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**hillcrest**  
**Medical Center**

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# Welcome to Hillcrest Medical Center

Whatever the circumstances are that bring you here, we are pleased to have this opportunity to provide you and your network of friends and family with a professional, caring and healthful experience. We have tried to anticipate many of the questions you may have prior to, during and after your stay, whether you are the patient, a family member or a friend of a patient. However, you are sure to have more questions specific to your particular healthcare issue, and we strongly urge you to write those questions down and discuss them with your doctor or anyone else on your healthcare team.

For nearly a century, the various entities that make up Hillcrest HealthCare System have distinguished themselves through state-of-the-art services, groundbreaking research, and an eagerness to lead the way with new technologies and treatments, recording numerous successful “firsts” in the Tulsa and Oklahoma medical community.

We pledge the provision of high-quality care and will treat you with dignity, honesty and respect during your hospital stay. Our goal is to provide you with a caring, friendly environment with quality services that will promote healing. Please keep this guide as a useful reference tool and let us know if there is anything we can do to ensure you are completely satisfied with your experience at Hillcrest Medical Center (HMC). Thank you for choosing HMC, and we wish you a speedy recovery and good health.

Your Name \_\_\_\_\_

Your Room Number \_\_\_\_\_

Your Phone Number \_\_\_\_\_

## Mission Statement

Hillcrest Medical Center is a premier provider of health services, delivered with **compassion** for patients and their families, **respect** for employees, physicians and other health professionals, **accountability** for our fiscal and ethical performance to the communities we serve, and **responsibility** to the communities we serve.

## Vision Statement

To be the best in patient care, service and safety.





# Our Commitment to Care



Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, please call our grievance hotline at 918.579.5255. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with one or more of the following:

### **Hillcrest Risk Management**

1120 S Utica Ave.  
Tulsa, OK 74104  
918.579.5215

### **Oklahoma State Department of Health**

1000 NE 10th St.  
Oklahoma City, OK 73117-1299  
[www.ok.gov/health](http://www.ok.gov/health)  
405.271.5600

### **KEPRO BFCC QIO (area 3)**

Rock Run Center  
5700 Lombardo Center Drive, Suite 100  
Seven Hills, OH 44131  
844.430.9504  
Fax: 844.242.2568  
[www.keproqio.com](http://www.keproqio.com)

### **DNV GL Healthcare**

[www.dnvglhealthcare.com](http://www.dnvglhealthcare.com)  
866.523.6842





# Telephone Directory

Hillcrest Campus	918.579.1000
Patient Information	918.579.7700
Administration	918.579.1082
Alexander Burn Center	918.579.4580
Case Management/Social Services	918.579.2250
Chapman Breast Center	918.579.8080
Customer Service Hotline	918.579.8020
Emergency Department	918.579.6150
Gift Shop & Flower Orders	918.579.7787
Helmerich Cancer Center	918.579.8200
Hillcrest Behavioral Intake Services	918.579.7180
Adult Behavioral Inpatient	918.579.1190
Hillcrest BirthCare Center	918.579.8010
Hillcrest Cardiovascular Services	918.579.5300
Hillcrest Center for Women's Health	918.579.8010
Hillcrest Exercise & Lifestyle Programs	918.579.4959
Hillcrest HealthMatch	918.585.8000
Kaiser Rehab Center	918.579.7100
Lactation Center	918.579.8018
Medical Records	918.579.2104
Neonatal Intensive Care Unit	918.579.8150
OHI Information Desk	918.574.9001
Oklahoma Heart Institute	918.592.0999
Parkinson's Disease	
Information & Referral	918.747.3747
Safety Office	918.579.7838
Same-Day Surgery	918.579.8300
Security	918.579.3300
Women's Center Information Desk	918.579.8010

Please visit us at [Hillcrest.com](http://Hillcrest.com)

## MAIN NUMBER

918.579.1000

### Patient Information

918.579.7700

### Billing

918.579.7516

### Cafeteria

918.579.1908

### Calling a Department WITHIN the Hospital?

**Dial 5 + last four digits  
of the number.**



“Truth is what stands the test of experience.”

# Your Satisfaction

*We encourage your feedback to improve care.*

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to participate in the HCAHPS survey; your feedback is valuable!

## What is HCAHPS?

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

## You are part of the team

**COMMUNICATE** It's your health; don't be afraid to ask questions of your doctors and nurses.

**PARTICIPATE** You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

**APPRECIATE** There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

## Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. [medicare.gov/hospitalcompare](http://medicare.gov/hospitalcompare)

## The Leapfrog Group

rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospitals. [leapfroggroup.org/cp](http://leapfroggroup.org/cp)

## DNV

The history of the organization goes back to 1864 when the foundation was established in Norway. DNV originally stood for Det Norske Veritas, a company whose objective is "Safeguarding life, property and the environment." Today, the company refers to itself as DNV. DNV is the fastest growing accreditation agency in the United States. In the past four years, more than 400 hospitals in the United States have been accredited by DNV.

[www.dnvgihealthcare.com](http://www.dnvgihealthcare.com)



# Upon Admission

■ We want the admissions process to run smoothly for you and your family. Your cooperation will help us achieve that goal. Please review these admissions guidelines so you are prepared for your hospital stay.

## Your ID Bracelet

As a patient, you will receive a special identification (ID) bracelet that states your name, birth date and hospital number, your physician's name and other important information. Colored ID bracelets are used to identify specific needs of patients. Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important lab tests, X-rays, and various other tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.



## When You Arrive

Please check in at the Registration desk. It is essential that we have your current medical and financial information. Please bring the following:

- Insurance card and/or policy
- Medicare or Medicaid card
- Social Security numbers of the patient and the insured
- Driver's licenses and/or photo ID cards of the patient and the insured
- Emergency contact information
- A list of your current medications, over-the-counter and prescription drugs, vitamins and herbals
- Physician's orders, if you have any
- Your advance directives (living will, power of attorney, etc.)





# During Your Stay

## Visiting Hours

Visiting hours vary by unit.

## Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Observe no visiting and precaution signs before entering the room.
- Do not smoke.
- Leave the room during tests or treatments if asked.

