

Welcome



Patient & Family Guide



**TALLAHASSEE
MEMORIAL**
HEALTHCARE

TMH CARE TEAM MEMBERS'

Uniform Colors

Who's caring for you? Now TMH caregivers are more visible than ever. Reference the color chart below to see who's providing your care today.

ROYAL	Nurse
WINE	Patient Care Assistant
PEWTER	Respiratory Therapist
GREY	Radiology Technologist
OLIVE	Speech/Physical/Occupational Therapist
RED	Dietary Host/Hostess
EGGPLANT	Music Therapy
HUNTER	Housekeeping/EVS
BLACK	Transportation
TEAL	Rx Care Advocates (Retail Pharmacy Delivery)
KHAKI	Clinical College Associate Volunteers



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Tallahassee Memorial HealthCare follows federal law regarding Civil Rights and does not discriminate on the basis of race, color, national origin, gender, age, disability, sexual orientation and gender.

SPANISH: Tallahassee Memorial HealthCare cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

HAITIAN CREOLE: Tallahassee Memorial HealthCare konfom ak lwa sou dwa sivil Federal ki aplikab yo e li pa fe diskriminasyon sou baz ras, koule, peyi orijin, laj, enfimite oswa seks.

We provide interpreters. Please contact your nurse. An interpreter will be called.

Hay interpretes gratis a su disposicion, por favor preguntele a su enfermera.

Telephone Directory

Main Number	850-431-1155
Administration.....	850-431-5380
Behavioral Health Center	850-431-5100
Cancer Center	850-431-4226
Case Management	850-431-2910
Chaplain	850-489-0066
Housekeeping.....	850-431-5419
Nursing Administration	850-431-5311
Nutrition (Dietary).....	850-431-3663
Patient Experience	850-431-5488
Physician Referral Services.....	850-431-2063
Risk Management	850-431-5364
Security	850-431-5186
Social Work.....	850-431-2910
Business Office.....	850-431-6951
Gift Shop	850-431-5427
Women’s Pavilion Gift Shop	850-431-0294
Women’s Pavilion Security Desk.....	850-431-0288
CVMSICU - 3rd Floor.....	850-431-1155 Press 1, then ext. 33100
VNTICU - 4th Floor	850-431-1155 Press 1, then ext. 34100
NCIMCU - 5th Floor.....	850-431-1155 Press 1, then ext. 35100

HELPFUL NUMBERS AS YOU LEAVE THE HOSPITAL

Foundation	850-431-5389
Home Health Care.....	850-431-6800
Mommy Market.....	850-431-4915
Outpatient Rehabilitation.....	850-431-6220
Patient Experience.....	850-431-5488
Sleep Center	850-431-4400
Spiritual Care - Available 24 hours/day	850-431-4673
Rehabilitation Center	850-431-5440
Transition Center.....	850-431-4470
Women’s Pavilion/NICU.....	850-431-0200
Wound Care Center	850-431-4325

Welcome to Tallahassee Memorial HealthCare



*Welcome to Tallahassee
Memorial HealthCare.*

*We are pleased that you have
chosen our team to care for you.
During your stay, we hope to make
you as comfortable as possible.*

*This guide will help answer
some of the questions you may
have during your stay with us,
and even after your discharge.
Please feel free to ask questions
of your healthcare team whenever
you are uncertain about any
aspect of your care.*

*I hope the staff and colleagues
of Tallahassee Memorial HealthCare
meet your expectations during
your stay. We wish you a speedy
recovery and a healthy future.*

Sincerely,

MARK O'BRYANT
CEO

*It is my privilege
to serve as the President
at Tallahassee Memorial.*

*Alongside our team of dedicated
nurses, our exceptional colleagues,
physicians and volunteers are
constantly seeking to provide patient-
centered and evidence-based care
to our patients and families.*

*Our colleagues are devoted to
embodying our organization's core
values of Integrity, Compassion,
Accountability, Respect and
Excellence as they provide you
with the utmost care.*

*Everything we do is for the
well-being of our patients and
their families, and we hope you
find comfort in the caring hands
of our teams as you recover.*

Sincerely,

RYAN SMITH, RN, MSN, MHA
President & Chief
Operations Officer



All *your* care in one place

Your TMH MyChart account keeps you connected to your entire healthcare team when it's convenient for you. MyChart allows you to view your daily schedule, test results and medication details during your stay at TMH. After discharge, you can use MyChart to request prescription refills, make appointments, view your medical records and pay your bills.



Ask us to send you a personalized link or visit TMH.ORG/MyChart



During Your Stay

YOUR STAY: HOSPITAL INPATIENT OR HOSPITAL OUTPATIENT OBSERVATION?

Your stay at TMH may be as an inpatient or outpatient/observation patient. You can be in outpatient/observation status even if you stay overnight or longer. Be sure you know which type of stay your doctor has ordered as there will be **differences in the way your insurance pays. Call your insurance company** (the number on the back of your card) for more information regarding payment.

If your insurance is Medicare and you need to transfer to a skilled nursing facility (SNF), Medicare regulations require you to have at least three midnights as an inpatient prior to transfer. If you are a Medicare beneficiary, you can call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

PATIENT- AND FAMILY-CENTERED CARE: YOUR PERSONAL PLAN OF CARE

Patient- and family-centered care (PFCC) is providing care that is respectful of and responsive to your individual preferences and needs, and ensures that your values guide all clinical decisions. You and your family should participate as partners with the healthcare team in your care. Your nurses will communicate with you to develop a daily goal and plan of care for the day.

CALLING YOUR NURSE

To call your nurse, press your call button and a staff member will respond via the intercom system. Another way to call may be directly to the nursing staff member, and if this is an option, the nursing staff member will write the number to call on the white board in your room.

PHYSICIAN VISITS

Either a physician, physician assistant (PA-C) or Advanced Practice Registered Nurse (APRN) will visit you each day. The time of the visit may vary.

MEDICAL EMERGENCY TEAM (MET)

Those who know you best can recognize a change in your condition. If you or your family think there is a serious change in your condition, our Medical Emergency Team (MET) can be called for help. A critical care registered nurse and a respiratory care therapist respond to MET calls initiated by floor nurses, patients and families. Consult with your nurse and remember that this is an emergency call to summon help for a serious condition change.

The MET numbers to call are:

- Floors 1, 2 (adults), 3 and 4 – dial **ext. 33100** on your room phone
- Floor 2 (children) – dial **ext. 12295** on your room phone
- Floors 5, 6 and 7 – dial **ext. 34100** on your room phone
- Ground floor – dial **ext. 14983 or 14984** on your room phone
- Women's Pavilion rooms – dial **ext. 33100** on your room phone
- Surgery, Pre- and Post-Surgery – dial **ext. 31470** on your room phone

CLINICAL ALARMS

You may hear different pieces of equipment “alarming” during your stay. These are designed to let the staff know something needs their attention. For your safety, call your nurse to attend to any alarms and please do not make any adjustments to the equipment or try to stop the alarms yourself.



DIETARY HOST/HOUSTESS: YOUR MEAL SERVICE

When you enter the hospital as a patient, your physician will decide what type of diet is best suited for your care. A dietary hostess will visit with you to explain your diet and give you a menu. Our menu has many all time favorite selections as well as daily special features prepared fresh each day by our certified executive chef.

- Breakfast will be served between 7 - 9 am and your breakfast order is taken the evening before.
- Lunch will be served between 11 am - 1 pm and your order is taken just after breakfast.
- Dinner will be served between 5 - 7 pm and your order is taken just after lunch.

If you are concerned about a meal order or need any other service, please call our "FOOD" line by dialing 13663 on your in-room phone.

YOUR COMFORT

Providing comfort is an important part of your treatment. Please let your nurse or doctor know if you experience any discomfort, if your pain is not relieved, if you have any concerns about taking pain medications, or if you have questions about your comfort plan. A pain management rating scale is a tool to help you describe how much discomfort you are feeling and to measure how well treatments are relieving your pain. We use a **0 – 10 rating scale**, where zero is no pain and 10 is the worst possible pain.

