

# Patient Guide to Services



To maintain the confidentiality of your health information, a code is required by anyone asking about your health status or condition. Please give this code to anyone you want to receive health information from us. No information will be given to anyone without the following code number: \_\_\_\_\_.

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# WELCOME TO BON SECOURS ST. FRANCIS HEALTH SYSTEM



*Thank you for trusting us*

At Bon Secours St. Francis, our mission is to be “good help to those in need.” In the spirit of our founding Sisters of Bon Secours, we provide each person with compassionate, patient-centered care.

We’re here for you. We know that most of our patients are not here by choice. Being in the hospital, undergoing a procedure, starting rehab, or just trying to sleep away from home may cause you anxiety.

Our ministry is to heal the whole person—body, mind and spirit. We care about our patients and strive to do all we can to make their time with us as peaceful and painless as possible. As a faith-based provider, we respect our patients’ individual spiritual needs and practices. Our specially trained chaplains, interpreters and Patient Relations team are available

to address your spiritual, emotional and cultural needs.

Please tell us about your stay at Bon Secours St. Francis, from admission to discharge. Whether you have compliments or suggestions to improve our services, your input helps us.

Thank you for choosing Bon Secours St. Francis.

Sincerely yours,



Matt Caldwell  
Market President  
Bon Secours St. Francis  
Health System

## *Mission Statement*

*The mission of Bon Secours is to bring compassion to health care and to be Good Help to those in Need®, especially those who are poor and dying. As a system of caregivers, we commit ourselves to help bring people and communities to health and wholeness as part of the healing ministry of Jesus Christ and the Catholic Church.*



## ABOUT US



*Why we are the right choice for your care*

Since we first opened our doors in 1932, St. Francis has utilized the latest in medical technology to serve the Upstate's patient population. We are among the Nation's Top 100 Hospitals. Both Healthgrades and Truven Health Analytics consistently recognize our organization for outstanding quality in patient care and patient safety.

Our two hospitals—St. Francis Downtown and St. Francis Eastside—outpatient centers, medical office buildings, urgent care centers and physician practices offer services from a range of specialties:

- Cancer Care
- Cardiac Care
- Diabetes Treatment
- Emergency Services
- General Surgery
- Obstetrics
- Orthopedics
- Neonatal Care
- Surgical Weight Loss
- Women's Health

**Contact Us:** 1 St. Francis Drive, Greenville, SC 29601  
(864)255-1000 • [www.bonsecours.com/greenville](http://www.bonsecours.com/greenville)



## OUR COMMITMENT TO CARE



*Patient satisfaction matters to us*

Our goal is to provide a world-class experience. To do so, we ask for feedback from patients like you. So let us know about your stay.

### ***During Your Stay***

Please speak with your physician, nurse, or unit's nurse manager if you have any questions or concerns about your care. If your issue still is not resolved, then contact the nursing supervisor or Patient Relations.

### ***After Your Stay***

Our goal always is to provide you with excellent care, and it's important to know if we have delivered on that goal. Once you leave our hospital, a third-party vendor

may contact you to answer some questions about your stay. This survey is a tool to measure and report your opinions about your care and services.

If you receive this survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve. Please note that the surveyor does not receive your medical information.

### ***Ethics Committee***

When a health care choice also involves an ethical concern, such as a family member's wish to refuse life-sustaining treatment or a disagreement between family

members or other caregivers concerning advance directives, decision-making can become overwhelming.

Our Ethics Committee is available to hear such concerns. The patient, a family member, the physician, nurse, or another staff member, may make requests for a consultation.



## PATIENT RELATIONS ASSISTANCE



*You have the right to the best care*

Thank you for choosing St. Francis Hospital for your healthcare. The Patient Relations (patient advocacy) staff is here to help meet your needs. We regularly visit patients and can assist with a number of requests to make your stay more comfortable. Some of our services include:

**Answer any questions about your rights and responsibilities.**

**Document and deliver compliments about a staff member or unit:** We appreciate knowing when a staff member has gone above and beyond their duty to make your hospitalization a pleasant experience.

**Assist with finding lost items:** We will search the areas you have been in, in an effort to locate the item. St. Francis does not assume responsibility for personal items.

**Notary Services:** Any Patient Relations staff member can provide this service.

**Gift Shop Purchases:** We are happy to purchase items for you from our gift shop located in the lobby.

As an in-patient at a hospital, you have the right at any time during your stay to discuss your personal medical care with your attending physician. Upon request, a nurse will provide you with your attending physician's telephone number and assist you in placing the call. If you are unable to make a personal call, a nurse, upon your request, will call your attending physician to inform him/her of your concern and your need for one-on-one communication. In addition, if you have any concerns about your treatment plan or hospital care, you may ask to speak with the Nursing Supervisor, and have the Supervisor paged to the telephone number in your patient room. The Supervisor will work with you and the hospital staff to address your concerns.

The Lewis Blackman Act, signed into effect in 2005, further provides patients the right to know and identify the professional status of individuals authorizing or performing procedures and treatments to include physicians, nurses, clinicians, and others. All individuals who participate in your care (including clinical trainees) will wear badges that clearly state their name, department, and title.

As a patient, you have the right to care, treatment and services in a safe and secure environment, within the capability and mission of the Hospital, and in compliance with law and regulation.

### ***Right to Complain***

If you believe your rights are being denied, you can file a complaint with your provider, by dialing **255-1093**, health insurer or the U.S. Government at [www.hhs.gov/ocr/privacy](http://www.hhs.gov/ocr/privacy).

**Source: U.S. Department of Health & Human Services Office for Civil Rights**

### ***Unresolved Concerns***

You also have the right to file your complaint with either:

**South Carolina Department of Health And Environmental Control (DHEC)**

2600 Bull Street, Columbia, SC 29201  
**(803) 898-3432**

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

One Renaissance Blvd., Oakbrook Terrace, IL 60181  
**1-800-994-6610** Email: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)



## COMMUNICATION ASSISTANCE

Throughout the Bon Secours Health System, it is our policy to care for patients regardless of race, religion, color, gender, age, marital status, national origin, sexual orientation, gender identity, veteran status, disability or any other characteristic protected by law. We believe in acknowledging each patient's rights, clarifying patient responsibilities and creating a community of care among our professional health care staff. We consider our patients to be partners in their health care.

We recognize our patients are from diverse cultural backgrounds, different races, religions and speak various languages. Understanding the needs of our patients is important to providing the best quality health care. Interpreting services are available for non-English and limited English speaking patients. Spanish speaking patients are served by a team of on-site interpreters 8:00a.m. - 4:30p.m., Monday through Friday. On call Spanish interpreters are available after hours and on weekends. Over-the-phone interpreters are provided by our vendor Cyracom. They offer over 150 languages and dialects, 24 hours a day, 7 days a week.

The services are offered at no cost to patients.

### Assistance with Emotional Stress.

If you or your loved one experience emotional stress or you feel you are in a crisis situation, the following actions are a guide to what you may need to do.

- Do not be afraid to ask for help.
- Let a health care professional know if you or the patient would like assistance in determining the best resources available for dealing with severe emotional stress / anxiety.
- A Case Manager can help as part of the plan for discharge from the hospital.

Suicidal threats and intentions to harm oneself should be taken seriously. Do not leave a person alone. To obtain help quickly, call 911.





## ADVANCE DIRECTIVES

*A simple and smart way to take charge of your care*

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. Your advance directives are used only if you become unconscious or too ill to communicate.