■ We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

## Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

## Parking

Parking is free and well marked at each facility. Valet parking is available free of charge from 6 a.m. to 9 p.m., five days a week. Valet parking is located at the Hillcrest, Oklahoma Heart Institute and Oklahoma Spine & Orthopedic Institute entrances.

## Your Hospital Bed

Keep the bed rail in the position set by your nurse and call for the nurse's assistance when getting out of bed. Your bed will be placed in its lowest position to help you get in and out easily and to prevent accidents.

## Restraints

Restraints are utilized only for patient protection and safety, not for discipline or convenience. All efforts will be made to use the least restrictive method of protection prior to applying physical restraints and to discuss this with the patient or family member. The nursing staff will monitor various aspects of patient care at frequent intervals while a patient is in restraints and make every attempt to remove them as soon as possible.

## Housekeeping Services

The goal of Environmental Services is to provide a safe, pleasant and functional environment to ensure the highest degree of cleanliness. If you need additional housekeeping services or if you have comments, please call Environmental Services at ext. 57480 (or 918.579.7480 if calling from an outside phone) daily from 7 a.m. to 5 p.m., or inform your nurse, who will contact Environmental Services for you.







## Telephone

Telephones are provided in all patient rooms. There is no charge for local directory assistance and calls. Incoming calls to the room are not allowed after 9 p.m. Department-to-department calls are made internally by dialing 5 + the four-digit extension number.

Long-distance calls and directory services must be charged to a credit card or home phone, or placed collect to a receiving party. Long-distance calls cannot be billed to a patient's room or billed to the hospital. Hillcrest HealthCare System subscribes to AT&T long-distance service.

- Local Calls: 9 + local number (area code 918)
- Local Directory Services: 9 + 1 + 411
- Long-Distance Operator Services
- Within 918 area code: 9 + 0 + number
- Outside 918 area code: 9 + 0 + 0 + number
- Direct Dial with a Calling Card: 9 + dialing instructions on the card
- Hospital Operator Assistance: Dial 0

## Personal Electronics

When using personal electronic equipment, take into consideration the comfort of others when using them. Please keep cellphone ringers set to low or silent while on the hospital campus.

## Valuables

If you cannot send your valuables home, please speak with your nurse about storing them in the hospital safe. Your nurse will assist you in filling out a valuables envelope and transfer your valuables to the security safe for safekeeping. A receipt will be given to you or placed in your medical record. You must have this receipt to reclaim your items. Hillcrest Medical Center cannot be responsible for any valuables left in your room.

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Store your contact lenses, eyeglasses, hearing aids and dentures in your bedside stand when not in use.

## Calling Your Nurse

You may call for assistance without leaving your bed by pushing the button on your pillow speaker or when you are in the bathroom by pulling the nurse call or emergency cord. If you want further instruction or are unable to use the conventional controls, please let your nurse know so a different type of call light may be substituted.

## Interpreters

If you need a language interpreter or are hearing-impaired, please let us know, and we will be happy to provide assistance as needed.

## Wi-Fi

Wandering Wi-Fi is available. To access, please look for "Hillcrest Connect" in your Wi-Fi settings.





## During Your Stay



### Lost and Found

If you have questions regarding lost or found items, please contact Security at ext. 53300.

Please don't put them on your bed or food tray—they may be damaged or lost. Hillcrest Medical Center cannot be responsible for replacement of personal belongings.

### Notice of Program Accessibility

**Age Restrictions Statement:** It is the policy of Hillcrest Medical Center to not deny or restrict access to services based on an individual's age (unless age is a factor necessary to normal operations or the achievement of any statutory objective).

Hillcrest and all of its programs and activities are accessible to and usable by people who are disabled, including people who are deaf, hard of hearing or blind, or who have other sensory impairments. Access features include:

- Convenient, off-street parking designated specifically for functional and access needs per national standards.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria and patient treatment areas, including examining rooms and patient wards.
- A range of assistive and communication aids provided to persons who are deaf, hard of hearing or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:
  - Qualified sign language interpreters for persons who are deaf or hard of hearing.
  - A 24-hour telecommunication device (TTY/TDD), which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing or speech impaired.

If you require any of the aids listed above, please let the receptionist or your nurse know.

### Medications from Home

Please do not bring any medications (prescription, over-the-counter or illegal drugs) to the hospital. All medications you take while a patient at Hillcrest Medical Center have been prescribed by your physician, are dispensed by the hospital





pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, unless we are unable to provide them and it is approved by their physician.

When you are ready to go home, ask the hospital staff to go over each medication with you and a family member.

### **Patient Education or [www.thepatientchannelnow.com](http://www.thepatientchannelnow.com)**

Password: 01240 [ask for the education channel guide]

This password can be used for continued education after you have been discharged.

71 General Education

72 The Newborn Channel – English

73 The Newborn Channel – Spanish

### **Fire Safety**

Hospitals are required to carry out routine fire and disaster drills. These mock drills may involve various alarms, automatic door closures and response procedures practiced for your safety. In the unlikely event of a real emergency, our staff is well-trained and will instruct and assist you.

### **Smoking**

Smoking and/or the use of tobacco products or e-cigarettes is not permitted anywhere in the hospital or on hospital grounds. If you are a smoker, discuss with your physician the possibility of a nicotine patch or other suitable substitute you can use during your stay if necessary.

### **Security**

Entrances, exits and hallways are monitored 24 hours each day by video cameras and trained Security staff. If you are aware of a potentially disruptive situation, immediately call the Security Department by dialing 53300 on a hospital phone.

Patients should notify a nurse if they notice any suspicious persons. All hospital employees have identification badges that are worn above the waist on the upper portion of the body. Additional identification and precautions are taken in the obstetrical, pediatric and behavioral health areas.

### **TV**

Televisions are provided in each patient room. The service is free and consists of all the local broadcast channels and basic cable channels. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime.

### **Electrical Appliances**

Electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, computers and other devices should be checked by our biomed personnel. Ask your nurse to contact biomed prior to use.





# During Your Stay

## Where's the Cafeteria?

Second floor, accessible by using the south elevators.

Visitors are welcome to dine in the cafeteria.