DOUBLE-OCCUPANCY ROOMS

- We understand that having a roommate while you are ill is not ideal and we will do everything we can to make you and your family comfortable.
- We will always request a private room when a patient asks us to do so, although when we are busy, we often do not have enough beds to accommodate private rooms for all patients.
- We encourage you to have a support person to be with you for the duration of your stay. During overnight hours, the support person can frequently check on you, and must spend the majority of these hours in the designated guest areas. This is to ensure safety and protect the privacy of both patients in the room.
- We welcome each patient to have family members and guests visiting this shared room. We do ask that you are mindful of the number of people in the room at one time, as for safety reasons, we need to be able to have unobstructed access to both patients at all times.
- We may ask visitors to step out of the room during a consultation or procedure. Again, this is to ensure safety and privacy for all patients. Please be patient with us; we will invite visitors back when it is appropriate.

- Please be courteous and respectful of the volume of your television.
- We ask that you please use the guest areas for eating, as patients can often be nauseated and smells can make this worse.
- For family and guests' comfort, there is ample seating in our guest areas, our Magnolia Lobby, our Atrium Lobby, or our cafeteria. There is cellular signal in all of those areas so you can keep in touch via cellular phone.
- We encourage you and your family to get as much "good rest" as you can. If you are interested in local accommodations, please ask our colleagues to give you a list of area hotels that have specially priced rooms for families of our patients.
- Please be respectful of the privacy of your roommate.

PERSONAL BELONGINGS

- If you have valuables, such as jewelry and cash, please give them to a relative or friend to take home during your stay.
- If you are unable to send your valuables home, we have a safe in which you can have them placed. A nurse can assist you with this.
- If you wear dentures, ask your nurse for a denture cup.
- Contact lenses, eyeglasses, cell phones /chargers, hearing aids and dentures should be stored in your bedside table when not in use. Please don't put them on your bed or food tray, as they may be damaged or lost.
- Check for all your belongings before you leave!

The Hospital cannot be responsible for replacement of personal belongings.

PHOTO, VIDEO AND AUDIO RECORDING GUIDELINE

To protect our patient and colleague privacy; video recording, audio recording and photography on the hospital premises can only occur with written permission. All patients and visitors are asked to respect others' privacy by refraining from utilizing these devices while in the facility.

OUR WEBSITE

To visit our website, visit TMH.ORG.



For Your Family and Guests

WE WELCOME YOUR FAMILY AND GUESTS

Tallahassee Memorial welcomes your family and guests, realizing the essential role they play in your recovery. Your family and guests are welcome 24 hours a day. You have the right to have an adult support person with you throughout your stay.

The number of people at the bedside at any one time will be determined together by the patient, family and care team. If you are in a shared room, this decision will include the other patient and his or her family. To ensure safety, considerations will also be given to the physical limitations of the space.

OVERNIGHT LODGING

Participating area hotels accommodate out-of-town family and visitors at a reduced rate. A verification letter from the hospital must be presented to the participating hotel to receive the discount. Stop by the Information Desk in the Dozier Atrium or Magnolia Lobby to obtain the letter and maps.

CAFETERIA

Our cafeteria, known as Café 1300, is located on the ground floor, near Elevator B. A wide variety of food is served during the following times:

Breakfast: 7 - 10 am

Lunch: 11 am - 2 pm

Dinner: 5 - 7 pm

Some type of food service is available at all hours with the exception of 10:30 to 11 am. Vending machines offering assorted snacks and beverages are also available on many floors. They are accessible 24 hours a day.

GIFT SHOPS

Main Gift Shop

The main gift shop is located on the ground floor, near Elevator C.

The store has a wide selection of merchandise including balloons, flowers, books, snacks, plush items, greeting cards, jewelry, toys and many other gift items. Proceeds earned from the stores are used to fund equipment and programs through the Auxiliary at Tallahassee Memorial.

Store Hours:

Monday - Friday: 9 am - 5 pm

Saturday: 10 am - 5 pm

Sunday hours may vary.

Phone:

850-431-5427

Women's Pavilion Gift Shop

This gift shop is located on the third floor of the Women's Pavilion.

The store has unique gifts for new parents, babies, big brothers and sisters, and grandparents. Choose from fresh flowers, stuffed animals, balloons, snacks, gift baskets and much more.

Store Hours:

Monday - Friday: 9 am - 5 pm

Weekend hours may vary

Phone:

850-431-0294

IN-ROOM TV

Televisions are available in each patient room free of charge. Your Channel Guide is located in the back of this booklet.

ATM

For your convenience, automated teller machines (ATM) are located on the ground of the M.T. Mustian Center, Atrium and next to the Magnolia Lobby at the branch of the TMH Federal Credit Union.

CARING BRIDGE

Caring Bridge is a free, confidential site set up by the patient or their designee to update family and friends regarding the patient's status. It also provides a strong family support system to promote patient healing. Visit www.caringbridge.com for more information.

PARKING

Parking is available for patients and visitors for a nominal fee. If you are visiting frequently, you can purchase discounted parking tickets at the parking booth.

QUIET TIME H.U.S.H.

Help Us Support Healing by providing a quiet environment for our patients. All inpatient units will implement quiet hours daily from 1 pm – 3 pm and 9 pm – 6 am. This ensures patients have a quiet environment while receiving inpatient care at Tallahassee Memorial HealthCare (TMH). While patient care will continue during quiet hours, colleagues will do their best to limit noises and be as quiet as possible to aid in our patients' recovery and healing process.

CELL PHONES

Cell phone use is allowed in most areas of the hospital, except in areas where signage states it is not, since it could interfere with the monitoring system. There is free guest access wifi available for your use.

WIFI

To access WIFI please accept the Terms & Conditions on your device. This will allow for complimentary WIFI throughout the hospital.

MAIL AND FLOWERS

Mail and packages will be delivered to you by a hospital volunteer. Individual florists deliver flowers to patient rooms.

Patient mail received after discharge will be forwarded to the patient's home. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available for purchase in the gift shop.

CHARGING STATIONS

Charging stations are conveniently located throughout the hospital. Our primary locations include the Atrium, Magnolia Lobby, and M.T. Mustian Lobby.



M.T. Mustian Intensive Care Units

The Intensive Care Units are a **“Quiet Zone.”**

“Quiet Time” allows patients a much needed chance for uninterrupted rest. The lights are lowered and you are monitored with limited interruptions. This helps to heal quickly and prevent confusion which may be caused from lack of sleep.

**“QUIET TIME” IS 1 PM – 3 PM AND 9 PM – 6 AM
FOR ALL ICU PATIENTS.**



ENTERING ICU PATIENT ROOMS

Please be sure to have family and friends call each time before entering the ICU for privacy of all patients to be protected.

- **Call each time before entering.** The phone is located on the wall by the ICU entrance door for visitors. Pick up the phone and it will automatically ring into the ICU.
- **Be prepared to see wires, tubes and equipment.** Monitors have alarms to alert colleagues that something needs to be checked. Alarms are not always a cause for concern. Please do not make any adjustments to the equipment or try to stop the alarms yourself.
- **Appoint one family spokesperson to be the link between the ICU team and your family.** The spokesperson's name and phone number will be written on the white board in the patient's room. Phone calls into the unit may interrupt the care, so please have only the designated spokesperson call the ICU for an update. We ask other family members and friends to contact the spokesperson for updates on the patient's condition.
- **We encourage you and your family to participate in your plan of care.** The healthcare team (nurses, physicians, respiratory therapists, case managers, social workers and others) will be reviewing your overall care daily and consulting. Please encourage your spokesperson to participate in multidisciplinary rounds that regularly occur at 9 am.
- **When entering and leaving the room, wash your hands or use hand sanitizer.** Please do not go into another patient's room. Visiting between rooms can spread germs to others.
- **Visitors are asked to remain inside their patient's room or return to the family lounges outside the unit to protect other patients' privacy.** Patient rooms have to be open and visible for nurses to monitor the patients closely.
- **Please do not bring food or drinks into the ICU.** Many patients may be sensitive to the smells. Café 1300 is located on the ground floor of the Main Hospital and is open 24 hours a day. The Eyes Of Texas Cafe is located on the ground floor of the M.T. Mustian Center.