Different states have different laws about advance directives. Check with the Admissions Department, your nurse or a chaplain if you have any questions. Directives can include:

### ***End-of-life Care***

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### ***Durable Medical Power of Attorney***

The Durable Medical Power of Attorney is a legal document used to name someone to make medical decision for you. This person is called a health care proxy. Choose someone you trust. Discuss your medical wishes and make sure this person agrees to represent you in this role.

### ***Health Care Surrogate***

This person (agent) is appointed to make medical decisions on your behalf if you are unable to do so. The person is sometimes chosen by the patient, or, depending on state regulations, may be chosen by the patient's doctor in certain circumstances.

If you are choosing your own health care surrogate, choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent.

### ***Fill Out Your Forms***

Make sure you submit advance directives each time you go to the hospital, so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact your nurse or a chaplain.





## RAPID RESPONSE TEAM

*Special support to prevent emergencies*

### Condition H (HELP)

Bon Secours is committed to bringing compassion to health care and to be good help to those in need. Our Rapid Response Team partners with patients and their families to provide the highest quality care. When a patient or family member sees changes in their condition are not being addressed dial **4357** (HELP) to alert our Rapid Response Team.

Our specially trained team members are ready to help in these situations. If you have any questions, please discuss them with a member of your care team.

### **WHEN** *a Family Member Should Activate a Condition H*

Any change in the patient's condition that needs immediate attention and the health care team is not responding, or if you continue to have serious concerns after speaking with the health care team.

#### HOW to Alert the Rapid Response Team

- Step 1:** Dial **4357** (HELP)
- Step 2:** Tell the operator your name, room number, patient's name, and your concern
- Step 3:** The Rapid Response Team will be sent to your room



# PALLIATIVE CARE



The Palliative Care consult service helps fulfill the mission of Bon Secours St. Francis Health System: to bring compassion to health care and to be of Good Help to Those in Need®.

## ***What is Palliative Care?***

Palliative Care (pronounced pal-lee-uh-tiv) helps reduce the pain, symptoms and stress of people living with a chronic or advanced illness. Our goal is to manage your pain or other symptoms, and address the emotional and spiritual needs that often accompany chronic illness. The Palliative Care team will work with your physician and other health care providers to improve and promote the best possible quality of life. We also can assist you with goals of care or advanced care planning during the discharge process.

## ***How do I know if Palliative Care is right for me?***

If you suffer from pain or other symptoms due to a serious or chronic illness, Palliative Care may be right for you. This includes but is not limited to: advanced heart disease, advanced lung disease (such as COPD), kidney disease or kidney failure, HIV/AIDS, Amyotrophic Lateral Sclerosis (ALS), Multiple Sclerosis (MS), and advanced dementias, like Alzheimer's disease. Palliative Care services are appropriate for patients

of any age and at any stage of an illness and may be provided at the same time as curative treatment. The Palliative Care team also works with the families and caregivers.

## ***What can I expect from Palliative Care?***

When you receive Palliative Care, you can expect relief from pain, shortness of breath, fatigue, constipation, nausea, loss of appetite and difficulty sleeping. Palliative Care can improve your ability to carry on with your daily life and toleration of medical treatment. We can help you and your caregivers better understand your condition and your choices for medical care. In short, you can expect the best possible outcome of your illness.

## ***Where do I receive Palliative Care?***

Palliative Care is available for patients affiliated with Bon Secours St. Francis. Our inpatient team cares for patients at the St. Francis Downtown and St. Francis Eastside facilities. Our outpatient team is expanding with current services provided through select physician offices affiliated with Bon Secours St. Francis.

## ***Does my insurance pay for Palliative Care?***

Palliative Care is available to any patient, regardless of ability to pay.

Most insurance plans, including Medicare and Medicaid, cover all or a portion of Palliative Care treatment in the hospital.

## ***How do I start getting Palliative Care?***

Talk with your primary physician or nurse and make your wishes known to family, friends and caregivers, then ask for a Palliative Care referral.

## ***Is Palliative Care the same as Hospice Care?***

No. Unlike Hospice care, the patient does not have to have a six-month terminal diagnosis to receive Palliative Care services. Palliative Care does not require the patient to stop curative or life-prolonging treatment.

## ***Is Palliative Care only for dying patients?***

No. Palliative Care is for patients who need vigorous treatment of pain and symptoms at any stage of a complex illness.

## ***How can I learn more?***

For more information about inpatient Palliative Care services, call **(864) 255-1304**. Current outpatient Palliative Care services are available through Palmetto Pulmonary and Critical Care Associates, **(864) 233-8063**, and the St. Francis Cancer Center, **(864) 603-6300**.

## SPIRITUAL CARE



*A commitment to bring people to wholeness*

Bon Secours Health System is committed to help bring people to wholeness.

A holistic approach to patient care is what makes Bon Secours St. Francis Health System unique. Because of this approach, our spiritual care staff members are an integral part of the health care team. They minister to patients and families in a way that is respectful of each person's experience of spirituality, faith or religious expression.

Spiritual care is rooted in issues of meaning, loss, grief, faith and hope. Chaplains are companions on a journey with patients, families and staff, pondering some of the deeper questions of life and death. For some, receiving spiritual care will provide calm and a caring presence in anxious times.

For others, it may involve prayer, scripture reading or other religious support. Spiritual care also may include crisis intervention, ethical and theological guidance for end-of-life issues, and contacting community ministers on behalf of patients and families.

The spiritual care staff at Bon Secours St. Francis represents many different denominations. Our staff includes ordained ministers and lay leaders endorsed in pastoral care ministry by their respective churches.

Chaplains are available around the clock. Your priest, minister, rabbi, imam or religious leader is welcome to visit during your stay. For information, or to contact a chaplain, please call **(864) 449-1334**.

## CHAPELS

Chapels are on the main floor of both hospitals, open around the clock and are available to people of all faiths. In addition to providing a quiet place for prayer and meditation, Catholic Mass is celebrated in the chapels at the following times:

- St. Francis Downtown: 12:10 p.m., Monday-Friday
- St. Francis Eastside: 11:00 a.m., Thursday & Friday

## PRAYER LINE (IN ENGLISH & SPANISH)

Available around the clock, offering a blessing and a prayer, please call **(864) 252-3503**.

# FAST FACTS ABOUT YOUR STAY



## *An A-Z Guide to the most frequently asked questions*

### ATMs

**St. Francis Downtown:** Located next to the cafeteria entrance. Stamps are available in the vending machines adjacent to the cafeteria.

**St. Francis Eastside:** Located across from the cafeteria.

### Cafeterias

All visitors are welcome to dine in the cafeterias.

#### St. Francis Downtown

Location: Basement

#### Monday-Friday

Hot Breakfast: 6:30 to 9:30 a.m.; continental breakfast available until 11:00 a.m.

Lunch: 11:30 a.m. to 1:30 p.m.; salad bar, grill, grab and go available all day

Dinner: 4:30 to 6:30 p.m.

#### Weekends

Hot Breakfast: 6:30 to 9:30 a.m.; continental breakfast until 11:00 a.m.

Lunch: 11:00 a.m. to 1:30 p.m.; salad bar available, grill, grab and go available all day

Dinner: 4:30 to 6:30 p.m.

#### St. Francis Eastside

Location: 1st Floor

#### Monday - Friday

Breakfast: 7:00 to 10:30 a.m.

Lunch: 11:30 a.m. to 1:30 p.m.; salad bar available until 2:00 p.m.

Dinner: 4:30 to 6:30 p.m.

#### Saturday - Sunday

- Open for hot breakfast, 7:00 to 10:00 a.m.

- Lunch, 11:00 a.m. to 2:00 p.m.

- Grill available, 11:00 a.m. to 2:00 p.m.; closed 2:00 to 2:30 p.m.; open 2:30 to 6:30 p.m.

