Compassionate Care & Support for Patients and Families

THAT’S OUR PROMISE

Guide To Patient Services
OUR MISSION

Promise Healthcare’s mission is to deliver the highest quality of professional and compassionate care for our patients and their loved ones.

The employees, medical staff and others who comprise or have a relationship with Promise fulfill this mission by adhering to our Code of Conduct when working with patients, physicians, colleagues and members of our local communities. At Promise, we are committed to providing quality care to our patients while observing the highest standards of legal and ethical conduct. In addition, we comply with all applicable laws, rules and regulations.

OUR VISION

Promise Healthcare’s vision is to be the best post-acute care health system in the industry.
While at Promise, our goal is to treat you like family. From a caring hospital staff to highly trained physicians and specialists, we are committed to providing you with exceptional, safe and compassionate care.

This patient handbook is designed to assist you and your loved ones during your hospital stay. It explains patient rights and responsibilities, as well as other important information about your care. I encourage you to take the time to read through the material and do not hesitate to talk to any of your caregivers should you have any questions or concerns.

From the time you enter our doors and throughout your stay, we will strive to exceed your expectations. Your feedback is very important to us. Our hospital leadership team is readily available to meet with you and will work diligently to make your time with us as pleasant, comfortable and rewarding as possible.

Once again, welcome to Promise and thank you for allowing us to serve you.

Sincerely,

Richard A. Gold
President and Chief Operating Officer
Promise Healthcare, Inc.
ABOUT US

Established in 2003, Promise Healthcare is a specialty hospital post-acute care health system. Our facilities utilize an interdisciplinary approach in providing treatment for critically ill and medically complex patients.

Serviced by more than 3,000 physicians and employees, Promise Healthcare facilities are known for outstanding clinical quality scores that consistently outperform national benchmarks, especially for our successful ventilator weaning program.
WHILE YOU ARE AT PROMISE HOSPITAL

VISITOR GUIDELINES
We encourage visitors for a patient's emotional support and recovery. To provide a restful and safe environment, guests are asked to conclude their visit by 8:00pm. We ask that all visitors comply with these guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any other contagious condition.
- Observe precaution signs before entering the room.
- Step out of the room during tests or treatments, when asked.

Patients may designate a family member or friend to serve as a support person during their stay. When requested, Promise Hospital will make every effort to accommodate extended visitation for the support person. However, there may be limitations based on the clinical condition of the patient or the effect to other patients. Please speak with the charge nurse or Chief Clinical Officer regarding these accommodations.

ADVOCACY
Each patient will be assigned to a Case Manager, who will also serve as an advocate. Our team of Case Managers are skilled in dealing with the concerns that affect patient care and treatment. They treat everyone as an individual with compassion and respect. The Case Managers are available to provide and/or arrange for the following advocacy services:

- Advance Directives
- Patient rights and responsibilities
- Emotional and spiritual support while hospitalized
- Interpretation of Hospital policy
- Assistance with translation services
- Emergency amenities
- Service for vision and hearing impaired

Case Managers also serve as liaisons between patient, family, staff and physicians. A Case Manager may be reached by speaking to your caregiver and they will contact them between the hours of 8:30am to 5:00pm.
WHILE YOU ARE AT PROMISE HOSPITAL

YOUR HOSPITAL EXPERIENCE

We encourage you and your family members to provide us with feedback about your care and service while at Promise Hospital. We appreciate any suggestions and/or recognitions related to your Hospital experience. Please contact your nurse in this regard.

Once you have been discharged, you may receive a survey.

_We hope that your experience with us exceeds your expectations, as our goal is to always provide exceptional care to our patients._
WHILE YOU ARE AT PROMISE HOSPITAL

SECURING OF VALUABLES
We request that you send any medication, jewelry, cash, credit cards and other valuables home. If you cannot send your valuables home, you will be asked to secure these items in the Hospital safe until you are discharged.

If you require eyeglasses, hearing aids and/or dentures during your stay, please store them on your bedside stand when not in use. Please do not leave them on your bed or on top of your food tray – they may be damaged or lost. Be sure to take these items with you when you are transferred to a new room or discharged from the Hospital.

Promise Hospital is not responsible for any items that may be lost or stolen during your Hospital stay.

CALLING FOR ASSISTANCE
You are able to request assistance by using the hand-held remote connected to the wall and assistance pull cords located in the bathroom.