ENTERING ICU PATIENT ROOMS *continued*

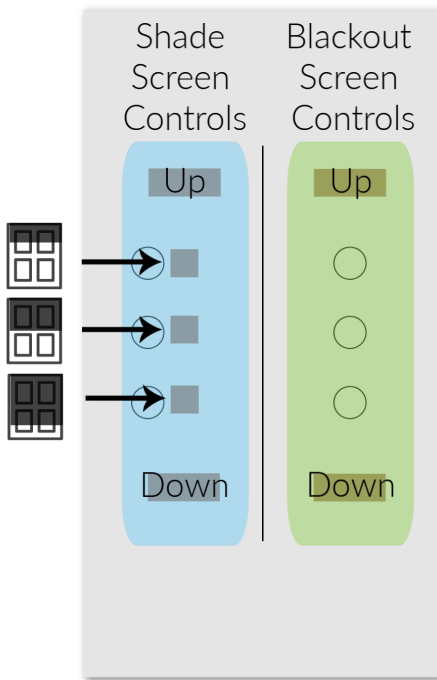
- **Cell phones are to be turned off or put on vibrate mode.**
- **Visitors' bathrooms are located in patient rooms. Additional bathrooms, showers and laundry facilities are located in the family lounge outside of the unit doors.**
- **We encourage family and friends to go home each night and get a restful night sleep.** Rest assured we will call with any changes in a loved one's condition.
- **During quiet time, all family members must sit quietly in the room.** During this time, no cell phone conversations, telephone use or loud visitation should occur.
- **The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, family and interdisciplinary care team with the exception of the ICU areas where visitation is limited to two visitors at the bedside at a time.**
- **Children under the age of 12 years are not permitted in Intensive Care Areas (ICU) and will not be permitted except under special circumstances. All children over the age 12 must be accompanied by an adult. The patient being visited may not serve as the responsible adult for child visitors.**
- **There may be interruptions to family presence to protect the privacy rights of other patients or to maintain safety and security.**



WINDOW SCREEN CONTROLS

- **Please note that blinds in all patient ICU rooms are electric.**
Please do not pull on the cord.

Window Screen Controls



Need further assistance?
Ask a member of your healthcare team.



Your Healthcare Team

THE PATIENT AND FAMILY

You and your family are essential members of your healthcare team. Your partnership includes participation in bedside shift report, which includes communication with the nurses. It also includes physician rounds. This is to involve you and your family in decisions about your care.

PATIENT EXPERIENCE COORDINATORS/SPECIALISTS

At Tallahassee Memorial HealthCare (TMH), we believe your healthcare experience should be as unique and important as you are. Our dedicated Patient Experience team adheres to the core concepts of Patient and Family-Centered Care and are here to support your healing journey at TMH by being:

Compassionate Listeners: We value your feedback and believe your voice matters.

Empowered Partners: We encourage you and your family to be active participants in your care.

Respectful Champions: We treat you with dignity and kindness throughout your care journey.

WE ASSIST IN:

Open Communication: We know you and your family need clear, timely information about your care. TMH values our patients and families and wants them to have questions answered and be active participants in their care.

Working Together: We collaborate with your Care Teams to ensure needs and questions are met with compassion and expertise.

Providing Safe Spaces to Share: We encourage you and your family to advocate for your needs and share your experiences. We are here to listen and help, starting with your Care Team or the Department Leader. If further support is needed, a Patient Experience member is happy to assist.

PHYSICIANS

Your care while you are in the hospital will be coordinated and supervised by a physician who may be your primary care physician, a surgeon, a hospitalist, or a resident in internal medicine or family medicine. There may be other physicians consulted in your care as well. Many physicians also have Advanced Practice Registered Nurses (APRN) or Physician Assistants (PA-C) visiting patients during the hospital stay. They can answer questions and direct care under the physician's supervision.

HOSPITALIST

A hospitalist is a physician who specializes in caring for hospitalized patients and acts as a primary care physician for the hospital. TMH Hospitalists are board certified in internal medicine and family medicine. Hospitalists do not work in outside clinics, therefore they can focus attention exclusively on your medical care inside the hospital.

NURSING

The Licensed Registered Nurse is responsible for reviewing your treatment plan, administering treatments, measuring your progress, and collaborating with other healthcare team members to coordinate your care. The Registered Nurse also educates you and your family about self-care and healthy habits. The Licensed Registered Nurse can be assisted by Licensed Practical Nurses, patient care assistants, monitor technicians, unit secretaries and other support staff. On each nursing unit, an RN Nurse Manager is responsible for the overall delivery of patient care by directing the nursing and support staff of the unit.

SPIRITUAL CARE CHAPLAINS

Chaplains are clinical healthcare professionals who provide spiritual care to assist you and your family members to cope with the stress of a hospital stay.

REGISTERED DIETITIANS

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diet you may need to follow after you are discharged.

PHARMACISTS

A pharmacist will review all of the medications ordered by your physician and is a resource for the medical and nursing staff. The pharmacy fills the medication orders for patients in the hospital, but does not sell retail prescription medications to the public.

REHABILITATION THERAPISTS

This professional group includes physical, occupational and speech therapists. They specialize in the treatment of any condition that causes an interruption in a person's ability to function. They are here to offer comprehensive services regardless of the disease process, accident or injury that causes an interruption in normal functioning.

RESPIRATORY THERAPISTS

Licensed respiratory therapists provide services under medical supervision in the treatment of patients with breathing problems. The respiratory staff is available 24 hours a day.

TECHNICIANS AND TECHNOLOGISTS

Technicians and technologists are skilled health professionals who perform and assist with laboratory and other procedures, including x-rays, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy, and other procedures that help in diagnosing and treating your illness or injury.

SOCIAL WORKERS AND CASE MANAGERS

Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization. Social workers and case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangements for home health care, admission to a long-term facility or rehabilitation care.

HOUSEKEEPING (ENVIRONMENTAL SERVICES)

Environmental services technicians will clean and sanitize your room and bathroom daily. Anytime during your stay, you may call the Environmental Services department by dialing 15419 on your room phone.

DIETARY HOSTESS/HOST

A dietary hostess/host will visit with you to explain the diet your physician ordered, give you a menu, and take your order. You may call Dietary Services by dialing 13663 on your room phone.

STUDENTS

Tallahassee Memorial partners with many of the area schools to educate and train students in many healthcare fields. Students wear badges identifying them as such and are always under the supervision of their instructors and hospital staff.

VOLUNTEERS

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients.



ANIMAL THERAPY

Tallahassee Memorial Animal Therapy is the only one of its kind in the Big Bend. The therapy teams provide mental health, motivational, recreational, educational, rehabilitation, pain management and other therapeutic services. Healthcare providers request animal therapy for patients in certain situations to help patients feel better and aid in their healing. Please contact your nurse for more information about this program.

MUSIC THERAPY

Tallahassee Memorial Music Therapy is used to help with the needs of patients in the clinical setting. At TMH, our music therapy program is designed to meet our patients' needs in a variety of clinical situations, such as working with newborns, stress reduction, procedural support, childbirth, pain and anxiety management, relaxation, and rehabilitation. Please contact your nurse for more information about this program.

THERAPEUTIC TOUCH

Therapeutic Touch (TT) is a holistic, evidence-based practice that originated at New York University in the early 1970's. Research since that time has shown that TT can be helpful in reducing pain, nausea, and anxiety, and tends to improve relaxation, sleep, and a sense of well-being. A TT session actually involves very little physical touch; for the most part, hands stay about 4-6 inches away from the body. A typical session lasts approximately 10 minutes, and the recipient remains fully clothed. Please contact your nurse for more information on this program.

TALLAHASSEE MEMORIAL FOUNDATION

The Tallahassee Memorial HealthCare Foundation has maintained a long-standing tradition of philanthropic support for the hospital through the generosity and dedication of individuals, businesses, professional associations, corporations, foundations and organizations - including its patients and their families. If you wish to make a charitable contribution, please either call 850-431-5389 or e-mail Foundation@TMH.ORG.

Speak Up™ For Your Rights

As a patient, you have the right to...

- Be informed about your care.
- Make decisions about your care.
- Refuse care.
- Know the names of your caregivers.
- Be treated with courtesy and respect.
- Be listened to by your caregivers.
- Have an interpreter.
- Receive information in a way that meets your needs, such as if you have impaired vision.
- Religious or spiritual services.
- Copies of your test results and medical records.
- Have a patient advocate with you during your care.
- Privacy of your health information.
- Ask that pictures or videos taken of you be used only to identify you or assist in your care.
- Care that is free from discrimination.

Be active in your care...

- Ask questions.
- Pay attention to instructions from your caregivers.
- Inform caregivers about your medicines, supplements and allergies.
- Share your wishes about life-saving actions, such as being put on a ventilator.

