

## FACTS FOR YOUR STAY

Plus! What Your  
Visitors Need To Know

## SPEAK UP!

Ask Questions and  
Voice Concerns

## KNOW YOUR RIGHTS

# PATIENT GUIDE

Key Information For Your Stay



## FREE!

Take This  
Copy Home  
With You

## OLYMPIA<sup>∞</sup> MEDICAL CENTER

*An Alecto Healthcare Hospital*

[www.olympiamc.com](http://www.olympiamc.com) | 310-657-5900

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**OLYMPIA**  
**MEDICAL CENTER**

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# Welcome



## CONTACT US

5900 W. Olympic Blvd.

Los Angeles, CA 90036

PH: 310-657-5900

## Thank You for Choosing Olympia Medical Center

It is my pleasure to welcome you to our hospital. Since 1948, the skilled staff, dedicated physicians, nurses and clinicians at Olympia Medical Center have set high healthcare standards to ensure you receive the best care in a friendly and compassionate environment. Our physician-driven hospital is home to more than 600 physicians representing more than 35 specialties. Together, with our 700 employees, we will provide you with the personal attention you would expect from an experienced staff during your stay with us. We know that hospitalization is never an entirely pleasant experience, but we will do our best to make you as comfortable as possible. You have my assurance that Olympia Medical Center is committed to your care and comfort.

This guide was created to familiarize you with our hospital services and policies, and to answer any questions you may have about your hospital stay. Our medical professionals are available to answer any questions about the aspects of your treatment. Please share your questions and concerns with them.

If at any time you have an unresolved concern, please call our patient experience coordinator at 323-932-5216. If you are calling from within the hospital, simply dial ext. 5216.

Thank you for giving us an opportunity to serve your healthcare needs. At Olympia Medical Center, we are dedicated to your well-being.

Sincerely,

Matt Williams  
*Chief Executive Officer*

**OLYMPIA**  
**MEDICAL CENTER**  
*An Aleto Healthcare Hospital*

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

# About Us

## Why We Are the Right Choice for Your Care

### Our Mission Statement

Provide the highest quality of care in a comprehensive, innovative and cost-effective manner, emphasizing respect, dignity, compassion, patient safety and customer service.

### Our Vision

Olympia Medical Center will advance its standing as a leader among high-quality providers. Our patients and our community will view us as their resource for the best care and customer service available. Our medical staff, administrative leaders and hospital staff will provide innovative, technologically advanced healthcare solutions with a personalized, compassionate approach to patient needs.

### Our Values

We commit to:

- O** – Ownership and accountability of our actions when caring for and serving our customers.
- M** – Making a pledge to treat one another with loyalty, respect and dignity.
- C** – Cultivating an environment of honesty, integrity and fairness in the work that we do and the way we live our lives, to the highest standards of accountability and collaboration, for our patients, co-workers, community and the medical staff.

### Hospital Services

- 24/7 Emergency Department
- Adult Medicine
- Cardiology
- Gastrointestinal Disorders
- Infectious Diseases
- Orthopedics
- Outpatient and Same-Day Surgery
- Radiology Services (CT Scan, MRI, Nuclear Medicine, Ultrasound, Mammography)
- Rehabilitation Services
- Spine Care
- Pain Management
- Outpatient Psychiatric Services
- Complimentary Interpreter Services
- Olympia Medical Center is Accredited by DNVHealthcare, [www.dnvglhealthcare.com](http://www.dnvglhealthcare.com)

# Phone Directory

## Key Numbers

**Main:** 310-657-5900



Calling from **INSIDE** the hospital?  
Dial the *last four* digits only.

## OTHER HOSPITAL SERVICES

24-Hour Emergency Department	310-657-5900*	Orthopedics	Visit <b>www.olympiamc.com/physicians</b>
California Digestive Diseases Institute	323-932-5105	Physical Therapy/ Occupational Therapy/ Speech Therapy	323-932-5086
Center for Wound Management and Hyperbaric Medicine	323-932-5922	Reflections (Outpatient Adult Mental Health Program)	323-932-5980
Continent Ostomy Center	800-677-5252	Spine Care	Visit <b>www.olympiamc.com/physicians</b>

*\*Dial 0 from INSIDE the Hospital*

For more information on the resources available at Olympia Medical Center, visit [www.olympiamc.com](http://www.olympiamc.com).