PHYSICIAN TEAM
While you are in the Hospital, there may be several physicians involved in your care. The attending physician is the primary doctor responsible for your care throughout your hospitalization, which includes entering your discharge orders and completing your prescriptions.

Your primary physician may seek consultation from other doctors about your care at their discretion.

CLINICAL ROUNding
Your safety is important to us. To ensure you have important items such as a telephone, television remote and nurse call button within reach, the staff will visit your room regularly. They will assist you to the restroom, repositioning and other needs or requests.

If you are having pain that requires medication or other interventions, the staff will inform your nurse to assist you.

PATIENT DINING
We strive to provide our patients with the highest quality of nutrition, no matter what type of diet your physician has prescribed.

Our dietary department will provide you with a menu of your meal options. Meal schedules are subject to change; however, are typically served between the hours of:

BREAKFAST: 7:00am to 8:00am
LUNCH: 11:30am to 12:30pm
DINNER: 5:00pm to 6:00pm

Light snacks and sandwiches are available upon patient request.
WHILE YOU ARE AT PROMISE HOSPITAL

MORNING LABORATORY TESTS
While you are in the Hospital your doctor may order blood work to monitor your condition and treatments. In order for the results to be available to your physician during morning rounds, our clinical staff will draw your blood very early in the morning.

YOUR ROOM
Some of our rooms are semi-private. Private rooms, if available, can be requested. For more information on private room accommodations or to request one of these rooms, contact the charge nurse.

A staff member will familiarize you with your room, which includes use of your telephone, television, call system, bed controls and patient-specific information board. For calls made to the hospital departments or staff listed on your patient information board, simply dial the four digit extension.

HOUSEKEEPING SERVICES
The Environmental Services Department at Promise Hospital provides housekeeping services to the facility. Your room and bathroom will be cleaned daily by one of our Environmental Services staff members.

Upon request, the nursing staff provides new bed linens, towels and toiletries. If your room needs attention or if there is an unexpected clean-up required, services are available 24 hours a day, seven days a week by notifying your nurse.

THE DISCHARGE PROCESS
Planning for your safe transition home or to another setting for your ongoing recovery, begins when you arrive at the Hospital. Your physician will recommend what level of medical care and services you will require. A Case Manager/Discharge Planner will assist you and your family in developing the best plan for you. This will be completed while taking into account your wishes, medical needs, support system, living arrangements and insurance coverage.

Upon request, the nursing staff provides new bed linens, towels and toiletries.
PAIN MANAGEMENT & PREVENTING FALLS AND INFECTIONS

PREVENTING FALLS
Patients of all ages are at risk for falls within the Hospital. The unfamiliar environment, acute illness, surgery, bed rest and medications place patients at risk. Your nurse will discuss with you the potential side effects of medications that increase your risk for falls. These guidelines will help keep you safe during your stay:

- Encourage family members and/or your support person to stay with you as much as possible.
- Keep frequently used items, including the nurse call bell, within reach.
- When changing positions, move in a slow, controlled manner allowing your body to adjust.
- Ask for assistance before getting out of bed to use the bathroom or bedside commode.
- Wear non-skid socks (available from your nurse) or slippers.

PREVENTING INFECTIONS
Hand hygiene is the key to preventing infection. Our staff will cleanse their hands before and after direct contact with you. This may be done with soap and water or antiseptic foam. These guidelines will help keep you safe during your stay:

- Remind your doctor and nurse to clean their hands before touching you if you do not see them do so.
- Ask friends and family to clean their hands with soap and water or an alcohol hand rub placed near the entrance to your room before and after visiting you.
- Do not touch your surgical wound, dressing, IV and/or central lines.
- Tell your doctor or nurse immediately if bandages come off or become wet or soiled.

PAIN MANAGEMENT
We understand that each person may experience pain differently, therefore as part of your individualized plan for pain management, we will ask you to describe your pain and pain level. You may be asked to rate your pain on a scale of "0 to 10" or to choose a “face” on a scale that indicates your level of pain. This will also help your healthcare team determine if your treatment or medication should be changed.