Your advocate can help...

- Get information and ask questions when you cannot.
- Ask for help if you are not getting the care you need.
- Make care decisions when you cannot (so long as he or she is a legal guardian, a healthcare power of attorney, or has some other legal permission).

If you think something is wrong...

- Ask to speak to a patient representative.
- Work with the facility or health system to address the issue.
- File a complaint with the state agency that licenses or certifies the facility.
- Report a patient safety event to The Joint Commission.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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MEDICATION SAFETY

Tell your healthcare provider what medications you have been taking, including prescription, over-the-counter drugs, and herbal and vitamin supplements. Let them know if you have any allergies.

While you are in the hospital, make sure you know **what medications** you are taking, **why you are taking them**, and **any side effects** to expect. Again, make sure your healthcare team is **checking your ID band before you are given medication**.

INFECTION CONTROL/HAND HYGIENE

To help prevent the spread of germs:

1. Clean Your Own Hands

- Before touching or eating food.
- After you use the bathroom.
- Clean your hands with soap and warm water.
- You may also clean your hands with alcohol-based hand sanitizers.
- If you aren't able to get out of your bed, ask for help – someone will provide you with sanitizer gel and/or a wash cloth.

2. Cover Your Mouth and Nose

- Many diseases are spread through sneezes and coughs. Cover your mouth and nose to prevent the spread of infection.
- Use a tissue or cover your mouth and nose with the bend of your elbow.
- If you use your hands, clean them right away.

3. Make Sure Healthcare Team Members Clean Their Hands

- Before doctors, nurses and other healthcare team members treat you, ask them if they've cleaned their hands.
- Healthcare providers should also wear clean gloves when they take throat cultures, take blood, touch wounds or body fluids, and examine mouth or private parts.
- Don't be afraid to ask them if they cleaned their hands or if they should be wearing gloves.

YOUR PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they **must check your name and hospital number before they proceed**. You may be asked the same question repeatedly. This verification process is critical to your safety and to guarantee you receive the correct medication and treatment.

FIRE SAFETY

We periodically conduct fire drills. If you hear an alarm, stay where you are and hospital staff will notify you if there is an actual emergency or not.

VIRUS OR BACTERIA- WHAT'S GOT YOU SICK?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Antibiotics aren't always the answer.

PREVENTING FALLS

Falls may happen for many reasons, including:

- Medication side effects
- Muscle weakness due to surgery or illness
- Slippery or wet floors
- Trouble seeing
- Blocked pathways

Please call so you don't fall!

- Ask for help
- Keep your call button within easy reach
- Know the side effects of your medications
- Keep your pathway clear
- Wear non-slip socks or shoes
- Your family and friends can help keep you safe by letting your nurse know when you are alone in your room.
- We will stay by your side when you are out of bed to make sure you don't fall!

TELEPHONE

- Telephones are provided in most patient rooms free of charge. Outside calls can come to your room from 7 am to 9 pm. You can dial out at any hour. Your room phone number is on the White Board.
- To place a local call, dial 9 and then the number.
- Long distance calls can be made, but they must be charged to the patient's calling card or placed collect.



Your Surgery

If you are having surgery, partner with the healthcare team in order to help make your surgical procedure and follow-up care as safe as possible.

On Your Surgery Day

You will be asked to sign a medical consent form. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form. Your doctor should have reviewed the information with you beforehand.

If you brought anything valuable, please send it home with family or ask the staff to have locked it in our safe.

Before Your Surgery or Procedure Begins

Staff at the hospital will ask you the following questions more than once before your surgery:

- What is your name?
- What kind of surgery are you having?
- What is the part of your body being operated on?

You may be asked to stop eating and drinking for a period of time, please be sure to follow these directions as they are important to your safety.

You will meet your anesthesiologist and they will design a plan to meet your pain and sedation needs during the procedure, you or your representative will need to sign an anesthesia consent form.

A healthcare professional will mark the spot on your body that is going to be operated on.

- Make sure they mark only the correct part. This is something you will be asked to participate in identifying.
- If marked incorrectly, be sure the old mark is completely cleaned off.
- If you won't be awake for the marking, be sure your relative or friend watches the marking.

Your surgical team will pause and take a “time out” just before the procedure. This is done to make sure they are doing the right surgery on the right body part of the right person.

After Surgery

- Let the staff know about any discomfort you are having and ask for relief. They will ask you to be specific about the intensity and location.
- Ask what medications or intravenous (IV) fluids you are being given and what they are for. The staff should tell you about side effects. Also, ask about prescriptions you must take when you leave. Be sure you understand the instructions including the dosage, how frequently you need to take the medications, and for how long.
- Ask if you should limit activities, and if so, for how long. Ask when you can resume work, exercise and travel.
- Be sure to get instructions in writing for taking care of yourself before you leave the hospital.



Preparing for Your Discharge

When your doctor feels you no longer need hospital services, you will be discharged. This doesn't mean you are completely well, it only means you no longer need hospital services.

All of the doctors who are treating you have to be notified and approve of your discharge, and then order all of the medications you are to take at home before you may leave the hospital. This may take some time to coordinate, so we appreciate your patience during this process.

Please know you, or anyone acting on your behalf, can request a discharge plan at any time. Ask your nurse to call Discharge Planning.

Here are a few tips on partnering with your healthcare team to make sure your discharge process goes smoothly:

The Nurse's Role:

- Help you to understand your plan of care once you leave the hospital.
- Educate you and your caregiver about your new medications, including any side effects there may be.
- Advise you if you are to stop any of your previous medications.
- Help you with information to schedule, and be prepared for, follow-up appointments.
- Tell you about important symptoms to look for after you go home and when to call the doctor about them.

You and your Family's Role:

- Verify your discharge date and time with your nurse, case manager or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver have all necessary paperwork for billing, referrals, prescriptions, etc.

PATIENT CHECKLIST

A checklist for preparing for discharge is located on the back of your welcome folder. Before you leave, there are several things you or your caregiver must attend to:

✓ Medications List

Make sure you have prescriptions for any medications you need.

Make sure you leave with a listing of:

- What medications you will be taking.
- How long you will be taking them.
- Why you are taking them.
- In what dosage you will be taking them.
- Who prescribed them.
- What are the possible side effects.
- What foods, drinks, or activities should I avoid while taking this medication.
- If it is safe for me to take this medication with other drugs or dietary supplements.
- What I should do if I miss a dose of my medication.
- What I can do if I think I cannot afford to buy the medication.

✓ Pharmacy at TMH / ProxsysRx

Pharmacy at TMH / ProxsysRx has an optional prescription medication program you can use to fill your medications at discharge. The medications can be brought to you before you leave. You will be asked if you are interested in participating. The service may have limited hours. For more information, call 448-209-2010.

✓ If You Disagree With Your Discharge

You or a relative can appeal your doctor's discharge decision.

If you are a Medicare patient, you will receive a notice titled "An Important Message from Medicare." This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

If you have questions, please do not hesitate to speak with your case manager.

✓ Community Resources

If you or your caregiver feel unprepared for what will happen after your discharge, ask to speak with a discharge case manager, who can provide you with information about local resources that offer services such as transportation, equipment, home care and help for the caregiver.

✓ Discharge and 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.
- 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 test(s) you may need and when you need to schedule them.
- 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
 - What to do if symptoms continue, get worse, or return, and what to watch out for.
 - Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care.

FOLLOW-UP SURVEY

You may receive a paper survey via mail or electronic survey via e-mail following your discharge. Please complete the paper survey and return it in the postage-free envelope provided, or complete the e-mail survey via link provided. We appreciate any and all feedback.

BILLING

After you leave the hospital, you may find that you will need to pay more than one bill. Hospital costs are broken down into two areas:

- One covers the cost of the use of equipment and professional support staff such as nurses, dietitians, social workers, patient care assistants, etc.
- The other bill covers the cost associated with physicians interpreting and analyzing various test results.
- Check with your insurance company about whether they will cover personal care items used during your stay.

Your Rights & Responsibilities

Para obtener una copia en Español de “Sus Derechos y Responsabilidades Como Paciente,” haga el favor de preguntarle a su enfermera.