- Grab and Go, 7:00 a.m. to 2:00 p.m.; closed 2:00 to 2:30 p.m.; open 2:30 to 6:30 p.m.

### Calling Your Nurse

Your room connects to the nursing station. To call for your nurse, press the **NURSE** call bell. If you have any questions on how to use the call bell, ask a staff member.

### Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

### Flowers

Flowers are delivered to patient rooms. Please note that flowers are not allowed in Intensive Care Units. No latex balloons are allowed in the hospital.

### Gift Shops

The St. Francis Gift Shops offer gift items, jewelry, magazines, paperback books, greeting cards, candy, toiletries, flowers,



and plants. Cash and credit cards accepted.

#### St. Francis Downtown: 1st Floor, Main Lobby

Monday - Friday: 9:00 a.m. to 6:00 p.m.

Saturday: 11:00 a.m. to 4:00 p.m.

Closed Sunday.

#### St. Francis Eastside: 1st Floor, across from Cafeteria

Monday - Friday: 9:00 a.m. to 5:00 p.m. Closed Saturday & Sunday.

### Hospitalists

Hospitalists are physicians that work in the hospital and can see patients more than once a day. They know every department and the specialists in the hospital. Hospitalists ensure a smooth and speedy recovery by checking on test results, providing personal service and adjusting treatment regimens, as needed. They manage all aspects of your care, including consultations with specialists, scheduling tests, ordering medications and performing procedures.

Hospitalists are easily accessible to patients and families and can answer important health questions. Because they are available 24 hours a day, they have time to talk with

# FAST FACTS ABOUT YOUR STAY *continued*

you and your family and can communicate clearly and completely.

## Mail

Mail and flowers sent to patients are delivered to their rooms. If mail or flowers arrive after the patient is discharged, we make every attempt to forward them.

## Lactation Stations

Bon Secours St. Francis supports nursing moms by providing clean, comfortable and private places for breast-feeding moms to pump. Bon Secours St. Francis has two Lactation Stations at both St. Francis Downtown (10th floor) and St. Francis Eastside (1st floor). Each private, lockable room supplies a clean, comfortable space to pump or nurse a baby. Pumps are available at all Stations, but nursing moms must provide their own breast pump pieces. For more information or Lactation Support, please call **(864) 675-4215**.

## Parking

St. Francis Downtown and the St. Francis Outpatient Center offer free valet parking for all patients, families and visitors. Valet stations are at the main entrances of each location. A shuttle service is available in the St. Francis Downtown parking lot from 5:45 a.m. to 8:00 p.m., Monday - Friday.

We offer free parking for all patients and their guests. Parking is available in front of both hospitals; handicapped spaces are on the front rows at the entrances of all St. Francis facilities.

## Personal Belongings And Valuables

Bon Secours St. Francis cannot be responsible for replacement of personal



belongings. If you have valuables such as jewelry, credit cards or 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 containers labeled with your name and place them in a drawer in your bedside table when not in use. Please don't put them on your bed or food tray as they may be lost or damaged.

## Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one. Changing stations are available in some public restrooms.

## Smoking

Smoking, e-cigarettes, vapes and/or the use of any tobacco product is not permitted anywhere in the hospital or on the hospital grounds.

If you are a smoker, there are a variety of methods to assist you in the process of quitting. Please discuss these options and develop a plan with your doctor.

## TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. Use the call bell or remote to control the TV. Closed captioning is available for the hearing impaired. Ask a staff member if you have questions about using your TV.

## Vending Machines

Vending machines are located outside of the hospital cafeterias and the Emergency Departments, offering beverages and snacks 24 hours a day; ask a staff member for details.

## Visitor Information

Bon Secours St. Francis understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, ask your nurse or contact Patient Relations and Advocacy, **(864) 255-1093**.

## Visiting Regulations

Bon Secours St. Francis Downtown and Eastside maintain an open visitor policy in most areas of the hospitals. The patient care team may restrict visitation on a case-by-case basis if the patient's condition requires it.

1. St. Francis Downtown and St. Francis Eastside maintain an open visitor policy, welcoming visitors anytime day or night, any day throughout the year.
2. Visitors should sign in at the front desk with Security, after 9:00 p.m. at St. Francis Downtown, or after 8:00 p.m. at St. Francis Eastside, Entrance C.
3. Depending upon a patient's health status, visiting hours may be restricted or limited. Some units will designate their own visiting hours based upon patient and/or unit needs.
4. Nursing or Security, depending upon the patient or hospital needs, may limit the number of guests visiting a patient at any given time.

# FAST FACTS ABOUT YOUR STAY *continued*

- 5. One visitor or family member per patient is welcome to stay overnight. Most patient rooms have a chair that reclines; overnight guests may request a pillow and linens.
- 6. An adult must accompany children ages 12 and younger at all times. Nursing will consult with all visitors bringing children into the hospital on any special safety requirements or stipulations needed before the child visits the patient's room.
- 7. Do not visit if you have a cold, sore throat, fever or other illness; staff may request any visitor displaying flu-like symptoms to discontinue their visit.
- 8. Visitation is restricted entirely for all minors 18 years of age and younger in the Neonatal Care Unit at St. Francis Eastside.

## Visitor Tips

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- 1. Wash your hands when entering and leaving patient rooms.
- 2. Please be respectful of others, and help us to maintain the peaceful atmosphere that people need when recuperating in the hospital.
- 3. Ask before bringing foods, drinks, or other items like balloons, flowers or perfume into patient rooms.
- 4. Make sure all children have a supervising adult with them at all times.



## NOTES

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# TAKE CHARGE *of Your Care*

You are the center of your health care team. This special guide can help you get the best results from your hospital stay.

## 7 ways to take charge of your care:

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

**PAY ATTENTION.** Always double-check your name with staff to avoid errors. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

**EDUCATE YOURSELF.** Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.

**FIND A SUPPORT PERSON.** Pick someone—a trusted friend or family member—to help speak up for your care and needs during your stay.

**KNOW YOUR MEDS.** Understand what your medicines treat, why you need them, and how to take them for the best results.

**CHECK BEFORE YOU GO.** Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards.

Go to **[www.qualitycheck.org](http://www.qualitycheck.org)** to learn more.

**PARTICIPATE IN YOUR CARE.** You are the center of your health care team. Make sure you know what to expect every step of the way—from admission through discharge.

*Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.*





## PAY ATTENTION TO YOUR CARE

1. Tell your nurse if something doesn't seem right.
2. Know what time you normally get medicine, and let your nurse know if you have not received it.
3. Request drawings or illustrations to help you learn about your condition.
4. Read and understand all medical forms before signing. Ask if you need information explained.
5. If your treatment involves medical equipment, practice using it with your care team before you leave the hospital.
6. Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about the decisions you make.
7. Talk to your doctor and family about whether you want life-saving actions taken.



### YOU ARE KEY

You are the most important member of your health care team. Make sure you:

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

## SPEAK UP

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak and/or read?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your health care wishes?



### TAKE CHARGE OF YOUR COMMUNICATION

**Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.

**Teach Back:** After you get instructions, an explanation or disease-specific education, repeat back what you thought you heard so you can double-check that you understood.

**Take Notes:** Write down any key facts your health care provider tells you so you won't forget.



## CHOOSE A SUPPORT PERSON

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

### A support person can:

- Ask questions you might not think of and write down information
- Double-check your medicines and treatments
- Watch for signs your condition is getting worse and ask for help
- Be instrumental in keeping your loved ones informed of your health

Don't forget to identify your choice to be your caregiver or community support person to our staff.