## Hours

6 a.m. to 1 a.m.

Various menu selections are available that include sandwiches, pizza, grill items, salad and entrees.

## ATM

For your convenience, an automated teller machine (ATM) is located in the main lobby.

## Vending Machines

Vending machines offering beverages and snacks are located throughout the campus. They are available 24 hours a day, seven days a week.



## Mail and Flowers

Mail and packages will be delivered to your room. Any mail received after your discharge will be forwarded to your home address. Flowers may be delivered depending on your unit. Please note that flowers are prohibited in intensive care units.

Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

## Patient Meals

Three meals a day are provided. A menu, based on your physician's order or dietary restrictions, will be placed on your breakfast tray, so you may choose the next day's menu. If you have questions regarding the menu, the staff member who collects the menu is available to assist you. Guest meals must be prepaid in the cafeteria and should be ordered on your menu selection form. Please notify your nurse if you have specific dietary needs or food allergies. A dietician is available to discuss preferences or provide diet information.

## Gift Shop

The hospital's gift shop is located in the lobby on the ground floor. The shop offers a variety of gifts, toiletries, flowers and snacks. Cash and all major credit cards accepted. Call ext. 57787.

Hours of operation:

9 a.m. to 6 p.m. Monday through Friday

9 a.m. to 5 p.m. Saturday

12 p.m. to 5 p.m. Sunday

## Pastoral Care

The hospital chaplain and a group of volunteer ministers are available to all patients and their families. A Prayer Ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. A chapel is on the plaza level. This may be accessed by using the South elevators.

“Who questions much, shall learn much,  
and retain much.”

# Speak Up!



## **Take charge of your care.**

**D**uring your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

### **STEP UP & SPEAK UP**

**SPEAK UP:** Ask questions and voice concerns. It's your body, and you have a right to know.

**PAY ATTENTION:** Make sure you're getting the right treatments and medications.

**EDUCATE YOURSELF:** Learn about the medical tests you receive and your treatment plan.

**FIND AN ADVOCATE:** Pick a trusted family member or friend to be your advocate or support person.

**WHAT MEDS & WHY:** Know what medications you take and why you take them.

**PARTICIPATE IN YOUR CARE:** You are the center of the healthcare team.

#### **Remember:**

- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

#### **Don't Get Overwhelmed, Write It Down!**



*Courtesy of The Joint Commission.*

“Fear is the father of courage  
and the mother of safety.”

# Stay Safe

*You can contribute to healthcare safety.*

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and technicians. The following information will help make your hospital stay safe and comfortable.



## Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

## Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff doesn't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

## PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.



# Know Your Meds



While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

## KEEP A WALLET-SIZED NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.

Immunizations are important for your continued health. While in the hospital, you will be assessed and offered pneumonia and influenza vaccinations if appropriate.

### Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

**Remember—you play an important role in helping to reduce medication errors.**



# Preventing Falls



Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy or they've been sitting or lying down for too long. Hillcrest Medical Center cares about our patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

- Hospital staff may turn your bed alarm on; this alarm will remind you not to get out of bed without assistance. It also will notify staff that you need assistance.
- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home, and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear nonskid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.



## DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

**PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICATIONS THAT MAY MAKE THEM DIZZY, WEAK OR UNSTEADY**



# Questions for My Doctor

## Be Informed

You and your caregiver need to stay informed about your medical condition and treatments while you are hospitalized. Once you are released from the hospital, it is important to have this information available so you can share it with your primary care physician during your next visit. These checklists will help you ask questions while in the hospital and keep track of vital health and medication information.

## About My Medicines

See “Know Your Meds” on page 15. Once you are discharged from the hospital, your pharmacist can help answer your questions about medications, including what the label on the medicine bottle means. Ask your pharmacist to put your medicines in easy-to-open containers, and ask for large-print labels.

## About My Medical Tests

- ✓ Why do I need this test?
- ✓ What will this test show about my health?
- ✓ What will the test cost? Will my health insurance cover the costs?
- ✓ What do I need to do to get ready for the test?
- ✓ How is the test done? What steps does the test involve?
- ✓ Are there any dangers or side effects?
- ✓ How will I find out the results of my test? How long will it take to get the results?
- ✓ What will we know after the test?
- ✓ Will I get a written copy of the test results?



## About My Condition

- ✓ What effect did my hospitalization have on my condition? Is it cured or just under control for now?
- ✓ How can my condition be treated, managed or made better?
- ✓ How will this condition affect me? Will I need to change some of my activities?
- ✓ Are there long-term effects of my condition?
- ✓ How can I learn more about my condition?



“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”

# Do You Have Pain?

*Manage your pain so your hospital stay is as comfortable as possible.*

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

## To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?



USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

## Wong-Baker FACES® Pain Rating Scale



0

No  
Hurt



2

Hurts  
Little Bit



4

Hurts  
Little More



6

Hurts  
Even More



8

Hurts  
Whole Lot



10

Hurts  
Worst



# Rights & Responsibilities

## As a Patient in Our Facility, You have the Right to:

1. Be informed regarding your rights.
2. Reasonable access to care, treatment and services.
3. Be informed of caregivers including the physician/practitioner responsible for or who will perform care, treatment and services.
4. Security, personal privacy, and confidentiality of information in your healthcare treatment.
5. Receive care in a safe setting.
6. Quality treatment, considerate care, and continuity of care that is respectful of your cultural, psychosocial/spiritual, person values/beliefs and preferences.
7. Personal dignity.
8. Pastoral/other spiritual services.
9. Impartial treatment without regard to your age, race, gender, national origin, religion, disability or other status protected by law.
10. Be free from all forms of abuse or harassment.
11. Be free from restraints of any form that are not medically necessary and from the use of seclusion.
12. Be informed about your medical treatment and to provide informed consent before you are treated. This right includes receiving information regarding anticipated benefits, risks and side effects of all medications and treatment.
13. Be informed about the outcomes of care, including unanticipated outcomes. When appropriate, your family should also have this right.
14. Informed participation in the formulation of your treatment plan and decisions regarding your care, and to know the names of the staff members responsible for your care.
15. Participate in the consideration of ethical issues involving your care, including issues of conflict resolution, withholding resuscitation, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies/clinical trials. When appropriate, your family should also have this right.
16. Refuse participation in any research project or clinical training.
17. Refuse any proposed care treatment or services unless required by law or regulations. You have the right to appoint a surrogate decision-maker to refuse care/treatment/services on your behalf should you become incapable of making your own decisions. Oklahoma Law may restrict the rights of families to make decisions about life-sustaining treatment in the absence of an "Appointment of a Healthcare Proxy or a Durable Power of Attorney for Healthcare."
18. Effective pain assessment and management.