Tallahassee Memorial respects the basic human rights and personal dignity of each patient. As a patient, you have the right and responsibility to be informed and participate in decisions involving your care. When you are either incapacitated, incompetent, or a minor, your rights can be exercised by a legally authorized person. Florida law requires that your physician or health care facility recognizes your rights while you are receiving medical care and that you respect the physician or Healthcare facility’s right to expect a certain behavior on the part of the patient. You may request a copy of the full text of this law from your physician or health care facility. A summary of your rights and responsibilities follows:

YOU AS A PATIENT HAVE THE RIGHT TO:

- Be treated with courtesy and respect, with appreciation of your individual dignity and be free from abuse and harassment.
- The protection of your need for privacy and to receive care in a safe setting.
- Confidentiality of your medical record.
- Access information contained in your medical record within a reasonable time.
- A prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for your care.
- What patient support services are available, including whether an interpreter is available if you do not speak English, or if you are hearing impaired.
- What rules and regulations apply to your conduct.
- Refuse any treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
- If eligible for Medicare, to know upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
- To impartial access to medical treatment or accommodations regardless of age, race, national origin, religion, language, culture, gender, gender identity, sexual orientation, physical handicap or source of payment.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

- To know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research.
- To express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility that served you and to the appropriate state licensing agency.
- To be given by your health care provider information concerning diagnosis, planned and unplanned outcomes in the course of treatment, alternatives, risks and prognosis.
- To have your pain treated, to be taught about pain and how your pain can be relieved, and to have your complaint of pain addressed.
- To receive visitors you choose, including, but not limited to a spouse, domestic partner (including same sex domestic partner), another family member or a friend, and you have the right to deny consent at any time.
- To have a family member, friend or other individual person present for emotional support during the course of your stay.
- To be free from restraint unless the restraint is needed to protect you or others from harm

AS A PATIENT, YOU HAVE A RESPONSIBILITY TO:

- Provide to your health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Report unexpected changes in your condition to your health care provider.
- Report to your health care provider whether you comprehend a contemplated course of action and what is expected of you.
- Follow the treatment plan recommended by your health care provider.
- Keep appointments and, when you are unable to do so for any reason, for notifying the health care provider or health care facility.
- Take responsibility for your actions if you refuse treatment or do not follow the health care provider's instructions.
- Assure that the financial obligations of your health care are fulfilled as promptly as possible.
- Follow the health care facility rules and regulations affecting patient care and conduct.
- Be responsible for proper conduct, including no violence toward patients, visitors or staff.

Para obtener una copia en Español de “Sus Derechos y Responsabilidades Como Paciente,” haga el favor de preguntarle a su enfermera.

YOUR FEEDBACK

Patients, families and visitors are encouraged to speak directly with the manager of the care unit in which they have a complaint. In addition, concerns may be shared by filling out one of the comment cards provided at locations throughout the hospital. A hospital representative will contact you to discuss your concerns.

In addition, Tallahassee Memorial sends patient satisfaction surveys to a sample portion of our patients. If you receive a survey, please fill it out and return it. In this way, we can make improvements based on your feedback.

AVAILABILITY OF ETHICIST

Recognizing the stress and indecision that may accompany an illness, Tallahassee Memorial maintains ethicists who may assist patients and families to better understand a variety of choices or decisions that may arise during the course of an illness.

You may contact an ethicist by calling the Nursing Supervisor at extension 14983 or 14984 on your room phone.

ACCESS TO PATIENT ADVOCACY GROUPS

- Suspected abuse or neglect of a child, elderly person or a disabled person.
Abuse Registry Hotline, 1 (800) 962-2873
- Suspected sexual abuse or partner abuse.
Refuge House, (850) 681-2111
- Agencies for Persons with Disabilities
(850) 488-4257
- Americans with Disabilities
(800) 514-0301
- To report Medicaid Fraud
(866) 966-7226

CALL OR WRITE

If you have an issue, concern or complaint about your care at this hospital, please call the Patient Experience Department at 850-431-5488. For a complaint against a hospital or ambulatory surgical center:

Agency for Health Care Administration Consumer Assistance Unit

2727 Mahan Dr. /Bldg. 2
Tallahassee, Florida 32308

Toll-free 1-888-419-3456 or go to apps.ahca.myflorida.com/hcfc/

For complaints related to visitation, please call
1-888-775-6055 or go to apps.ahca.myflorida.com/hcfc/

Joint Commission's Office of Quality Management

Toll-free 1-800-994-6610 and at [jointcommission.org](https://www.jointcommission.org)

For a complaint against a healthcare practitioner, write to:

Florida Department of Health Consumer Services Unit

4052 Bald Cypress Way BIN C-75
Tallahassee, Florida 32399-3275

850-245-4339 or go to [TMH.ORG/about-us/quality-care-at-tmh/florida-agency-for-health-care-administration](https://www.tmh.org/about-us/quality-care-at-tmh/florida-agency-for-health-care-administration)



Your Advance Directives

MAKING YOUR WISHES KNOWN

Advance directives outline predetermined actions that should be taken in regard to your health if you are no longer able to make decisions for yourself due to incapacity or illness. These legally binding documents outline your wishes regarding life support, resuscitation and other interventions for both your healthcare team and your family members.

LIVING WILL

A living will provides your physician instructions regarding procedures that are meant to prolong your life. Your physician and your healthcare surrogate are required to follow all the directives in a living will.

HEALTHCARE DECISION MAKER

Your healthcare decision maker is another adult you appoint to make decisions on your behalf when you are unable to do so. It is usually recommended that you appoint someone who knows your wishes and is willing to carry them out, especially regarding your personal, religious, moral and cultural beliefs. This can be done by signing a written designation of a healthcare surrogate that complies with Florida law. If you are incapacitated, your healthcare surrogate will have the authority to make all the medical decisions regarding your healthcare, including decisions about when to withhold or withdraw life-prolonging procedures.

DURABLE POWER OF ATTORNEY

A durable power of attorney is another legal document that can be used to name your healthcare decision maker. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare.

SUMMARY OF POLICY AND PROCEDURE ON HEALTH CARE ADVANCE DIRECTIVES

Under the Patient Self Determination Act, the Hospital is required to provide information regarding its policy and procedure relative to Health Care Advance Directives. The Hospital's Advance Directive follows the guidelines of the Florida Statute.

The policy provides for information to be given to patients at the time of admission to the Hospital. This is done in the Welcome Guide. The Hospital will also inquire about Advance Directives/Health Care Surrogates upon admission to the Hospital.

The policy provides direction as to the appointment of a health care surrogate and lists the authority and responsibility of the health care surrogate, as well as providing direction to the staff in the event a health care surrogate is needed. The policy discusses the living will and life prolonging procedures. The Hospital shall place a copy of a Living Will and Health Care Power of Attorney (Advance Directive) in the patient's medical record upon each admission to the Hospital if they are provided. The policy also contains general provisions to assure compliance with the Florida Statute.

The policy also outlines who may make health care decisions for a patient in the absence of Advance Directives are listed in order of privilege pursuant to Florida Statute.

If you desire more information on the policy, please call Risk Management at 850-431-5364.

LEARN MORE AND ACCESS ADDITIONAL FORMS FOR ADVANCE DIRECTIVES AT:

<https://quality.healthfinder.fl.gov/report-guides/advance-directives>

American Association of Retired Persons (AARP)

www.aarp.org (Type advance directives in the website's search engine)



Your Privacy & Information

You have certain rights regarding the privacy of your healthcare information. There are specific rules determined by federal law, **Health Insurance Portability and Accountability Act (HIPAA)**, that describe who can look at your records and to whom your health information may be sent. Information is shared and discussed with you, the patient, and with your permission, the healthcare decision maker and/or the next of kin listed in our records.

WHO MUST FOLLOW THIS LAW?

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

WHAT INFORMATION IS PROTECTED?

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

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

You have a right to:

- Ask to see and get a copy of your health records.
- Request that corrections be made in your health information.
- Receive information from the healthcare provider that tells you how your health information may be used and shared.
- Decide if you want to allow your health information be used or shared for certain purposes, such as marketing.
- Ask for information on when and why your health information was shared for certain purposes.
- File a complaint.

To make sure your health information is protected in a way that doesn't interfere with your healthcare, the law says your information can be used and shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for providing your healthcare.
- With your family, relatives, friends or others you identify who are assisting you with your healthcare or bills, unless you object.
- To protect the public's health, for example by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.