## Checking I.D. Badges and Your Bracelet

While you are here, many people will care for you (doctors, nurses, patient care techs), and these same people will care for many patients. To prevent errors in your care:

1. Ask to see the ID badge of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
2. Speak up if hospital staff does not check your ID bracelet. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, you will be asked your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.



### Double-Check:

Always double-check your name with staff to avoid errors.

## MANAGE YOUR MEDS

Whether you take one medication or five, it's important to know what you are taking and why. Ask your care provider these questions about any new (and current) medication you take:

- What is the name of my medication? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What is the dose?
- How often should I take it? How long should I take it?
- What is the best time (morning or night?) to take medications?
- What are possible side effects? What do I do if they happen?
- Should I take my medications with food? Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?



**Remember:**

Take charge of your medicines. When are you due for your next dose? Can

this new medicine replace one you already take? Is it safe to take all your medicines and supplements together? Don't be afraid to ask.

**Please note:** Your care team might need to adjust your medication schedule while you are in the hospital.

## YOU CAN HELP PREVENT MEDICATION ERRORS



### South Carolina Prescription Drug Monitoring Program

St. Francis participates in the South Carolina prescription drug monitoring program known as SCRIPTS (South Carolina Reporting & Identification Prescription Tracking System).

The care provider prescribing or monitoring your medications may access information contained in the program files on all Schedule II, III or IV medications.

## Viruses or Bacteria? What's Got You Sick?

Antibiotics only treat bacterial infections. Antibiotics cannot treat viral illnesses. When an antibiotic is not prescribed, ask your health care professional for tips on how to relieve your symptoms and feel better.

Illness	Usual Cause		Antibiotic Needed
	Viruses	Bacteria	
Cold/Runny Nose	✓		<b>NO</b>
Bronchitis/Chest Cold (in otherwise healthy children and adults)	✓		<b>NO</b>
Whooping Cough		✓	Yes
Flu	✓		<b>NO</b>
Strep Throat		✓	Yes
Sore Throat (except strep)	✓		<b>NO</b>
Fluid in the Middle Ear (otitis media with effusion)	✓		<b>NO</b>
Urinary Tract Infection		✓	Yes

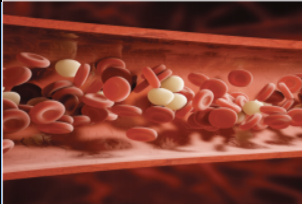
Get smart! Antibiotics aren't always the answer.

[www.cdc.gov/getsmart](http://www.cdc.gov/getsmart)

U.S. Department of Health and Human Services Centers for Disease Control and Prevention

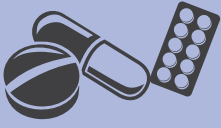


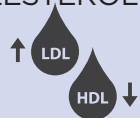


# ANTICOAGULATION SAFETY

Also called blood thinners, anticoagulants are used to help prevent or break up blood clots. Harmful blood clots can cause a heart attack, stroke, deep vein thrombosis or a pulmonary embolism.






	<input type="checkbox"/> <b>Warfarin (Coumadin®)</b>	<input type="checkbox"/> <b>Apixaban (Eliquis®)</b> <input type="checkbox"/> <b>Edoxaban (Savaysa®)</b> <input type="checkbox"/> <b>Rivaroxaban (Xarelto®)</b> <input type="checkbox"/> <b>Dabigatran (Pradaxa®)</b>
<b>How does it work?</b>	Blocks the formation of vitamin K-dependent clotting factors reducing blood clot formation	Reduces the risk of blood clot formation through clotting factors
<b>What should I know about my dose and schedule?</b>	Follow your doctor's instructions regarding your dose. Take at the same time every day, preferably at night. Your dose may need to be changed several times to find what works best for you.	Some of these medications are taken once a day while others are taken twice a day. Take at the same time each day. Doses do not usually need to be changed except at the very beginning of treatment in some cases.
<b>What kind of monitoring or laboratory testing is required?</b>	When you start taking warfarin, you will need to have your blood tested regularly to check how your blood is clotting. Once you are on a regular dose, you will not need to have blood testing as often.	These medications do not require regular blood tests to check clotting. Your doctor may check a blood test occasionally to see how well your liver and kidneys are working.
<b>What do I need to know about food and drink?</b>	Avoid alcohol or limit to 1-2 servings per day. Eat about the same amount of vitamin K in your diet each day. Foods rich in vitamin K include green leafy vegetables, beets, chicken livers, canola and soybean oils, chickpeas, soybeans, lentils, and cranberry juice.	Most can be taken with or without food. Rivaroxaban doses greater than 10mg should be taken with a meal. If you take apixaban, avoid grapefruit or grapefruit juice.
<b>What do I need to know about drug-drug interactions?</b>	A lot of medications affect the way warfarin works, so tell your doctor about all medications that you are taking and ask your doctor before taking any new medications. Do not take aspirin, ibuprofen, or naproxen without talking to your doctor first.	Tell your doctor about all medications that you are taking and ask your doctor before taking any new medications. Do not take aspirin, ibuprofen, or naproxen without talking to your doctor first.
<b>What are the possible side effects?</b>	The most common side effect is bleeding. Call your doctor if you experience any of the following: <ul style="list-style-type: none"> <li>• Coughing up or vomiting blood</li> <li>• Bleeding that won't stop</li> <li>• Dark red or brown urine</li> <li>• Bright red blood in stool</li> <li>• Fall or injury to head that bleeds</li> <li>• Unusual or severe headache</li> </ul>	
<b>What can I do to lower the risk of bleeding?</b>	<ul style="list-style-type: none"> <li>• Avoid activities or situations that could cause injuries or falls</li> <li>• Be careful when using razors or other sharp objects</li> <li>• Always use a seatbelt</li> <li>• Tell any doctor, nurse, or dentist treating you that you are on an anticoagulant</li> </ul>	

## MEDICATION SIDE EFFECTS

This chart provides information about the most common side effects of the medicine you may take during your hospital stay. If you have questions or concerns, please ask your nurse.