# Rights & Responsibilities

19. Formulate an advance directive for healthcare and to have hospital staff comply with your advance directive.
20. Receive care whether or not you have signed an advance directive.
21. Appoint a decision-maker in case you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care.
22. Access protective services, if needed.
23. Confidentiality of your medical records and communications with your healthcare providers, except when state or federal law requires disclosure.
24. Of access to information contained in your records within a reasonable time frame.
25. Be transferred to another facility if this facility cannot provide the services you need.
26. Be cared for by staff educated about patient rights and their role in supporting those rights.
27. Request to see a copy of the Hospital's Code of Ethical Behavior Policy.
28. Examine and receive an explanation of your bill regardless of the source of payment.
29. In exercising your rights, you may not infringe on the rights of others.
30. Express grievances about your care or possible violations.
31. Access or request amendment to or receive an accounting of disclosures regarding your own health information as permitted by law.

## What are Patient Rights?

The American Hospital Association provides the guidance for the patient bill of rights. They have been summarized as:

- High-quality hospital care
- A clean and safe environment
- Involvement in your care
- Protection of your privacy
- Help when leaving the hospital
- Help with your billing claims

You have the right to receive the visitors you want. Visitors could be a spouse, domestic partner, same-sex domestic partner, family member, friend or anyone else you want. You may change your mind at any time. The hospital may limit visitation if problems occur. Visitation may be limited for safety, security or patient care reasons.



# Declaración De Derechos De Los Pacientes

## Como Paciente en nuestras instalaciones:

1. Tiene derecho a recibir información sobre sus derechos.
2. Tiene derecho a tener un acceso razonable al cuidado, el tratamiento y los servicios.
3. Tiene derecho a recibir información sobre los proveedores de cuidado, incluyendo el médico/profesional de la salud responsable de su cuidado, tratamiento y servicios o quien los llevará a cabo.
4. Tiene derecho a la seguridad, privacidad personal y confidencialidad de la información en su tratamiento del cuidado de la salud.
5. Tiene derecho a recibir cuidado en un entorno seguro.
6. Tiene derecho a recibir tratamiento de calidad, cuidado considerado y continuidad de cuidado que respete sus antecedentes culturales, psicosociales y espirituales, y sus valores, creencias y preferencias personales.
7. Tiene derecho a la dignidad personal.
8. Tiene derecho a recibir servicios pastorales o u otros servicios espirituales.
9. Tiene derecho a recibir un tratamiento imparcial sin tomar en consideración su edad, raza, sexo, nacionalidad, religión, incapacidad u otro estado protegido por la ley.
10. Tiene derecho a no sufrir ninguna forma de abuso o acoso.
11. Tiene derecho a estar libre de cualquier tipo de dispositivos de restricción física que no sea clínicamente necesario y a estar libre del uso de aislamiento.
12. Tiene derecho a recibir información sobre su tratamiento médico y a dar un consentimiento informado antes de comenzar el tratamiento. Este derecho incluye recibir información sobre los beneficios, riesgos y efectos secundarios anticipados de todos los medicamentos y tratamientos.
13. Usted y, cuando sea apropiado, su familia tiene derecho a recibir información sobre los resultados del cuidado, incluyendo los resultados no anticipados.
14. Tiene derecho a participar de manera informada en la formulación de su plan de tratamiento y en las decisiones sobre su cuidado, y a conocer los nombres de los miembros del personal responsables de su cuidado.
15. Usted y su familia tienen derecho a participar en la consideración de asuntos éticos respecto de su cuidado, incluyendo asuntos de resolución de conflictos, negación de la resucitación, renuncia o retiro del tratamiento de soporte vital, y participación en estudios de investigación/pruebas clínicas.
16. Tiene derecho a negarse a participar en cualquier proyecto de investigación o capacitación clínica.
17. Tiene derecho a rechazar cualquier servicio o tratamiento de cuidado que le propongan a menos que así lo exija la ley o las regulaciones. Tiene derecho a nombrar a una



# Declaración De Derechos De Los Pacientes

- persona que tome las decisiones por usted para que rechace el cuidado/tratamiento/servicios en su nombre si usted se volviera incapaz de tomar sus propias decisiones. La Ley de Oklahoma puede restringir los derechos que tienen los familiares de tomar decisiones sobre el tratamiento de soporte vital si no existe un “Nombramiento de apoderado para el cuidado de la salud” o un “Poder notarial duradero para el cuidado de la salud”.
18. Tiene derecho a recibir evaluación y manejo efectivo del dolor.
  19. Tiene derecho a formular una Directiva Avanzada para el Cuidado de la Salud y a que el personal del hospital cumpla con su Directiva Avanzada.
  20. Tiene derecho a recibir cuidado haya usted firmado o no una Directiva Avanzada.
  21. Tiene derecho a nombrar a una persona que tome las decisiones en caso de que usted sea incapaz de entender el tratamiento o procedimiento que se propone, o que usted sea incapaz de comunicar sus deseos respecto de su cuidado.
  22. Tiene derecho a ingresar en servicios de protección, de ser necesario (Servicios de Protección de Adultos, Bienestar Infantil, etc.)
  23. Tiene derecho a la confidencialidad de sus registros médicos y de las comunicaciones con sus proveedores del cuidado de la salud, excepto cuando la ley estatal o federal exijan la divulgación de información.
  24. Tiene derecho al acceso a la información que existe en sus registros dentro de un período de tiempo razonable.
  25. Tiene derecho a ser trasladado a otra instalación si este hospital no puede brindarle los servicios que usted necesita.
  26. Tiene derecho a ser atendido por miembros del personal que conozcan bien los derechos de los pacientes y el papel que ellos desempeñan en el apoyo de dichos derechos.
  27. Tiene derecho a solicitar ver una copia de la Política del Código de Comportamiento Ético del Hospital.
  28. Tiene derecho a examinar y a recibir una explicación de su factura sin importar cuál sea la forma de pago.
  29. Al hacer uso de sus derechos, usted no puede violar los derechos de los demás.
  30. Tiene derecho a expresar quejas sobre su cuidado o sobre posibles violaciones a sus derechos. Usted puede comunicarse con el Comité de Quejas de los Pacientes a través de la Línea de Servicios a Clientes en la extensión 5255. También tiene derecho a expresar quejas directamente ante el Departamento de Salud del Estado de Oklahoma, ubicado en 1000 NE 10th St., OKC, OK 73117-1299 o por teléfono al 1 405.271.5600.
  31. Tiene derecho a acceder, solicitar enmiendas o a recibir un registro de divulgaciones de su propia información de salud, tal como lo permite la ley.