YOU WILL HAVE TO GIVE WRITTEN PERMISSION FOR A PROVIDER:

- To give your health information to your employer.
- To use or share your health information for marketing or advertising purposes.
- To share notes about your mental health counseling sessions.

If you believe your health information was used or shared in a way that is not allowed under the privacy law or if you weren't able to exercise your rights. You can file a complaint with the Compliance Office at 850-431-5339. No one will retaliate or take action against you for filing a complaint.

You may also report any privacy law violations via an anonymous hotline by calling **1-877-772-6723**.

You can also file a complaint with the U.S. government. Go online to [hhs.gov/ocr/hipaa/](https://www.hhs.gov/ocr/hipaa/) for more information.

KNOW THE RISKS OF OPIOID PAIN MEDICATIONS

Opioid pain medications can help with severe, acute pain. These medications can be an important part of treatment but also come with serious risks of addiction and overdose, especially with prolonged use. Some of the common names include oxycodone combined with acetaminophen (Percocet®); oxycodone (OxyContin®); hydrocodone combined with acetaminophen (Lortab® and Vicodin®); and Tramadol (Ultram®).

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THESE MEDICATIONS:

- Cause your brain to block the feeling of pain; they do not treat the underlying cause of pain.
- Are very addictive, especially if they are not used correctly.
- Increase your chances of accidental overdose, coma and death if taken with prescription medications, including anti-anxiety and sedating medications, and alcohol.

WHAT ARE THE RISKS?

- Side effects like physical dependence, increased sensitivity to pain, depression, nausea and vomiting.
- Overdose
- Addiction
- Opioid Use Disorder

WHAT ARE ALTERNATIVES TO OPIOIDS?

Many non-opioid treatments may control pain effectively with fewer side effects such as:

- Physical therapy and/or exercise
- Non-opioid medications such as acetaminophen or ibuprofen
- Massage Therapy
- Cognitive behavioral therapy (CBT)
- Chiropractor
- Acupuncture

HOW DO I DISPOSE OF OPIOID MEDICATIONS?

- Do not flush your medicines down the toilet or down the drain. Many pharmacies and the Tallahassee Police Department offer safe drug disposal kiosks. If this is not available, dispose of old medications in the trash.

PROPER DOSAGE:

- Never share your prescription with anyone. Most addiction begins with medication from a friend or family member.
- It is imperative that you keep your medications out of the reach of young children but also safely protected from any individuals living in or coming into your home.

KNOW THE RISKS OF OPIOID PAIN MEDICATIONS

As your healthcare providers, we promise to:

MANAGE

Provide the best possible treatment to manage your pain. Non-opioid pain relievers, physical therapy and cognitive behavior may be useful alternatives.

CUSTOMIZE

Work closely with you to set pain management goals and develop a treatment plan that will help you achieve your goals.

COLLABORATE

Assess the risks and benefits of prescription opioids together, and prescribe opioids only when their benefit outweigh their risks.

If you are prescribed a medication, ask your doctor if it is an opioid or if there is risk for addiction. If the answer is yes, ask for alternatives.

How can I get help?

If you or a loved one have a problem with painkillers, call 2-1-1 Big Bend by dialing the three digit number 2-1-1.



**Talk to your health care provider about how to treat your pain.
Create a safe and effective treatment plan that is right for you.**

Alternatives to Opioids: Medications

ADVANTAGES:

- Can control and alleviate mild to moderate pain with few side effects.
- Can reduce exposure to opioids and dependency.

DISADVANTAGES:

- May not be covered by insurance.
- May not be effective for severe pain.

NON-OPIOID MEDICATIONS

Acetaminophen (Tylenol)

Relieves mild–moderate pain, and treats headache, muscle aches, arthritis, backache, toothaches, colds and fevers. *Overdoses can cause liver damage.*

Non-steroidal Anti-inflammatory Drugs (NSAIDs):

Aspirin, Ibuprofen (Advil, Motrin), Naproxen (Aleve, Naprosyn)

Relieve mild–moderate pain, and reduce swelling and inflammation. *Risk of stomach problems increases for people who take NSAIDs regularly. Can increase risk of bleeding.*

Nerve Pain Medications:

Gabapentin (Neuraptine), Pregabalin (Lyrica)

Relieve mild–moderate nerve pain (shooting and burning pain). *Can cause drowsiness, dizziness, loss of coordination, tiredness and blurred vision.*

Antidepressants:

Effexor XR, Cymbalta, Savella

Relieve mild–moderate chronic pain, nerve pain (shooting and burning pain) and headaches. *Depending on medication, side effects can include: drowsiness, dizziness, tiredness, constipation, weight loss or gain.*

Medicated Creams, Foams, Gels, Lotions, Ointments, Sprays and Patches:

Anesthetics (Lidocaine), NSAIDs, Muscle Relaxers, Capsaicin, Compound Topicals

Can be safer to relieve mild–moderate pain because medication is applied where the pain is. Anesthetics relieve nerve pain (shooting and burning pain) by numbing an area; NSAIDs relieve the pain of osteoarthritis, sprains, strains and overuse injuries; muscle relaxers reduce pain by causing muscles to become less tense or stiff; and capsaicin relieves musculoskeletal and neuropathic pain. Compounded topicals prepared by a pharmacist can be customized to meet a patient's specific needs. *Skin irritation is the most common side effect. Capsaicin can cause warmth, stinging or burning on the skin.*

Interventional Pain Management

Includes anesthetic or steroid injections around nerves, tendons, joints or muscles; spinal cord stimulation; drug delivery systems; or permanent or temporary nerve blocks. Medicates specific areas of the body. Can provide short-term and long-term relief from pain. *Certain medical conditions and allergies can cause complications.*

Non-opioid Anesthesia

Opioids can be replaced with safer medications that block pain during and after surgery. A health care provider or an anesthesiologist can provide options and discuss side effects.

Alternatives to Opioids: Therapies

ADVANTAGES:

- Can control and alleviate mild to moderate pain with few side effects.
- Can reduce exposure to opioids and dependency.
- Treatment targets the area of pain—not systemic.
- Providers are licensed and regulated by the State of Florida.*
(apps.mqa.doh.state.fl.us/MQASearchServices)

DISADVANTAGES:

- May not be covered by insurance.
- Relief from pain may not be immediate.
- May not be effective for severe pain.

Sources: American College of Surgeons, Centers for Disease Control and Prevention, National Institutes of Health, the Food and Drug Administration, Harvard Health and Wexner Medical Center (Ohio State University)

THERAPIES

Self-care

Cold and heat: Ice relieves pain and reduces inflammation and swelling of intense injuries; heat reduces muscle pain and stiffness. Can provide short-term and long-term relief from pain. *Too much heat can increase swelling and inflammation.*

Exercise and movement: Regular exercise and physical activity can relieve pain. Simply walking has benefits. Mind-body practices like yoga and tai chi incorporate breath control, meditation and movements to stretch and strengthen muscles. *Maintaining daily exercise and overcoming barriers to exercise can be a challenge.*

Complementary Therapies

Acupuncture: Acupuncturists* insert thin needles into the body to stimulate specific points to relieve pain and promote healing. Can help ease some types of chronic pain: low-back, neck and knee pain, and osteoarthritis pain. Can reduce the frequency of tension headaches. *Bleeding, bruising and soreness may occur at insertion sites.*

Chiropractic: Chiropractic physicians* practice a hands-on approach to treat pain including manual, mechanical, electrical and natural methods, and nutrition guidance. Can help with pain management and improve general health. *Aching or soreness in the spinal joints or muscles sometimes happens—usually within the first few hours after treatment.*

Osteopathic Manipulative Treatment (OMT): Osteopathic physicians* use OMT—a hands-on technique applied to muscles, joints and other tissues—to treat pain. Clinically-proven to relieve low-back pain. *Soreness or stiffness in the first few days after treatment is possible.*

Massage therapy: Massage therapists* manually manipulate muscle, connective tissue, tendons and ligaments. Can relieve pain by relaxing painful muscles, tendons and joints. Can relieve stress and anxiety—possibly slowing pain messages to and from the brain. *At certain points during a massage, there may be some discomfort—especially during deep tissue massage.*

Transcutaneous electrical nerve stimulation (TENS): TENS is the application of electrical current through electrodes placed on the skin with varying frequencies. Studies have shown that TENS is effective for a variety of painful conditions. The intensity of TENS is described as a strong but comfortable sensation. *Allergic reactions to adhesive pads are possible.*

Rehabilitation Therapies

Occupational therapy: Occupational therapists* treat pain through the therapeutic use of everyday activities. Can relieve pain associated with dressing, bathing, eating and working. Therapy includes activities that increase coordination, balance, flexibility and range of motion. *Therapy interventions and recommendations will not help if the patient does not practice as instructed.*

Physical therapy: Physical therapists* treat pain by restoring, enhancing and maintaining physical and functional abilities. *Therapy interventions and recommendations will not help if the patient does not practice as instructed.*

Behavioral and Mental Health Therapies

Psychiatrists*, clinical social workers*, marriage and family therapists* and mental health counselors* provide therapies that identify and treat mental disorders or substance abuse problems that may be roadblocks to pain management. *When used to manage pain, these therapies can take time.*

FAQs

Ventilator-Associated Pneumonia

What is a Ventilator-Associated Pneumonia (VAP)?