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND) EXAMPLES		MOST COMMON SIDE EFFECTS
<p>PAIN RELIEF</p> 	<ul style="list-style-type: none"> <li>Fentanyl</li> <li>Hydrocodone/ Acetaminophen (Lortab®, Norco®, Vicodin®)</li> <li>Hydromorphone (Dilaudid®)</li> </ul>	<ul style="list-style-type: none"> <li>Morphine</li> <li>Oxycodone (Oxy-IR®, Oxycontin®)</li> <li>Oxycodone/ Acetaminophen (Percocet®)</li> <li>Tramadol (Ultram®)</li> </ul>	<ul style="list-style-type: none"> <li>Dizziness</li> <li>Drowsiness</li> <li>Itching</li> <li>Queasiness</li> <li>Throwing Up</li> <li>Rash</li> <li>Confusion</li> <li>Constipation</li> </ul>
<p>QUEASINESS OR THROWING UP</p> 	<ul style="list-style-type: none"> <li>Ondansetron (Zofran®)</li> <li>Metoclopramide (Reglan®)</li> </ul>	<ul style="list-style-type: none"> <li>Promethazine (Phenergan®)</li> <li>Scopolamine Patch</li> </ul>	<ul style="list-style-type: none"> <li>Dizziness</li> <li>Drowsiness</li> <li>Confusion</li> <li>Constipation</li> </ul>
<p>HEARTBURN OR REFLUX</p> 	<ul style="list-style-type: none"> <li>Famotidine (Pepcid®)</li> <li>Pantoprazole (Protonix®)</li> </ul>	<ul style="list-style-type: none"> <li>Sucralfate (Carafate®)</li> </ul>	<ul style="list-style-type: none"> <li>Headache</li> <li>Diarrhea</li> <li>Gas</li> </ul>
<p>LOWERS CHOLESTEROL</p> 	<ul style="list-style-type: none"> <li>Atorvastatin (Lipitor®)</li> <li>Ezetimibe (Zetia®)</li> <li>Fenofibrate (Tricor®)</li> <li>Niacin (Niacor®, Niaspan®, Nicobid®)</li> </ul>	<ul style="list-style-type: none"> <li>Pravastatin (Pravachol®)</li> <li>Rosuvastatin (Crestor®)</li> <li>Simvastatin (Zocor®)</li> </ul>	<ul style="list-style-type: none"> <li>Flushing</li> <li>Headache</li> <li>Muscle Pain</li> <li>Stomach Upset</li> </ul>
<p>BLOOD THINNER: THINS THE BLOOD AND STOPS CLOTS FROM FORMING</p> 	<ul style="list-style-type: none"> <li>Apixaban (Eliquis®)</li> <li>Enoxaparin (Lovenox®)</li> <li>Dabigatran (Pradaxa®)</li> <li>Heparin</li> <li>Rivaroxaban (Xarelto®)</li> </ul>	<ul style="list-style-type: none"> <li>Warfarin (Coumadin®)</li> <li>Aspirin</li> <li>Clopidogrel (Plavix®)</li> <li>Prasugrel (Effient®)</li> <li>Ticagrelor (Brilinta®)</li> </ul>	<ul style="list-style-type: none"> <li>Stomach Upset</li> <li>Risk of Bleeding</li> <li>Bruising</li> </ul>
<p>HEART RHYTHM PROBLEMS</p> 	<ul style="list-style-type: none"> <li>Amiodarone (Pacerone®)</li> <li>Digoxin (Lanoxin®, Digitek®)</li> </ul>	<ul style="list-style-type: none"> <li>Dofetilide (Tikosyn®)</li> <li>Sotalol (Betapace®)</li> </ul>	<ul style="list-style-type: none"> <li>Dizziness</li> <li>Headache</li> <li>Fatigue</li> </ul>

# MEDICATION SIDE EFFECTS

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND) EXAMPLES		MOST COMMON SIDE EFFECTS
LOWER BLOOD PRESSURE AND / OR HEART RATE 	<ul style="list-style-type: none"> <li>• Amlodipine (Norvasc®)</li> <li>• Atenolol (Tenormin®)</li> <li>• Captopril (Capoten®)</li> <li>• Carvedilol (Coreg®)</li> <li>• Clonidine (Catapres®)</li> <li>• Diltiazem (Cardizem®, Tiazac®, Dilacor®)</li> <li>• Enalapril (Vasotec®)</li> </ul>	<ul style="list-style-type: none"> <li>• Hydralazine (Apresoline®)</li> <li>• Lisinopril (Prinivil®, Zestril®)</li> <li>• Losartan (Cozaar®)</li> <li>• Metoprolol (Lopressor®, Toprol XL®)</li> <li>• Valsartan (Diovan®)</li> </ul>	<ul style="list-style-type: none"> <li>• Flushing</li> <li>• Wheezing</li> <li>• Headache</li> <li>• Dizziness</li> <li>• Drowsiness</li> <li>• Cough</li> <li>• Swelling of Lips/ Tongue</li> </ul>
INCREASES URINATION / WATER PILL 	<ul style="list-style-type: none"> <li>• Bumetanide (Bumex®)</li> <li>• Furosemide (Lasix®)</li> <li>• Hydrochlorothiazide</li> </ul>	<ul style="list-style-type: none"> <li>• Metolazone (Mykrox®, Zaroxolyn®)</li> <li>• Spironolactone (Aidactone®)</li> </ul>	<ul style="list-style-type: none"> <li>• Thirst</li> <li>• Dry Mouth</li> <li>• Dizziness</li> <li>• Muscle Cramps</li> </ul>
ANTIBIOTIC FOR INFECTION 	<ul style="list-style-type: none"> <li>• Azithromycin (Zithromax®, Z-Pack®)</li> <li>• Cefazolin (Ancef®)</li> <li>• Cefepime (Maxipime®)</li> <li>• Cefpodoxime (Vantin®)</li> <li>• Ceftriaxone (Rocephin®)</li> <li>• Ciprofloxacin (Cipro®)</li> <li>• Clindamycin (Cleocin®)</li> </ul>	<ul style="list-style-type: none"> <li>• Daptomycin (Cubicin®)</li> <li>• Linezolid (Zyvox®)</li> <li>• Levofloxacin (Levaquin®)</li> <li>• Meropenem (Merrem®)</li> <li>• Metronidazole (Solumedrol®)</li> <li>• Piperacillin/ Tazobactam (Zosyn®)</li> <li>• Vancomycin (Vancocin®)</li> </ul>	<ul style="list-style-type: none"> <li>• Stomach Upset</li> <li>• Diarrhea</li> <li>• Rash</li> <li>• Flushing</li> <li>• Headache</li> <li>• Nausea</li> </ul>
HELPS WITH INFLAMMATION OR PAIN 	<ul style="list-style-type: none"> <li>• Celecoxib (Celebrex®)</li> <li>• Dexamethasone (Decadron®)</li> <li>• Gabapentin (Neurontin®)</li> <li>• Hydrocortisone (Cortef®)</li> <li>• Ibuprofen (Motrin®)</li> </ul>	<ul style="list-style-type: none"> <li>• Ketorolac (Toradol®)</li> <li>• Methylprednisolone (Solumedrol®)</li> <li>• Prednisone</li> <li>• Pregabalin (Lyrica®)</li> </ul>	<ul style="list-style-type: none"> <li>• Stomach Upset</li> <li>• Sleeplessness</li> <li>• Drowsiness</li> <li>• Confusion</li> </ul>
CALMS NERVES OR MAKES YOU SLEEPY 	<ul style="list-style-type: none"> <li>• Alprazolam (Xanax®)</li> <li>• Clonazepam (Klonopin®)</li> <li>• Diazepam (Valium®)</li> <li>• Lorazepam (Ativan®)</li> <li>• Midazolam (Versed®)</li> </ul>	<ul style="list-style-type: none"> <li>• Oxazepam (Serax®)</li> <li>• Temazepam (Restoril®)</li> <li>• Trazodone (Desyrel®, Trazon®)</li> <li>• Zolpidem (Ambien®)</li> </ul>	<ul style="list-style-type: none"> <li>• Dizziness</li> <li>• Drowsiness</li> <li>• Headache</li> <li>• Confusion</li> </ul>

## IN PAIN?

Bon Secours St. Francis considers managing your pain our top priority. Our goal is to help you manage your pain and to minimize the risks associated with pain medication. Together, we will help you determine pain goals and expectations.

You are the expert about how you are feeling. Tell your doctor or nurse when you have any kind of pain. Tell the nurse when your pain is small. Think about pain like a candle. You want to blow it out before it starts a fire. It is important to treat your pain before it becomes large and severe.

Bon Secours St. Francis uses the Wong-Baker FACES® pain-rating scale to help you describe your pain. Be sure to report:

1. When the pain began.
2. Where you feel the pain.
3. How the pain feels—sharp, dull, throbbing, burning, tingling?
4. If the pain is constant, or if it comes and goes.
5. What makes the pain feel better?
6. What makes it feel worse?
7. How much pain is your medicine taking away?
8. How many hours of relief do you get?