32. Tiene el derecho de recibir los visitantes que desee. Los visitantes pueden ser un cónyuge, un compañero doméstico, un compañero del mismo sexo, un pariente, un amigo, o cualquier otra persona que usted desee recibir.

Puede cambiar de opinión en cualquier momento. El hospital podrá limitar las visitas si surgen problemas. Se podrán limitar las visitas por precaución, seguridad o para cuidar del paciente como corresponde.

### Notes

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# What are Your Advance Directives?

## What Are Advance Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

Your advance directive is destroyed once you are discharged from the hospital. You must provide a new advance directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about advance directives or to obtain forms, please speak with your nurse or call the chaplain at 918.579.6210.

## Decisions About Your Care

While it is always hoped you will be able to make all of the decisions about your care, sometimes you are unable to do so. The 1990 Patient Self-Determination Act (PSDA) encourages all people to make choices and decisions about the types and extent of medical care they want to accept or refuse should they become unable to speak for themselves. As you discuss your healthcare decisions with your doctor and your family, consider completing an advance directive.

## What is an Advance Directive?

An advance directive communicates what you want your healthcare providers, family and friends to know if you ever become seriously ill and unable to directly communicate your healthcare wishes.

With an advance directive, you may:

- Express understanding and decisions regarding life-sustaining therapies such as CPR and artificial nutrition and hydration
- Name a healthcare proxy to make decisions on your behalf
- Clarify your wishes regarding whole body or tissue donation
- Provide other instructions important to you and your healthcare

The Oklahoma Advance Directive Law provides a simple form to complete without the need of a lawyer or notary. If you would like to complete an Oklahoma Advance Directive form prior to your admission or during your stay at Hillcrest Medical Center, please ask your nurse or contact the chaplain at 918.579.6210.





# Advance Directive for Health Care



This form (in English, Vietnamese and Spanish) and answers to frequently asked questions (FAQS) are available at this web address:

<http://okpalliative.nursing.ouhsc.edu/oklaw.htm>

## OKLAHOMA ADVANCE DIRECTIVE FOR HEALTH CARE

If I am incapable of making an informed decision regarding my health care, I direct my health care providers to follow my instructions below.

### I. Living Will

If my attending physician and another physician determine that I am no longer able to make decisions regarding my medical treatment, I direct my attending physician and other health care providers, pursuant to the Oklahoma Advance Directive Act, to follow my instructions as set forth below:

1. If I have a terminal condition, that is, an incurable and irreversible condition that even with the administration of life-sustaining treatment will, in the opinion of the attending physician and another physician, result in death within six (6) months:

#### **(Initial only one option)**

\_\_\_\_\_ I direct that my life not be extended by life-sustaining treatment, except that if I am unable to take food and water by mouth, I wish to receive artificially administered nutrition and hydration.

\_\_\_\_\_ I direct that my life not be extended by life-sustaining treatment, including artificially administered nutrition and hydration.

\_\_\_\_\_ I direct that I be given life-sustaining treatment and, if I am unable to take food and water by mouth, I wish to receive artificially administered nutrition and hydration.

#### **(Initial if applicable)**

See my more specific instructions in paragraph (4) below.

2. If I am persistently unconscious, that is, I have an irreversible condition, as determined by the attending physician and another physician, in which thought and awareness of self and environment are absent:

#### **(Initial only one option)**

\_\_\_\_\_ I direct that my life not be extended by life-sustaining treatment, except that if I am unable to take food and water by mouth, I wish to receive artificially administered nutrition and hydration.

\_\_\_\_\_ I direct that my life not be extended by life-sustaining treatment, including artificially administered nutrition and hydration.



## What are Your Advance Directives?

\_\_\_\_\_ I direct that I be given life-sustaining treatment and, if I am unable to take food and water by mouth, I wish to receive artificially administered nutrition and hydration.

**(Initial if applicable)**

\_\_\_\_\_ See my more specific instructions in paragraph (4) below.

3. If I have an end-stage condition, that is, a condition caused by injury, disease, or illness, which results in severe and permanent deterioration indicated by incompetency and complete physical dependency for which treatment of the irreversible condition would be medically ineffective:

**(Initial one option only)**

\_\_\_\_\_ I direct that my life not be extended by life-sustaining treatment, except that if I am unable to take food and water by mouth, I wish to receive artificially administered nutrition and hydration.

\_\_\_\_\_ I direct that my life not be extended by life-sustaining treatment, including artificially administered nutrition and hydration.

\_\_\_\_\_ I direct that I be given life-sustaining treatment and, if I am unable to take food and water by mouth, I wish to receive artificially administered nutrition and hydration.

**(Initial if applicable)**

See my more specific instructions in paragraph (4) below

4. Other.

(Here you may: [a] describe other conditions in which you would want life-sustaining treatment or artificially administered nutrition and hydration provided, withheld, or withdrawn; [b] give more specific instructions about your wishes concerning life-sustaining treatment or artificially administered nutrition and hydration if you have a terminal condition, are persistently unconscious, or have an end-stage condition; or [c] do both of these.