A “pneumonia” is an infection of the lungs. A “ventilator” is a machine that helps a patient breathe by giving oxygen through a tube. The tube can be placed in a patient’s mouth, nose or through a hole in the front of the neck. The tube is connected to a ventilator. A “ventilator-associated pneumonia” or “VAP” is a lung infection or pneumonia that develops in a person who is on a ventilator.

Why do patients need a ventilator?

A patient may need a ventilator when he or she is very ill or during and after surgery. Ventilators can be life-saving, but they can also increase a patient’s chance of getting pneumonia by making it easier for germs to get into the patient’s lungs.

What are some of the things that hospitals are doing to prevent ventilator-associated pneumonia?

To prevent ventilator-associated pneumonia, doctors, nurses, and other healthcare providers:

- **Keep the head of the patient’s bed raised** between 30 and 45 degrees unless other medical conditions do not allow this to occur.
- **Check the patient’s ability to breathe on his or her own** every day so that the patient can be taken off of the ventilator as soon as possible.
- **Clean their hands** with soap and water or an alcohol-based hand rub before and after touching the patient or the ventilator.
- **Clean the inside of the patient’s mouth** on a regular basis.
- **Clean or replace equipment** between use on different patients.



What can I do to help prevent VAP?

- If you smoke, quit. Patients who smoke get more infections. If you are going to have surgery and will need to be on a ventilator, talk to your doctor before your surgery about how you can quit smoking.
- Family members can ask about raising the head of the bed.
- Family members can ask when the patient will be allowed to try breathing on his or her own.
- Family members can ask doctors, nurses, and other healthcare providers to clean their hands.

IF YOU DO NOT SEE YOUR PROVIDERS CLEAN THEIR HANDS, PLEASE ASK THEM TO DO SO.

- Family members can ask about how often healthcare providers clean the patient's mouth.

Can VAP be treated?

VAP can be a very serious infection. Most of the time, these infections can be treated with antibiotics. The choice of antibiotics depends on which specific germs are causing the infection. Your healthcare provider will decide which antibiotic is best.

IF YOU HAVE QUESTIONS, PLEASE ASK YOUR DOCTOR OR NURSE.

Co-sponsored by:



FAQs

Catheter-Associated Urinary Tract Infection

What is “catheter-associated urinary tract infection”?

A urinary tract infection (also called “UTI”) is an infection in the urinary system, which includes the bladder (which stores the urine) and the kidneys (which filter the blood to make urine). Germs (for example, bacteria or yeasts) do not normally live in these areas; but if germs are introduced, an infection can occur.

If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection (or “CA-UTI”).

What is a urinary catheter?

A urinary catheter is a thin tube placed in the bladder to drain urine. Urine drains through the tube into a bag that collects the urine. A urinary catheter may be used:

- If you are not able to urinate on your own
- To measure the amount of urine that you make, for example, during intensive care
- During and after some types of surgery
- During some tests of the kidneys and bladder

People with urinary catheters have a much higher chance of getting a urinary tract infection than people who don’t have a catheter.

How do I get a catheter-associated urinary tract infection (CA-UTI)?

If germs enter the urinary tract, they may cause an infection. Many of the germs that cause a catheter-associated urinary tract infection are common germs found in your intestines that do not usually cause an infection there. Germs can enter the urinary tract when the catheter is being put in or while the catheter remains in the bladder.

What are the symptoms of a urinary tract infection?

Some of the common symptoms of a urinary tract infection are:

- Burning or pain in the lower abdomen (that is, below the stomach)
- Fever
- Bloody urine may be a sign of infection, but is also caused by other problems
- Burning during urination or an increase in the frequency of urination after the catheter is removed.

Sometimes people with catheter-associated urinary tract infections do not have these symptoms of infection.

Can catheter-associated urinary tract infections be treated?

Yes, most catheter-associated urinary tract infections can be treated with antibiotics and removal or change of the catheter. Your doctor will determine which antibiotic is best for you.

What are some of the things that hospitals are doing to prevent catheter-associated urinary tract infections?

To prevent urinary tract infections, doctors and nurses take the following actions.

Catheter insertion:

Catheters are put in only when necessary and they are removed as soon as possible.

- Only properly trained persons insert catheters using sterile (“clean”) technique.
- The skin in the area where the catheter will be inserted is cleaned before inserting the catheter.

Other methods to drain the urine are sometimes used, such as

- External catheters in men (these look like condoms and are placed over the penis rather than into the penis)
- Putting a temporary catheter in to drain the urine and removing it right away. This is called intermittent urethral catheterization.

Catheter care:

Healthcare providers clean their hands by washing them with soap and water or using an alcohol-based hand rub before and after touching your catheter.

If you do not see your providers clean their hands, please ask them to do so.

- Avoid disconnecting the catheter and drain tube. This helps to prevent germs from getting into the catheter tube.
- The catheter is secured to the leg to prevent pulling on the catheter.
- Avoid twisting or kinking the catheter.

- Keep the bag lower than the bladder to prevent urine from backflowing to the bladder.
- Empty the bag regularly. The drainage spout should not touch anything while emptying the bag.

What can I do to help prevent catheter-associated urinary tract infections if I have a catheter?

- Always clean your hands before and after doing catheter care.
- Always keep your urine bag below the level of your bladder.
- Do not tug or pull on the tubing.
- Do not twist or kink the catheter tubing.
- Ask your healthcare provider each day if you still need the catheter.

What do I need to do when I go home from the hospital?

- If you will be going home with a catheter, your doctor or nurse should explain everything you need to know about taking care of the catheter. Make sure you understand how to care for it before you leave the hospital.
- If you develop any of the symptoms of a urinary tract infection, such as burning or pain in the lower abdomen, fever, or an increase in the frequency of urination, contact your doctor or nurse immediately.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.

If you have questions, please ask your doctor or nurse.

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FAQs

Catheter-Associated Bloodstream Infections

What is a catheter-associated bloodstream infection?

A “central line” or “central catheter” is a tube that is placed into a patient’s large vein, usually in the neck, chest, arm, or groin. The catheter is often used to draw blood, or give fluids or medications. It may be left in place for several weeks. A bloodstream infection can occur when bacteria or other germs travel down a “central line” and enter the blood. If you develop a catheter-associated blood-stream infection you may become ill with fevers and chills or the skin around the catheter may become sore and red.

Can a catheter-related bloodstream infection be treated?

A catheter-associated bloodstream infection is serious, but often can be successfully treated with antibiotics. The catheter might need to be removed if you develop an infection.

What are some of the things that hospitals are doing to prevent catheter-associated bloodstream infections?

To prevent catheter-associated bloodstream infections doctors and nurses will:

- Choose a vein where the catheter can be safely inserted and where the risk for infection is small.
- Clean their hands with soap and water or an alcohol-based hand rub before putting in the catheter.

- Wear a mask, cap, sterile gown, and sterile gloves when putting in the catheter to keep it sterile. The patient will be covered with a sterile sheet.
- Clean the patient’s skin with an antiseptic cleanser before putting in the catheter.
- Clean their hands, wear gloves, and clean the catheter opening with an antiseptic solution before using the catheter to draw blood or give medications. Healthcare providers also clean their hands and wear gloves when changing the bandage that covers the area where the catheter enters the skin.
- Decide every day if the patient still needs to have the catheter. The catheter will be removed as soon as it is no longer needed.
- Carefully handle medications and fluids that are given through the catheter.