### How to help your pain—what you can do

If your current pain treatment is not working, talk with your provider about finding other ways that will help reduce or relieve your pain. Some things you can do:

- Hold the incision or painful area with a blanket or pillow when coughing or moving
- Walk if your doctor allows
- Take your mind off the pain by watching a movie, reading, or playing a game

### Alternatives to control your pain

In addition, there are other non-medicinal ways to relieve pain. Talk to your doctor about whether any of these treatments may be right for you:

- Acupuncture, which uses small needles to block pain
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Exercise
- Heat or cold
- Massage
- Physical therapy

A common concern patients have is becoming addicted to pain medication. If you have concerns about your medication, please talk to your physician.

### How Bad is it on this Pain Scale?

#### 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

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## At Discharge

When it is time for you to discharge from the hospital, your nurse or doctor will talk to you about pain management strategies such as how to progress toward pain control, possible side effects, and activities of daily living that may worsen or reduce the effectiveness of pain medication.

- Never take opioid medications in greater amounts or more often than prescribed
- Store your opioid medications in a secure place and out of reach of visitors, children, friends and family members
- When you no longer need opioid pain medication, find your community's drug take-back program, your pharmacy mail-back program, or flush them down the toilet following the FDA guidelines

*Your physician may have provided you with a prescription for naloxone (Narcan). This medication is used for the emergency treatment of known or suspected opioid (narcotic) overdose. Symptoms of a narcotic overdose may include unusual sleepiness or difficulty waking up, or slow, shallow breathing to no breathing, very small pupils, slow heartbeat, or low blood pressure. In case of overdose, call 911 then administer naloxone (Narcan) using the instructions provided.*

# STAY SAFE: PREVENT FALLS

## Bon Secours St. Francis cares about your safety.

Patients of all ages are at risk of falling because of illness, medicines and procedures that may make them dizzy, weak or unsteady.

### Please help us keep you safe. Follow these guidelines during your hospital stay:

1. Do not get out of bed without staff assistance.
2. If the nurse determines you are at high risk for falling, you will receive yellow socks and a yellow bracelet, and a sign will be posted on your door.
3. Your bed alarm will be set to alert staff when you attempt to get out of bed without assistance.
4. You may receive lift equipment to help get you in and out of bed; these measures are for your safety.
5. Please call the nurse for assistance rather than asking your loved one or a visitor help you to the bathroom.
6. Keep often-used items such as the call button, tissues, water, eyeglasses, telephone, and TV remote within easy reach.
7. Do not walk in bare feet or with shoes/slippers with slick soles. Make sure your robe or pajamas do not drag on the floor. They can cause you to trip.
8. Ask your nurse to show you how to walk properly with your IV pole, drainage bags or other equipment.
9. Be sure to lock your wheelchair when getting in or out of it; never step on the footrest.
10. If you see a spill on the floor, report it at once.
11. Tell your nurse if you feel woozy or dizzy.
12. Tell your nurse if you use a cane or walker at home, so we can provide one for you during your stay.
13. Do not grab anything with wheels for support—you may lose your balance.
14. Move slowly; walk as tall as you can.
15. Make sure your room and bathroom lights are on before you start to walk.
16. The bed's side rails may not support your weight; do not climb over them. Make sure they are locked before leaning on them.





## 5 WAYS TO FIGHT INFECTIONS

As a patient, you are a very important part of the health care team. While you are in the hospital, there are several patient safety steps to help protect you from infection.

**1. Clean your hands.** Hand washing is the single most important thing you can do to prevent infection. If you need assistance, ask your caregivers to help you wash your hands.

### *When should you wash your hands?*

- Before eating
- After using the restroom, bedside commode or urinal
- Upon returning to your room following a procedure or walk
- After coughing or sneezing, touching your nose or mouth
- Before and after interacting with visitors and loved ones

**2. Ask hospital staff members to clean their hands.** Your health care providers know to practice hand hygiene, but sometimes they forget. Don't be afraid to ask them to clean their hands with either soap and water or alcohol-based hand sanitizer every time—before and after they touch you, your environment, and/or provide any treatments.

**3. Allow your health care providers to assist you with a bath every day.** Germs can live on your skin or on surfaces in your environment. Studies show that your chance of getting an infection is reduced when the number of your germs on your skin decreases.

### CLEANING TIP

Use soap and water or hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing “Happy Birthday”).

Bon Secours St Francis uses an antiseptic called chlorhexidine gluconate or CHG in our bathing products. CHG binds to the skin and can continue to kill germs for up to 24 hours—it even has a cumulative effect to protect against germs that increases with repeated use. Take a CHG bath every day while you are in the hospital.

Please let your health care team know if you have ever had an allergic reaction to CHG.

**4. Keep an eye on dressings and tubings but try not to touch them.** If a dressing on a wound or an IV becomes loose or wet, please let your nurse know. If you have drainage tubing, try not to touch it. If you must touch your dressings or tubings, remember to clean your hands before and after you touch them.

**5. Keep your vaccinations up-to-date.** Vaccinations are the ultimate method for disease protection. Check with your health care providers about whether it's safe for you to receive any vaccinations you might need.



Tell friends and family not to visit if they are sick. Make sure all your guests wash their hands when they enter your room.

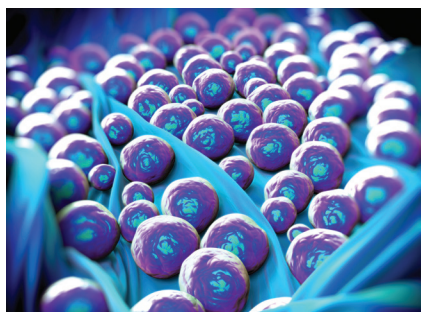


# PREVENT HOSPITAL INFECTIONS

*Take steps to reduce your risk during your stay*

According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a health care-associated infection while in the hospital. The chart below lists common infections and steps you can take to prevent them.

Type	How It Starts	Symptoms	Prevention
<b>Catheter-Associated Urinary Tract Infection (CAUTI) prevention</b>	Germs enter your urinary tract from the tube that drains urine from your bladder.	Fever, burning, pain bloody or frequent urination.	The best prevention is removal. Ask every day if the catheter can be removed. Keep the urine bag below the level of your bladder to prevent backflow. Don't tug, pull, twist or bend the tube. Don't touch!
<b>Central Line-Associated Bloodstream Infection (CLABSI) prevention</b>	Germs enter your bloodstream through a tube that's inserted in a blood vessel in your arm, neck, chest or groin.	Red skin and soreness at IV insertion site. Fever, chills, swelling.	The best prevention is removal. Ask every day if your IV line can be discontinued. Clean hands before touching your IV site. Make sure staff clean their hands, wear gloves, mask and sterile drape when changing your IV. Your dressing should be clean and intact. It should be changed every 7 days or less.
<b>Clostridium difficile infection (C. dif) causes inflammation of the colon resulting in colitis.</b>	The C. dif germ is transmitted from hands to mouth to the gut. Prolonged use of antibiotics increases a person's risk for C. dif.	Greater than three voluminous, watery diarrheal stools per day that lasts for two or more days. Fever, abdominal pain or tenderness, and nausea. You may have a loss of appetite, as well.	Take antibiotics only as prescribed and complete the course of treatment. Limit antibiotics, if possible. Be sure to wash your hands before eating and after using the restroom. Make sure your loved ones and your health care providers practice hand hygiene before they touch you.
<b>Multidrug resistant organisms (MDROs) such as MRSA, VRE or ESBL. An MDRO is a superbug.</b>	A germ that is resistant to common antibiotics enters your system either through a wound on your skin, from an IV into your bloodstream, or through a urinary catheter into your bladder.	Symptoms depend upon the location of infection; most commonly, fever, chills, and pain or redness at site of origin.	Make sure you, your loved ones, and your health care providers practice hand hygiene before they touch you. Ask every day if your urinary catheter or IV catheter can be removed. Only take antibiotics when necessary.
<b>Surgical Site Infections (SSIs) prevention</b>	Germs affect the site of your surgery--either on your skin or internally.	Redness pain, drainage of cloudy fluid, fever.	Make sure you, your loved ones and your health care providers clean their hands before they touch your surgical dressing. Don't let visitors touch your dressing. Ask your nurse to show you how to care for your wound.
<b>Ventilator-Associated Pneumonia</b>	Germs enter your lungs through a tube placed in your mouth, nose or neck that is used to help you breathe.	Cough, mucus, fever, chills, shortness of breath.	Make sure you, your loved ones and your health care providers clean their hands before they touch your ventilator tubing. If allowed, keep the head of your bed elevated. Allow your health care providers to provide oral care at least twice daily. Speak up if oral care is not provided.



