Be sure to clean under your nails, between your fingers, and the back of your hands!
- ② Doctors, nurses, dentists, and other healthcare providers come into contact with lots of bacteria and viruses. Don't hesitate to ask them if they've cleaned their hands or should be wearing gloves.
- ③ When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose with a tissue. If you don't have one, use the bend of your elbow or your hands and clean your hands right away.
- ④ If you are sick, avoid close contact with others. Stay home if you can, and don't shake hands or touch others. When seeking medical treatment, ask if there's anything you can do to avoid spreading germs in the waiting room.
- ⑤ Make sure your vaccinations are current – even for adults. Check with

your doctor about shots you may need. Vaccinations are available to prevent:

- Chicken Pox
- Mumps
- Measles
- Diphtheria
- Tetanus

Pain Management

We want your hospital stay to be as comfortable as possible. Please tell your nurse as soon as possible if you are having any pain. If you're not able to talk and can't tell us how bad your pain is, we have a picture scale you can use to let us know how much pain you are having. If you can't use the picture scale, your nurses have been trained to observe and assess patients for pain and for response to pain medications. People used to think severe pain was something they "just had to put up with", but with current treatments, that is no longer true. Pain can be controlled so you feel more comfortable. You can work with your nurses and doctors to prevent or relieve pain. When skin and internal tissue are irritated, damaged, or cut, nearby nerves send signals up the spinal cord to the brain. Fear and anxiety increase the signal, making pain seem worse.

Ask questions so you know what to expect. This will help you be less afraid and more in control, which will make pain easier to handle. You are the key to getting the best pain relief, because pain is personal. The amount or type of pain you feel may not be the same as others feel, even those who have had the same procedure, surgery or medical condition. Current pain control measures can make your recovery more comfortable. You can take an

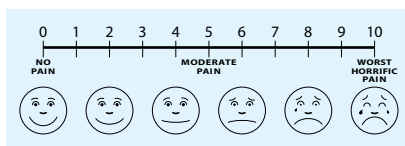
active role by asking what to expect, talking with your doctor, and accepting available pain medications.

Do not worry about getting "hooked" on pain medicine. Studies have shown that the short-term use of pain medication is not addictive unless you already have a problem with drug abuse.

Patients have the right to expect a quick response to reports of pain. The patient's self-reported pain is the most reliable indicator of the existence and intensity of pain. They won't know if you don't tell them!

TALKING ABOUT YOUR PAIN

Pain management education begins during the pre-assessment process, with the first set of vital signs, and is continually re-enforced by the nursing staff throughout the duration of your visit. **TELL YOUR DOCTOR AND NURSE THAT YOU HAVE PAIN**, even if they don't ask. Describe it on a scale of zero to 10, with 10 being the worst pain.



Tell them where and when it hurts. Tell them if you can't sleep or do things because of pain. The more they know about your pain, the better they can treat it.

Here are some words you can use to describe your pain:

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

Q: What can you do when your pain gets worse?

A: Tell your doctor or nurse. Tell them how bad it is, if it's gotten worse, or if you're in pain most of the time. Tell the doctor if the pain medicine you're taking is not helping. Be sure to include any pain medication you take on your list of medicines or medication card, both prescription and over-the-counter.

Q: What can you do to manage your pain?

A: There are many ways to manage your pain, both with medicine and without. Your doctor will work with you to find out what works the best. Some pain medicines are acetaminophen, aspirin, ibuprofen, naproxen and opioids. Opioids include morphine, oxycodone, and hydromorphone. Many of these medicines come in pills, liquids, suppositories, and skin patches. Some pain may be treated with medicines that are not usually thought of as pain relievers, such as antidepressants.

Other treatments for pain relief, without medication, are:

- Acupuncture, which uses small needles to block pain
- Taking your mind off the pain with movies, games, and conversation
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Physical Therapy
- Hypnosis
- Exercise
- Massage
- Heat or cold
- Relaxation

Q: What can you do if you have side effects or a reaction to pain medication?

A: Side effects are rare, but can include constipation, nausea, vomiting, itching, and sleepiness. If any of these occur, or if you feel something else you don't think you should be feeling, call your doctor or nurse as soon as possible. They will work with you to find out how to treat the side effect, and/or find another pain medicine that may work better for you.