What can I do to help prevent a catheter-associated bloodstream infection?

- Ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Ask your doctors and nurses if they will be using all of the prevention methods discussed above.
- Make sure that all doctors and nurses caring for you clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.

IF YOU DO NOT SEE YOUR PROVIDERS CLEAN THEIR HANDS, PLEASE ASK THEM TO DO SO.

- If the bandage comes off or becomes wet or dirty, tell your nurse or doctor immediately.
 - Inform your nurse or doctor if the area around your catheter is sore or red.
 - Do not let family and friends who visit touch the catheter or the tubing.
 - Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.
- Make sure you understand how to care for the catheter before leaving the hospital. For example, ask for instructions on showering or bathing with the catheter and how to change the catheter dressing.
 - Make sure you know who to contact if you have questions or problems after you get home.
 - Make sure you wash your hands with soap and water or an alcohol-based hand rub before handling your catheter.
 - Watch for the signs and symptoms of catheter-associated bloodstream infection, such as soreness or redness at the catheter site or fever, and call your healthcare provider immediately if any occur.

What do I need to do when I go home from the hospital?

Some patients are sent home from the hospital with a catheter in order to continue their treatment. If you go home with a catheter, your doctors and nurses will explain everything you need to know about taking care of your catheter.

IF YOU HAVE ADDITIONAL QUESTIONS, PLEASE ASK YOUR DOCTOR OR NURSE.

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3	HSN	38	CNN HEADLINE NEWS
4	ED Access-Florida State U	39	DISNEY CHANNEL
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6*	WTLF the CW	41	MSNBC
7	WTXL-ABC**	42	TRAVEL CHANNEL
8	ESPN	43	CNBC
9	WCTV-CBS	44	FOX NEWS
10	WTLH-FOX	45	A&E
11	QVC	46	E!
12	WTWC-NBC	47	HALLMARK CHANNEL
13	Local Gov't Access	48	LIFETIME
15	T.V. Guide**	49	DISCOVERY
16	Comcast Connection	50	Food Network
17	Local Weather Scan**	51	Spanish channel - Univision
18	CSPAN	52	TCN - old movies
20	ED ACCESS-FAMU	53	FX
21	Leased access	54	USA**
22	ED ACCESS-TCC	55	Versus
23	ED ACCESS-LEON COUNTY	56	HGTV
24	THE WEATHER CHANNEL	57	History Channel
25	SPEED	58	Comedy Central
26	CSS	59	Bravo
27	GOLF CHANNEL	60	Spike TV
28	SUNSPORTS	61	TNT
29	FOX SPORTS Network	62	AMC
30	ESPN2	63	TBS
31	NICKELODEON	64	Sci-Fi**
32	OWN	65	Tru TV
33	TLC	66	TV Land
34	BET	67	ABC FAMILY**
35	VH1	68	Animal Planet**
36	MTV	69	GAC (Great American Country**)

* in the Women's Pavilion is "Family Care" Information Channel

** Some stations are not available in all rooms

M.T. MUSTIAN CENTER - TV Channels

7	TV Guide	39	FX
9	CBS	40	AMC
10	WCTV	41	WE
11	WFSU	42	Tru TV
12	PBS	43	Comedy Central
13	CW	44	GSN TV
14	ABC	45	ID
15	NBC	46	WGNAD
16	ETWCD	47	BBCAM
17	WVUP	48	MTV
18	WTLH	49	VH1
19	SUN	52	HGTV
21	SECN	54	LIFE
22	ESPN	56	Hallmark
23	ESPN2	57	Travel
24	GOLF	58	Bravo
28	CNN	59	Animal Planet
29	HLN	60	National Geographic
30	MSNBC	61	Lifetime Movies
33	USA	62	E!
34	TNT	63	UP TV
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Dial 1 and Ext. 33100 (CVMSICU 3rd floor)

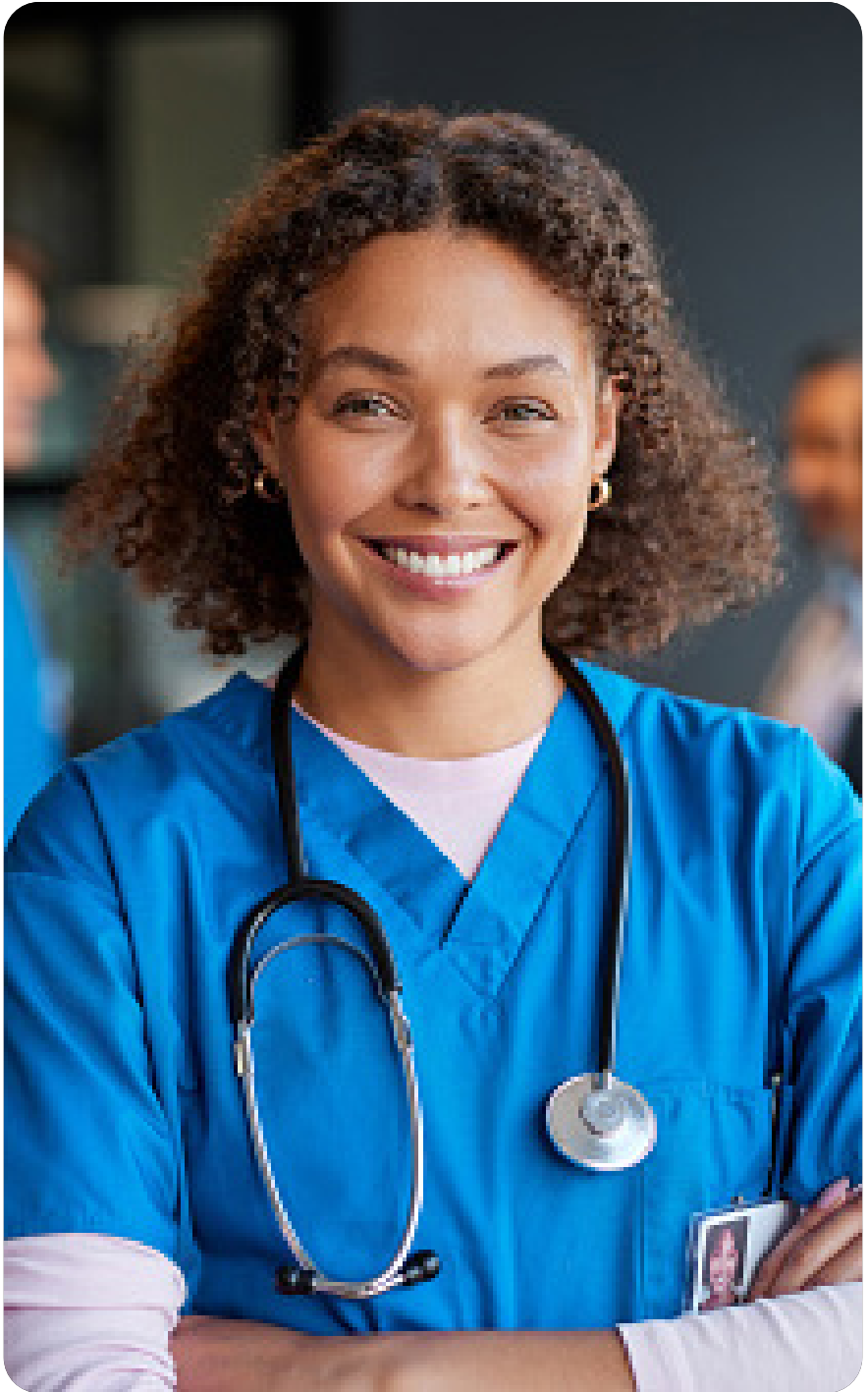
Ext. 34100 (VNTICU 4th floor)

Ext. 35100 (NCIMCU 3rd floor)

Instructions to call patient's room:

850-431-1155

Dial 1 and 8 _____
(Room Number)



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We want to be the best, and you can help.

After your visit at TMH, you may receive a survey asking about your experience.

Help us recognize outstanding caregivers, and/or provide feedback where we can improve.

We thank you in advance for completing the survey.



You may receive a survey by phone, mail, email or text. Surveys are administered by Qualtrics. All responses are confidential. Should you need an advocate or have a concern we can address while you are here, please contact Patient Experience Department at 850-431-5488.



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