## MDROs: Multi-Drug Resistant Organisms

An MDRO is a superbug. It is a germ that doesn't respond to usual medications. These bugs can make you sicker longer and increase your risk of serious complications. Common MDROs include MRSA, E. coli and VRE. MDROs can spread from person to person through touching hands or other objects. Remember: Wash your hands and ask everyone you see during your stay to wash their hands, too.



## SPOTLIGHT ON HEALTH: Stop Smoking

*Reduce Your Chances of Returning to the Hospital*

### How you can reduce your chances of returning to the hospital.

No matter how long you've been a smoker, it's never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- **20 MINUTES** after quitting, your heart rate and blood pressure drop.
- **2 WEEKS TO 3 MONTHS** after quitting, your circulation improves and your lungs work better.
- **1 YEAR** after quitting, your risk of heart disease is half that of a smoker's.
- **5 YEARS** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 YEARS** after quitting, your risk of lung cancer is half that of a smoker's.
- **15 YEARS** after quitting, your risk of heart disease is the same as a nonsmoker's.

### Ready. Set. Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not.

Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait it out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

### 3 TIPS TO HELP YOU QUIT

#### 1. Fight the Urge

Don't let yourself think that you can have just one cigarette, but if you do slip, start again and make tomorrow your new first day to quit.

#### 2. Get Moving

Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

#### 3. Keep Your Mouth Busy

Try toothpicks, celery, sugarless gum or sugar-free lollipops.

### HERE'S HOW YOU CAN

## S.T.A.R.T.

**S**ET a quit date.

**T**ELL your family, friends and co-workers that you plan to quit, and ask for their support.

**A**NTICIPATE the challenges you'll face.

**R**EMOVE cigarettes and other tobacco products from your house, car and workplace.

**T**ALK to your doctor about getting help to quit—including medicines or products that can help plus other tools and resources like those found these sites:

- American Cancer Society, [www.cancer.org](http://www.cancer.org)
- National Cancer Institute, [www.smokefree.gov](http://www.smokefree.gov)

**DID YOU KNOW?** Quitting smoking even 12 hours before surgery will help with healing. Smoking after surgery stresses your heart, raises your blood pressure, and reduces the oxygen your blood and tissues need in order to recover.

*Plan to leave before noon on the day of your discharge.*

# BEFORE YOU LEAVE *the Hospital*

A successful recovery after your stay starts with a solid plan before you go.



## CHECKLIST FOR DISCHARGE

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

1. After-visit summary. This includes why you were in the hospital, who cared for you, your procedures and medicines. Take this summary to your follow-up primary care physician appointment for your doctor to review.
2. Medicine list. This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.
3. Prescriptions. Have a plan to get your prescriptions filled upon leaving the hospital.
4. Local resources. Ask your discharge planner for help finding local after-care services or other support groups.
5. After-hospital services. Know how much support you'll need in these areas:
  - Personal care: bathing, eating, dressing, toileting
  - Home care: cooking, cleaning, laundry, shopping
  - Health care: taking your medicines, doctors appointments, physical therapy, wound care, injections, medical equipment

**Follow-up care instructions. Beyond medicine, this can include:**

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use equipment
- Warning signs to watch for
- Daily living adjustments (like how to get into bed)
- Whom to call with questions
- Make a follow-up appointment with a primary care physician or any other specialty physicians within 5-7 days
- Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly

## PLAN EARLY

Reduce your chances of readmission and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner and review the following:

- Your discharge summary and discharge plan
- Your complete medicine list and instructions
- Your upcoming appointments
- What to do if you don't feel well

## STRESS FACTORS

All of us experience some stress from time to time. This is normal. What is not normal is a constant feeling of sadness and little desire to carry out daily activities, or thoughts about harming yourself.

Your primary care provider can determine if your feelings of anxiety or depression are part of a more serious medical issue. Do not hesitate to talk with your provider about any concerns you may have.

The Suicide Prevention Line 1-800-273-8255 is also available 24 hours per day if assistance is needed.

## AFTER YOUR STAY

The St. Francis Inpatient Rehabilitation Center is a comprehensive, nationally accredited, 19-bed unit on the 9th Floor of St. Francis Downtown. The Center and its staff assist patients who have injuries or prolonged illnesses, helping them get back to work, family, active retirement, and/or independent living in an environment that promotes wellness and confidence. In addition, patients who have experienced a major illness or injury and are not able to care for themselves can benefit from inpatient rehabilitation services.

Our multi-disciplinary Rehab Team works with each patient, implementing a treatment plan specific to the patient's needs. The care team includes a board-certified physician; physical, occupational and recreational therapists; rehabilitation nurses; social workers; and a speech/language pathologist. To learn more about the St. Francis Inpatient Rehab Center, call (864) 855-1966.

### A reason to plan early

If you need a rehabilitation facility, nursing home, skilled care, adult day care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, visit:

[www.medicare.gov/nursinghomecompare/results.html](http://www.medicare.gov/nursinghomecompare/results.html)

[www.medicare.gov/homehealthcompare](http://www.medicare.gov/homehealthcompare)

[www.qualitycheck.org](http://www.qualitycheck.org)

### Not ready to leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

### Need medical equipment or supplies?

Medicare will only cover the cost of durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), if you use an approved supplier. Please speak with your nurse or care manager for more information.

# MyChart



## MyChart: Access your medical information online

### Introducing MyChart

MyChart gives you direct online access to portions of the electronic medical record (EMR) where your doctor stores your health information. Your lab results, appointment information, medications, immunizations and more are all securely stored for quick retrieval—at no cost to you.

MyChart shows you that same information so you see what your doctor sees. It also provides new, convenient methods of communication with your doctor's office. You can renew prescriptions and send messages—all online.

### MyHealth

- Review your medications, immunizations, allergies and medical history.
- Receive test results online—no waiting for a phone call or letter.
- Review health education topics and discharge instructions provided by your physician.
- Link your family's accounts to yours for convenient access to appointments, immunization records, growth charts and more.
- Your information is safe from unauthorized access because MyChart is password-protected and delivered via an encrypted connection.

### MyDoctor

- Communicate with your physician is as simple as

- sending an email, but even more secure.
- Request renewals of your medications or review your prescriptions online.

### MyAppointments

- View details of your past and upcoming appointments.
- Fill out patient forms prior to your visit.

### How do I access MyChart?

Access MyChart online or through our MyChart app (available to download from the Play Store for Android devices or from the Apple App Store for iPhone and iPad). Then, select mybonsecours from the health care providers list.

### ENROLL TODAY!

Visit your physician, go to [www.mybonsecours.com](http://www.mybonsecours.com) or call 1-866-385-7060. You can cancel at any time.