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## II. My Appointment of My Health Care Proxy

If my attending physician and another physician determine that I am no longer able to make decisions regarding my medical treatment, I direct my attending physician and other health care providers pursuant to the Oklahoma Advance Directive Act to follow the instructions of:

\_\_\_\_\_, whom I appoint as my health care proxy.

If my health care proxy is or becomes unable or unwilling to serve, I appoint:

\_\_\_\_\_ as my alternate health care proxy with the same authority.

My healthcare proxy is authorized to make whatever health care decisions I could make if I were able, except that decisions regarding life-sustaining treatment and artificially administered nutrition and hydration can be made by my health care proxy or alternate health care proxy only as I have indicated in the foregoing sections.

If I fail to designate a health care proxy in this section, I am deliberately declining to designate a health care proxy.

## III. Anatomical Gifts

Pursuant to the provisions of the Uniform Anatomical Gift Act, I direct that at the time of my death my entire body or designated body organs or body parts be donated for purposes of:

**(Initial all that apply)**

- \_\_\_\_\_ transplantation therapy
- \_\_\_\_\_ advancement of medical science, research, or education
- \_\_\_\_\_ advancement of dental science, research, or education

Death means either irreversible cessation of circulatory and respiratory functions or irreversible cessation of all functions of the entire brain, including the brain stem. I specifically donate:

**(Initial all that apply)**

\_\_\_\_\_ My entire body;      or

The following body organs or parts;

- |                     |                    |                        |
|---------------------|--------------------|------------------------|
| _____ lungs         | _____ liver        | _____ arteries         |
| _____ pancreas      | _____ heart        | _____ glands           |
| _____ kidneys       | _____ brain        | _____ tissue           |
| _____ skin          | _____ bones/marrow | _____ eyes/cornea/lens |
| _____ bloods/fluids | _____ tissue       | _____ other            |



# What are Your Advance Directives?

## IV. General Provisions

- a. I understand that I must be eighteen (18) years of age or older to execute this form.
  - b. I understand that my witnesses must be eighteen (18) years of age or older and shall not be related to me and shall not inherit from me.
  - c. I understand that if I have been diagnosed as pregnant and that diagnosis is known to my attending physician, I will be provided with life-sustaining treatment and artificially administered hydration and nutrition unless I have, in my own words, specifically authorized that during a course of pregnancy, life-sustaining treatment and/or artificially administered hydration and/or nutrition shall be withheld or withdrawn.
  - d. In the absence of my ability to give directions regarding the use of life-sustaining procedures, it is my intention that this advance directive shall be honored by my family and physicians as the final expression of my legal right to choose or refuse medical or surgical treatment including, but not limited to, the administration of life-sustaining procedures, and I accept the consequences of such choice or refusal.
  - e. This advance directive shall be in effect until it is revoked.
  - f. I understand that I may revoke this advance directive at any time.
  - g. I understand and agree that if I have any prior directives, and if I sign this advance directive, my prior directives are revoked.
  - h. I understand the full importance of this advance directive and I am emotionally and mentally competent to make this advance directive.
  - i. I understand that my physician(s) shall make all decisions based upon his or her best judgment applying with ordinary care and diligence the knowledge and skill that is possessed and used by members of the physician's profession in good standing engaged in the same field of practice at that time, measured by national standards.
- Signed this \_\_\_\_\_ day of \_\_\_\_\_, 2 \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Residence  
(City, county, and state)

\_\_\_\_\_  
Date of birth (Optional for  
identification purposes)

This advance directive was signed in my presence.

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State

\_\_\_\_\_  
City/State

**For assistance in filling out this form call (405) 522-3069.**



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# Preparing to Leave the Hospital

## Going Home

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor. Our goal is to complete your discharge by noon.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

## Medications

It is important to fill any new prescriptions promptly so you can stay on the medication schedule that was begun in the hospital. When you get your new prescriptions, read the literature carefully so you will know which side effects are normal and which should be reported to your doctor. It also is important to know whether you should take the drugs with food or without and whether over-the-counter medicines, such as cold remedies or aspirin, will interfere.

Taking your medications on a strict schedule is important. Some drugs, if interrupted, can cause serious side effects. Taking too little or too much of your prescription drugs also can have dangerous effects. For instance, do not take more of a pain medication than is prescribed. If the medication is not effectively managing your pain as prescribed, consult with your doctor. Pay strict attention to the dosage and frequency printed on your prescription label for a successful recovery.

## When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.





# Preparing to Leave the Hospital



## What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill.

## Pre-Certification

Most insurance plans now require pre-certification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your responsibility to see that this is completed. This information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

## Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may





request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

### Medicare

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments are the patient's responsibility.

### Medicaid

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

### Commercial Insurance

We will file insurance claims for you once you have assigned benefits to Hillcrest Medical Center. All co-pays, deductibles and co-insurance are due at the time of service.

### If You Have No Insurance

If you do not have insurance coverage, payment is due at the time of service and arrangements for payment should be made before leaving the hospital. For your convenience, we accept checks, Discover, American Express, Visa and MasterCard. If you have any questions or would like to discuss your payment options, call the Business Office at 918.579.7516 to speak with a customer service representative. The Business Office is open Monday through Friday, 8 a.m. to 4:30 p.m.

If you are in need of assistance with your hospital bill, call the Business Office at 918.579.7516.



### View Your Medical Records Online

We are pleased to offer you secure online access to your personal medical record. Simply login to myHillcrest patient portal from any computer, tablet or smartphone to:

- Review your medical history
- Check lab and radiology results
- View a list of your medications and allergies





“In the field of observation,  
chance favors only the prepared mind.”

# Don't Leave Until...

*5 things to know before you walk out that hospital door.*



Be sure to **meet** with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

**W**hen it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, at right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker, or administrator, or may have

some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

## **If You Disagree**

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.



## Make sure you have the following information before you leave the hospital:

**1. Medications list.** This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

**2. Rx.** A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

### 3. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long

Be sure to ask what foods to stay away from while on your medications.



- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

**4. Other services.** When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

**5. Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, and respite care, and agencies that can help with patient care and respite care.

“In compassion lies  
the world’s true strength.”