If you feel your pain is not adequately relieved, please tell your nurse so that we can intervene as soon as possible to keep you comfortable.
PREVENTING PRESSURE INJURY/ULCERS

WHAT IS A PRESSURE INJURY/ULCER

- A “pressure ulcer” is an injury to the skin and underlying tissues
- They are also called “bed sores” and “decubitus”
- Being ill and in the hospital increases your risk for pressure injury/ulcer

WHAT CAUSES A PRESSURE ULCER/INJURY?

- Lying or sitting in the same position for too long
- Sliding down in a bed or chair
- Prolonged pressure to any area of skin, such as oxygen tubing on ears or masks resting on the nose

HELP US PROTECT YOUR SKIN FROM PRESSURE INJURY/ULCER

- Report any discomfort to your nurse
- Report any reddened skin to your nurse
- Report any wet or soiled skin
- Allow your nurse to inspect your skin
- Change your position in bed at least every two hours
- Avoid sliding or dragging in and out of the bed or chair
- Shift your weight in a chair at least every 15 minutes
FOR YOUR SAFETY AND SECURITY

STAY SAFE & SPEAK UP
Our patients are encouraged to SPEAK UP. Research shows that patients who take part in decisions about their own healthcare are more likely to get better faster. The Joint Commission, which provides accreditation services for hospitals, sponsors this program to help patients be more informed about their care.

S: Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know.

P: Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.

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

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

K: Know what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.

U: Use a hospital, clinic, surgery center or other type of healthcare organization that is carefully reviewed for quality of care by outside organizations. For example, The Joint Commission visits hospitals to see if they are meeting their quality standards.

P: Participate in all decisions about your treatment. You are the center of the healthcare team.

KEEPING YOUR PERSONAL INFORMATION SAFE
Please assist us in keeping your personal information secure. Promise Hospital staff will never call your room to request personal information, such as your social security number or date of birth. All staff, physicians and volunteers entering your room will have an identification badge with their name and photo.

PRIVACY & YOUR HEALTH INFORMATION
The Health Insurance Portability and Accountability Act (HIPAA) is a federal law created to help protect your privacy. It guides hospitals on how to protect your personal health information. It must be followed by doctors, hospitals and other healthcare providers.

Because of this law, your healthcare team will be careful in what information is shared with your loved ones. If you would like a family member to receive more information, you can give permission when asked on admission or by speaking with your nurse.

PATIENT IDENTIFICATION
Before administering medications, providing transportation or performing procedures, we will validate your name and date of birth. You will be asked this repeatedly to ensure the right care is provided to the right patient at the right time.

RAPID RESPONSE TEAM
If you, as the patient, or your loved one believes you are in distress, such as a change in level of alertness, new confusion, agitation or changes in breathing, please contact your nurse immediately! If your nurse is not immediately available, do not wait!

Call our Rapid Response Team by dialing 0 from any Hospital phone.

Our Rapid Response Team consists of a group of specialty-trained healthcare professionals who respond to changes in condition in an effort to prevent a medical emergency.
INFORMATION ON YOUR RECORDS AND HOSPITAL BILL

REQUESTING COPIES OF YOUR MEDICAL RECORDS
To receive a copy of your medical record, please complete the Release of Information form. If you are picking up your records in person, you will be asked to provide proof of identification (such as a driver’s license). If you wish to have your support person pick up your records, the Release of Information form must have your signature and specify the person designated to pick up the records. The person designated to obtain the records must provide proof of identification. Alternatively, your medical records can be mailed to you.

BILLING: WHAT A HOSPITAL BILL COVERS
The Hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Be sure you have provided accurate and specific insurance policy information to the Hospital and let the Hospital Business Office know if your hospitalization was the result of an auto accident or worker’s compensation injury. The Hospital may contact you if your assistance is needed with obtaining payment from your insurance carrier.
GENERAL INFORMATION

PARKING
Parking is available to patients and visitors at no charge.

CELL PHONES
Cell phones are permitted in your room and throughout the Hospital. Please note that there are areas of the Hospital where reception may be intermittent due to medical equipment.

Please keep your cell phone with you or store it in your bedside table.

Promise Hospital is not responsible for any items that may be lost or stolen during your Hospital stay.

WIRELESS INTERNET SERVICES
Free WiFi is available for patients and guests. When searching for available wireless networks from your mobile device, select the network: PromiseGuest.

CLERGY
Community clergy members from a variety of local denominations are available to address your spiritual needs upon request.