# FINANCIAL ASSISTANCE

*Financial Assistance for the Insured and Uninsured*

## Financial Assistance for the Insured and Uninsured

The mission of Bon Secours Health System, Inc. is to provide compassionate, quality health care services to those in need, regardless of their ability to pay. Bon Secours provides financial assistance for both the insured and uninsured patient who receives emergency or other medically necessary care from any of our hospital facilities.

### Who qualifies for financial assistance?

Bon Secours' Financial Assistance Policy (FAP) provides 100 percent financial assistance for emergency or other medically necessary care to qualifying insured and uninsured patients with an annual gross family income at or below 200 percent of the current Federal Poverty Guidelines (FPG). Bon Secours also offers a discounted rate to patients whose family gross income is between 201 percent and 400 percent of the FPG. An FAP-eligible individual or an uninsured individual that does not qualify for financial assistance will not be charged more than the amounts generally billed (AGB) for emergency or other medically necessary care to patients who have insurance for such care.

### How to apply for financial assistance

Individuals who have concerns about their ability to pay for emergency and medically necessary care may request

financial assistance. To apply for financial assistance, a patient (or their family or other provider) should fill out our Financial Assistance Application. You can obtain copies of the Financial Assistance Application and the FAP at no charge by calling our customer service department at 1- 877-342-1500 (toll free). The Financial Assistance Application and FAP also is available at no charge by mail by sending a request to:

Bon Secours Financial Assistance Program  
P.O. Box 742431  
Atlanta, GA 30374-2431

In addition, you can download the Financial Assistance Application and FAP at [www.fa.bonsecours.com](http://www.fa.bonsecours.com).

### Where can I receive help in filling out the Financial Assistance Application?

Individuals who need assistance in completing the Financial Assistance Application may contact a financial counselor at **(864)255-1661** or **(864) 282-4946**.

### What services are covered?

The FAP covers all emergency and medically necessary services, including outpatient services, inpatient care, and emergency room services. Non-eligible services (such as elective non-medically necessary procedures, cosmetic and flat-rate procedures, patients who choose not to use their insurance, durable medical equipment, home care,

services provided as a result of an accident, and prescription drugs) are not covered by the financial assistance program.

If a third party does not cover services provided as a result of an accident, patients may apply for financial assistance. Charges from doctors and specialists not employed by Bon Secours who provide services in the hospital may not honor the Bon Secours financial assistance program. You should discuss this with your doctor or visit our web site at [www.fa.bonsecours.com](http://www.fa.bonsecours.com) to determine if your doctor participates in the Bon Secours financial assistance program.

### What if I have questions or need assistance completing the application?

For assistance, contact a financial counselor at **(864)255-1661** or **(864) 282-4946**.

For non-English speaking patients, translations of this document, the FAP and the Financial Assistance Application are available in several languages, including English and Spanish. Please call the numbers shown or visit our website at [www.fa.bonsecours.com](http://www.fa.bonsecours.com) to download translations of this plain language summary, the Bon Secours FAP and the Financial Assistance Application.

## TELEPHONE DIRECTORY —

### St. Francis Downtown

(All numbers are area code 864)

<b>Main Hospital Number</b>	255-1000
Rapid Response Team	4357 (HELP)
Patient Relations & Advocacy	449-7993

#### Other Inpatient Services

Administration	255-1121
Case Management	255-1055
Emergency Department	255-1112
Facilities/Maintenance	255-1147
Financial Counselor	255-1661 or 282-4946
Food Service	449-5785
Gift Shop	255-1171
Housekeeping	449-5206
Infection Prevention & Patient Safety	255-1993
Information Desk (Main Lobby)	255-1082
Interpreting Services	255-1747
Mission Services	255-1096
Medical Records	255-1375
Outpatient Surgery Center	255-1009
Palliative Care	255-1304
Palmetto Anesthesia of Greenville, Patient Accounts: Insurance & billing inquiries	1-800-394-4445 or 1-855-751-6054
Security/Lost & Found	255-1580
St. Francis Foundation	255-1040
Shuttle Bus	303-7892
Spiritual Care	449-1334
Upstate Carolina Radiology	1-800-841-4236
Valet Parking (St. Francis Downtown only)	561-8659
• South Entrance	561-8659
• Outpatient Entrance	293-9472
Volunteer Services	675-4316

#### Calling from *INSIDE* the hospital?

Leave off the 255- or 675- prefix and dial the last four digits only.

#### Calling a number *OUTSIDE* the hospital?

Dial 9 + number.

To place a long-distance call, ask your nurse for assistance.

#### Nurses Stations

1st Floor: CVICU	255-1184
1st Floor: Emergency Department	255-1111
2nd Floor: Surgical	255-1238
2nd Floor: CV Stepdown	255-1301
3rd Floor: Telemetry	255-1338
3rd Floor: Intensive Care Unit (ICU)	255-1131
3rd Floor: Cardiac Care Unit (CCU)	255-1308
4th Floor: Regency Hospital	255-1438
5th Floor: Batson Cancer Center	255-1538
6th Floor: Med/Surg/Urology	255-1638
7th Floor: Ortho/Neuro	255-1738
8th Floor: Pulmonary/Renal	255-1838
9th Floor: Inpatient Rehab	255-1938

For more information regarding services and resources, visit [www.bonsecours.com/greenville](http://www.bonsecours.com/greenville).





## TELEPHONE DIRECTORY —

### St. Francis Eastside

(All numbers are area code 864)

#### Main Hospital Number

Patient Relations & Advocacy

675-4000

449-7993

#### Other Inpatient Services

Administration

675-4001

Case Management

675-4368

Emergency Department

675-4800

Facilities/Maintenance

675-4200

Financial Counselor

675-4053

Food Services

675-4014

Gift Shop

675-4089

Housekeeping

293-9477

Infection Prevention & Patient Safet

255-1993

Information Desk

255-4050

Interpreting Services

255-1747

Medical Records

675-4269

Mission Services

255-1096

Outpatient Surgery Center

675-4000

Palmetto Anesthesia of Greenville,

Patient Accounts: Insurance & billing inquiries

1-800-394-4445 or

1-855-751-6054

Security/Lost & Found

675-4110

St. Francis Foundation

255-1040

Spiritual Care

449-1334

Upstate Carolina Radiology

1-800-841-4236

Volunteer Services

675-4316

#### Calling from *INSIDE* the hospital?

Leave off the 255- or 675- prefix and dial the last four digits only.

#### Calling a number *OUTSIDE* the hospital?

Dial 9 + number.

To place a long-distance call, ask your nurse for assistance.

#### Nurses Stations

1st Floor: Emergency Department 675-4800

3rd Floor: Med/Surg 675-4339

3rd Floor: Intensive Care Unit (ICU) 675-4377

3rd Floor: Orthopedics/Joint Camp 675-4383

4th Floor: Mother/Infant Unit 675-4489

4th Floor: Labor & Delivery 675-4436

4th Floor: Neonatal Care Unit (NCU) 675-4426

For more information regarding services and resources, visit [www.bonsecours.com/greenville](http://www.bonsecours.com/greenville).



## Medicine Tracker: Know your medicines

Keep track of all of your new medicines prescribed while in the hospital, plus any other medicines you already take, including herbal and over-the-counter medicines, vitamins and supplements. Double-check to make sure you are taking your medicines correctly and that it's safe to take them together.

Drug Name							
What does it treat?							
Dose							
How to Take It <small>(With food, on an empty stomach, etc.)</small>							
When to Take It <small>(Time of day, morning, night, etc.)</small>							
Potential Side Effects							
Notes <small>(Prescribing doctor, pharmacy, side effects)</small>							