# For the Caregiver

*Your role as a patient advocate*



**W**hile your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at [www.caregiver.org](http://www.caregiver.org).

**CAREGIVER...**  
know what condition  
your loved one is being  
treated for.

**patient’s rights**  
Know your patient’s rights and  
responsibilities (see page 19).

**advance directives**  
Know whether or not your loved  
one has an advance directive  
and if so, what it specifies  
(see page 24).

**ask questions**  
If your loved one is too ill or  
reluctant to ask questions,  
make note of his or her concerns  
and any you may have and  
don’t be afraid to speak up  
(see *Speak Up!* on page 13).

**help track medications**  
Your loved one may be prescribed  
medications while in the hospital  
and may be seen by several  
doctors. Keep track of it all in a  
wallet-sized notebook.

**what’s next?**  
Will your loved one need home  
care or care at another facility?  
Ask to speak with a case manager  
to find out what your options are.



# Resources

## Staff Definitions

### Physicians

You are likely to have numerous physicians involved in your care. These may include your primary care physician, hospitalists, surgeon, specialists for your condition, medical students and resident physicians. Each is very well qualified to contribute to your recovery.

### Nurses

You will encounter many nurses during your hospitalization. They will administer medications, assist you in pain management, answer questions, and monitor you for side effects, complications and safety issues. They might provide information and educational materials about your condition and assist you with personal hygiene. They will serve as a conduit of communication between you and your doctors when your doctors are not physically present.

### Case Management/Social Workers/ Discharge Planning

Nurse case managers and Social Services staff are available to coordinate your discharge concerns. During your hospitalization, an assessment will determine your specific discharge needs. The case managers and social workers will be working directly with your physicians to coordinate your discharge plans. Your discharge plan may include home health services, rehabilitation, skilled nursing, long-term care or a discharge back to your home. Social Workers also have special training in

helping you and your family deal with social issues surrounding your illness. Our goal is to make your transition out of the hospital as easy as possible. If you have additional concerns or need to speak with a case manager, please notify your nurse.

### Pastoral Care

A chaplain is on call 24 hours a day to provide support and encouragement. The chaplain can be reached through the hospital operator, by digital pager 918.761.7094 or by leaving a message in the Pastoral Care Department at ext. 56210.

A small, quiet chapel is located on the Plaza level between the third and fourth floors, accessible by taking the South Elevators. It always is open and available for personal prayer and meditation.

A nondenominational service is held in the Livingston Chapel on Sundays from 10 to 10:30 a.m. Ask your nurse for details or assistance.

A devotional and prayer is available by calling ext. 56250.

### Volunteers

Volunteers provide a variety of duties that keep the hospital running smoothly and offer an extra special dimension to patient care.

### Hospital Departments and Services Behavioral Health Services

Hillcrest Medical Center offers a continuum of behavioral services including inpatient and outpatient programs for the child, adolescent and



# Resources

geriatrics. Please call 918.579.7180 for additional information.

## Diabetes Center

The Diabetes Center offers a comprehensive diabetes management program that is certified by the American Diabetes Association. This multidisciplinary team includes a diabetes nurse educator and a registered dietitian. Depending on your needs, education is provided on an individual basis in an inpatient or an outpatient setting. Because each person is affected differently by diabetes, we tailor our program to satisfy your specific needs. Physician referral to the program is required. Please call 918.579.3385 for more information.

## Emergency Department

All medical emergencies from serious to minor injuries require prompt, specialized care. Our Emergency Department is prepared for any trauma or emergency, 24 hours a day, every day of the year. It is staffed by board-certified emergency physicians and nurses trained in emergency care.

## Oklahoma Heart Institute

HMC opened Oklahoma Heart Institute (OHI) on March 8, 2009. The facility is 180,000 square feet and has 104 beds, all dedicated to the prevention, care and treatment of cardiovascular disease. Oklahoma Heart Institute is located on the Hillcrest Medical Center campus at 1120 S. Utica Ave. in Tulsa. Oklahoma Heart Institute physician

offices are located at 1265 S. Utica Ave., Suite 300, and 9228 S. Mingo Road, Suite 200, in Tulsa. Additional information about OHI can be found on its website, OklahomaHeart.com.

## Palliative Care

Hillcrest Palliative Care focuses on providing seriously ill patients with relief from the symptoms, pain and stress of their disease to maximize quality of life for the patient and his or her loved ones. The Hillcrest Palliative team also serves as an extra layer of support to help patients and their family members understand the diagnosis, prognosis and benefits versus burdens of available medical interventions. Palliative care is appropriate for all ages and can be provided with curative treatment.

## Peggy V. Helmerich

### Women's Health Center

From comprehensive patient education programs to the personalized services of the BirthCare Center and the nationally recognized Level III neonatal intensive care unit, Hillcrest offers a range of services to expectant mothers. There is also a specially designed Women's Care Unit within the hospital that provides additional comfort to women facing health challenges.

Hillcrest also is home to one of the most notable breast centers in the region—the Leta M. Chapman Breast Center. Patients give the center some of the highest satisfaction ratings in the nation. The center offers advanced technology, including Computer-Aided Detection



(CAD) and enhanced visualization film, to diagnose and treat breast disease.

### Internet Nursery

The Peggy V. Helmerich Women's Health Center offers an Internet nursery, where friends and family can view pictures of newborns. Visit [HelmerichWomensCenter.com](http://HelmerichWomensCenter.com) and click the Nursery link. In most cases, pictures are posted to the site 48 hours after the baby has been discharged.

### Rehabilitation Services

Kaiser Rehabilitation Center is a leader in providing solutions for rebuilding lives. It offers a range of services to help people regain functional independence after a debilitating injury or illness. Our team approach to rehabilitation brings the expertise of physicians, therapists, nurses, and other health professionals together with patient and family to achieve the best possible outcome. Each patient is given an individualized treatment plan that stimulates and challenges him or her to achieve his or her maximum potential.

Kaiser Rehabilitation is dedicated to helping patients through rehabilitating in real life situations, including community, school, work or leisure activities. This allows patients to practice the skills needed to re-enter the community with confidence.

Outpatient physical therapy, occupational therapy, and speech services are available for orthopedic, neurologic, hand, pediatric and wound care at the hospital. Outpatient physical therapy and athletic training are available for

orthopedic, sports and industrial injuries as well.