SMOKE-FREE ENVIRONMENT
As part of our commitment to providing a safe and healthy environment, Promise Hospital encourages a No Smoking policy.

Smoking is prohibited in all buildings. This policy extends to all employees, patients and visitors. Please note: The use of electronic cigarettes and chewing tobacco are also prohibited.

Thank you for your cooperation.

NOTES

We encourage you to write down any questions you may have for your physician.

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INFORMATION ABOUT YOUR RIGHTS

Patient Rights and Responsibilities
The Rights and Responsibilities of all patients, including the neonate, child, adolescent, adult and/or geriatric patient, shall be consistently honored, and shall include the following:

Patient Rights
Federal law requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider’s or healthcare facility’s right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility.

A summary of your rights and responsibilities follows:

1. A patient has the right to be called by his/her proper name, treated with courtesy and respect, with appreciation of his/her individual dignity and with protection of his or her need for privacy.
2. A patient has the right to a safe environment, free from interference, coercion, discrimination or retaliation.
3. A patient has the right to be free from all forms of abuse, neglect, or harassment.
4. A patient has the right to a prompt and reasonable response to questions and requests.
5. A patient has the right to know who is providing medical services, and to have his/her own physician promptly notified of his/her admission.
6. A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English, or visual, hearing, or expressive impairments prevent effective communication.
7. The patient has the right to participate in the development and implementation of his/her care and to make informed decisions regarding his/her care.
8. A patient has the right to know what rules and regulations apply to his/her conduct.
9. A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
10. A patient has the right to refuse any treatment, except as otherwise provided by law.
11. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
12. A patient is responsible for keeping appointments and, when hospitalizations, medications and other matters relating to his or her care.
13. A patient is responsible for providing to the healthcare provider, instructions.
14. A patient is responsible for reporting unexpected changes in his/her condition that will deteriorate from failure to provide treatment.
15. A patient is responsible for reporting to the healthcare provider any change in his/her mental or physical condition that they are not able to do so for any reason, for notifying the healthcare provider or healthcare facility.
16. A patient is responsible for his/her actions if he/she refuses treatment or does not follow the recommendations of his/her provider.
17. A patient is responsible for assuring that the financial obligations due are paid on a timely basis.
18. A patient is responsible for following the treatment plan recommended by the healthcare provider.
19. A patient is responsible for communicating with the healthcare provider any information, call Case Management/Social Services.
20. A patient has the right to self-determination and to formulate advance directives and designate a surrogate to make healthcare decisions on his/her behalf, and to have hospital staff and practitioners comply with these directives, to the extent permitted by law.
21. A patient has the right to include or exclude any family member from participating in his/her healthcare decisions, if so chosen and the right to choose their own visitors and support person during their stay with “full and equal” visitation privileges consistent with the wishes of the patient and reasonable clinical restrictions and limitations applied consistently to all patients.
22. A patient has the right to consideration of the psychosocial, spiritual and cultural variables that influence the perception of illness and death.
23. A patient has the right to individualized assessment and management of pain.
24. A patient has the right to education about pain relief measures.
25. A patient has the right to access information relating to external protective service agencies, such as guardianship and advocacy services and child or adult protective services. For more information, call Case Management/Social Services.

Patient Responsibilities
1. A patient is responsible for providing to the healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health.
2. A patient is responsible to know what to expect regarding pain and how to relieve that pain.
3. A patient is responsible for reporting unexpected changes in his/her condition to the healthcare provider.
4. A patient is responsible for reporting to the healthcare provider whether he/she understands the plan of treatment and what is expected of him/her.
5. A patient is responsible for following the treatment plan recommended by the healthcare provider.
6. A patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.
7. A patient is responsible for his/her actions if he/she refuses treatment or does not follow the healthcare provider’s instructions.
8. A patient is responsible for assuring that the financial obligations due are paid on a timely basis.
9. A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.

Registering a Complaint
A patient has the right to express grievances regarding any violation of their rights, as stated in Federal law, through our grievance procedure by contacting personnel responsible for their immediate care. Dial 0 (zero) and ask for the Director of Quality and Risk Management from within the hospital, or from an outside line, dial the main number to be connected. A patient also has the right to contact the appropriate state licensing agency.

IF YOU HAVE CONCERNS
The Nursing Supervisor/Case Manager or Charge Nurse can serve as a patient advocate.