Questions to ask your caregivers:

- What pain medication is being ordered or given to me?
- Can you explain the doses and times that this medicine needs to be taken?
- How often should I take the medicine?
- How long will I need to take the medicine?
- Can I take it with food?
- Can I take it with my other medicines?
- Is it okay to crush the pill if I can't swallow it?
- Should I avoid alcohol while taking this medication?
- What are the side effects?
- What should I do if it makes me sick to my stomach?
- What can I do if it does not relieve my pain?
- What else can I do to help treat my pain?

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CALL... Before You Fall!
FALL PREVENTION INFORMATION

People at risk of falling include hospital patients, nursing home residents, and those who are recovering from an illness or injury at home. Other common factors associated with falls are: weakness or illness; poor physical condition; poor vision; medications causing weakness, sleepiness, confusion, or dizziness; slippery or wet floors or stairs; obstructed pathways; darkness; an unfamiliar environment.

While you are here at USMD, please do the following before getting out of bed or a chair:

- Use the call light for assistance
- Get up slowly
- Sit on the side of the bed for a few minutes
- Wear slippers or shoes with non-skid soles
- Turn on lights when getting out of bed
- Pull the Call Light in the bathroom if you become weak or need assistance
- Notify the nursing staff immediately if a spill occurs
- Keep your phone, call light, pitcher and personal items within easy reach
- Keep pathway free of obstacles

During admission, *high risk for fall* patients are issued a yellow alert clip to wear on their armband to alert our staff. If you or your family has any questions, ask our nursing staff, and they will be happy to assist you.

NURSES STATIONS:

Second Floor: 817.472.3600

Fifth Floor: 817.472.3610

Surgical ICU: 817.472.2770

Emergency: 817.472.3805

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Advance Directives

Under federal and state law, you have the right to choose the medical treatment that you will receive. Normally, your decision about accepting or rejecting different medical treatments is expressed directly from you to your physician. However, you may not always be able to express your preferences. For example, if you were unconscious, you would not be able to directly communicate your medical treatment preferences to your physician. In order to protect your individual preferences and rights, states have enacted laws which allow you to express your wishes about future medical care in writing. These written preferences, called “advance

directives”, are designed to enhance your control over medical treatment in the event you are ever unable to speak for yourself.

This facility is committed to respecting your medical treatment preferences, whether such preferences are communicated directly or by means of an advance directive. It is the policy of the facility to comply with your wishes to the extent permissible under applicable law.

The following information explains advance directives generally. To obtain the legal forms for our state, or if you have additional questions, you should talk to your doctor, nurse, or social worker. If, after reading this information, you have complaints concerning the advance directives requirements in this state, you may contact the Medicare State Survey and Certification Agency for your region. Contact information for the state agency is available to you upon request.

Q: What are advance directives?

A: As described above, advance directives are written expressions of your medical treatment preferences which come into effect when you are incapacitated. The forms of advance directives vary from state to state.

Q: Do I have to have an advance directive?

A: No. The decision not to have an advance directive will not prevent a physician or hospital from caring for you. In fact, physicians and hospitals are prohibited from conditioning the provision of care or discriminating against you based on your advance directive decisions.

Q: Are there preferred forms or types of advance directives? What if I decide I don't want it anymore?

A: You may choose any advance directive that is recognized by our state. Generally, advance directives may be revoked by you

at any time. The method and manner of the revocation will vary based upon the form. If you would like the particular forms for our state, or have any questions, you should talk to your doctor, case manager, nurse, or social worker.

..... **Designated Contact**

The Health Insurance Portability and Accountability Act is the law that requires any medical facility to make sure that medical information about you is kept private. We understand

that medical information about you and your healthcare is personal, and we are committed to protecting your personal medical information. HIPAA limits what patient information may be released in response to a verbal request (including telephone). We ask that you give careful consideration to designating this person.





..... Important Numbers

Main Hospital: 817.472.3400

Patient Relations Line: 817.472.3543 Day

Surgery: 817.472.3676

Second Floor Nursing Unit: 817.472.3600

Fifth Floor Nursing Unit: 817.472.3610

Surgical Intensive Care Unit: 817.472.2770

Emergency: 817.472.3805

Radiology: 817.472.3770

Medical Records: 817.472.3458

Patient Access Services: 817.472.3450

Central Business Office: 214.493.4000

Physician Referrals: 888.444.USMD