### Protective Services

As patient advocates, the staff of Hillcrest Medical Center offers the following information to patients and their families regarding the access of protective services:

#### Abuse

##### ■ Adult Protective Services

After Hours: 800.522.3511

Regular Hours: 800.734.7509

##### ■ Child Abuse Hotline: 918.584.1222

##### ■ HELP Line: 918.836.4357

##### ■ Domestic Violence Intervention:

Services (DVIS): 918.585.3163

DVIS Crisis Line 918.585.3143

#### Aging

##### ■ Tulsa Area Agency on Aging:

918.596.7688

##### ■ Alzheimer's Association,

OK Chapter: 918.481.7741

##### ■ Senior Line: 918.664.9000

### Caregiver Resources

#### [aoa.gov](http://aoa.gov)

Caregiver resources from the Administration on Aging

#### [caregiving.com](http://caregiving.com)

Online support groups and articles on caregiving

#### Eldercare Locator

800.677.1116

[eldercare.gov](http://eldercare.gov)

Help with locating aging services throughout the U.S.



# Resources

## 800-MEDICARE

medicare.gov—then search for caregiver Official U.S. government site for people with Medicare

## National Alliance for Caregiving

caregiving.org

Support for family caregivers and the professionals who serve them

## Caregiver Action Network

202.454.3970

www.caregiveraction.org

Support for caregivers of chronically ill, aged or disabled loved ones

## Additional Information

### Herbal & Dietary Supplement Use and Anesthesia

It is absolutely essential that you tell your doctor about your use of herbal medicines, vitamins, nutritional supplements or any other prescribed or over-the-counter drugs. Many of the popular herbal products on the market can cause harmful side effects or interact with other medications.

Anesthesiologists conducted research to determine exactly how certain herbs and dietary supplements interact with certain anesthetics. They are finding that certain herbal medicines may prolong the effects of anesthesia. Others may increase the risks of bleeding or raise blood pressure. Some effects may be subtle and less critical, but for anesthesiologists, anticipating a possible reaction is better than reacting to an unexpected condition.

Be sure to let your doctor know all

supplements, over-the-counter drugs and prescribed medications you are taking.

Examples of possible side effects or drug interactions from popular herbal supplements:

- **Ginkgo (aka ginkgo biloba)** – May increase bleeding, especially in patients already taking certain anti-clotting medications.
- **Vitamin E** – May increase bleeding, especially in patients already taking certain anti-clotting medications. May affect thyroid gland function in otherwise healthy individuals. In doses higher than 400 IU per day, may cause problems with increased blood pressure in people who already have high blood pressure.
- **Echinacea** – May cause inflammation of the liver if used with certain other medications such as anabolic steroids, methotrexate or others. In some cases, the patient does not experience any warning signs or symptoms.

### Awareness Under Anesthesia

It is not uncommon when using local sedation or regional anesthesia for a patient to have some recollection of the procedure. But, it is rare when a patient under general anesthesia is able to recall his or her surroundings or an event. Here are 10 things you should know about patient awareness under general anesthesia:

1. It is rare. When it occurs, it is often fleeting and not traumatic to the patient.
2. Patients experiencing awareness usually do not feel any pain but experience a feeling of pressure.



3. Awareness can range from brief, hazy recollection to specific awareness of your surroundings during surgery. Patients who dream during surgery or who have some perception of their surroundings before or after surgery may think they have experienced awareness. Such a sensation or memory does not necessarily represent awareness during surgery.
4. Experts are actively studying the condition and are seeking the most effective ways to prevent it.
5. Awareness can occur in high-risk surgeries, such as trauma and cardiac surgery, in which the patient's condition may not allow for a deep anesthetic to be given. In those instances, the anesthesia professional will weigh the potential for awareness against the need to guard for the patient's life or safety. The same is true during a Caesarean section, particularly if it is an emergency and a deep anesthetic is not best for the mother or child.
6. It has been shown that early counseling after an episode of awareness can help to lessen feelings of confusion, stress or trauma associated with the event.
7. Researchers in anesthesiology have spearheaded developments in technology that have dramatically improved patient safety and comfort during surgery over the past 20 years.
8. A highly trained anesthesia professional should be involved in your surgery. No technology can replace this expertise.
9. New brain wave monitoring devices currently being tested may prove to be helpful in reducing the risk of awareness, but they need to undergo the same rigorous scientific review process that has led to wide adoption of other medical technologies.
10. Patients should talk with their anesthesia professional before surgery to discuss all their concerns, including the remote possibility of awareness. These professionals work to ensure the best possible care of patients in the operating room. If you think you have experienced this condition, please consult with your anesthesia professional as soon as possible.

### Herbal Supplements

Some popular herbal supplements may produce negative side effects when combined with certain prescription drugs. While you may have counted on these supplements to help with things like better sleep, memory or mood, it is very important now that you are home from the hospital to be aware of how these supplements may affect you when combined with the medications prescribed by your doctor. Supplements such as ginkgo biloba or vitamin E, for example, may increase bleeding, especially in patients already taking certain anti-clotting medications.

Before you resume the use of herbal supplements, vitamins and over-the-counter medications, check with your doctor or pharmacist.



# Resources

## Smoking Cessation

While you were in the hospital, you were not allowed to smoke cigarettes, e-cigarettes or use other tobacco products. This was because Hillcrest is committed to providing a healthy environment for its employees, patients and visitors. If you are a smoker or use other tobacco products, we urge you not to resume the habit when you return home. Quitting smoking will only help you on your road to recovery.

Quitting tobacco is hard, but you do not have to do it alone. There are dozens of local and national resources available to anyone who sincerely wants to quit.

Some of those resources are:

- Hillcrest Exercise & Lifestyle Programs  
918.579.4959
- American Cancer Society  
800.227.2345  
cancer.org
- American Heart Association  
800.242.8721  
heart.org
- American Lung Association  
800.586.4872  
lungusa.org
- Nicotine Anonymous  
877.879.6422  
nicotine-anonymous.org
- Smokefree.gov  
800.QUIT.NOW  
smokefree.gov

## Notes

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