## Self-Enroll Patient Portal Available

We are pleased to present our patients with a complimentary Patient Portal through the use of a secure Internet link accessible from our website at **[www.olympiamc.com/patientinformation](http://www.olympiamc.com/patientinformation)**.

By using this portal, you will be able to access your health information online. All you need to activate this service is a valid email address. Please contact the Registration Department with any questions about enabling the portal for your medical records.



# Our Commitment to Care

## Patient Satisfaction Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

### During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is still not resolved, then contact our patient experience coordinator at ext. 5216 during the day, or, during the evenings and weekends, dial 0 for the hospital operator. You also have the right to file your complaint with either:

California Department of Health  
Health Facilities Inspection  
Division Operations  
3400 Aerojet Ave., #323  
El Monte, CA 91731  
800-228-1019

DNV GL Healthcare  
Email: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)  
866-523-6842  
[www.dnvghealthcare.com](http://www.dnvghealthcare.com)



## How are we doing?

We want you to be satisfied with your care. To help, speak up if we can ...

→ Respond quicker to your needs

→ Explain things more clearly

→ Help keep your room clean or quiet

→ Ease your pain

→ Help you understand your medicine plan



Olympia Medical Center is ISO 9001 certified, which acknowledges that the hospital quality management system, safety and customer service have been measured against a best practice standard and found compliant. Organizations that achieve ISO compliance are committed to a high-quality assurance model. For more information about the hospital's ISO accreditation, visit [www.dnvglhealthcare.com/accreditations/hospital-accreditation](http://www.dnvglhealthcare.com/accreditations/hospital-accreditation).

### After Your Stay

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey. This is a telephone survey by NCR Picker, which is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital environment

### We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

### Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, uses HCAHPS results and other data:

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

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP): [www.hfap.org](http://www.hfap.org)
- DNV GL Healthcare: [www.dnvglhealthcare.com](http://www.dnvglhealthcare.com)





# Advance Directives

## A Simple and Smart Way to Take Charge of Your Care

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

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living Will

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

### Durable Power of Attorney

**For healthcare:** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

### Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives. Our BioEthics Committee can help your team of support people make difficult decisions. For help, contact Social Services at ext. 5035.



### FILL OUT YOUR FORMS

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact our Social Services department at ext. 5035.



# Fast Facts About Your Stay



## Frequently Asked Questions

### Calling Your Nurse

When you need help, press the call button located at your bedside. A staff member will respond to your call as soon as possible. Because unfamiliar surroundings and sleeping medications may create a hazard, once your nurse has prepared you for the night, we ask that you please stay in bed. Please call for help.

### Personal Belongings

For your protection, we suggest you leave all valuables at home including jewelry, wallet, money and credit cards, or send them home with a family member. If you do bring items of value, they will be placed in the safe in the Nursing Office. You will receive a written receipt for all items, which must be presented when you withdraw your valuables. The hospital does not accept responsibility for patients' items unless they are deposited in the safe.



## Wheelchairs

Wheelchairs are available on all nursing units, but getting in and out of them without help may be hazardous. Please let someone from the hospital staff help you.



## Lost Articles

If you lose something, please notify your nurse immediately. We will make every effort to help you find it. Unclaimed articles are turned in to the Security Office where they are retained for 90 days. To ask about lost articles, call Security at 323-932-5411.

## Fire Drills

For your protection, the hospital conducts fire and disaster drills on a regular basis. If a drill occurs while you are here, please remain in your room and do not be alarmed. Your door will be closed during the drill. The hospital staff is trained in fire protection.

## Flowers

If flowers/plants are sent to you, they will be delivered to your room. ICU and some other patients are not allowed to have flowers/plants.

Please check with your nurse to see if you can have flowers/plants.



## Your Room

Your room assignment is based upon your admitting diagnosis and bed availability on the day of your admission.

## Patient Meals

The Food & Nutrition Department offers wholesome, nourishing and well-balanced meal choices to meet different medical needs.

Your physician will write a diet order to meet your individual needs. Once we receive a diet order, you will receive a menu tailored to that diet from which you can choose your meals for the next day. If your physician orders a special diet for you, your menu will have a brief explanation. A nutrition services staff member will pick up your menu choices later in the day. When your menu is collected, please tell the nutrition services technician if you have personal food preferences or any food allergies. If you or your family have questions, a registered dietitian is available to help.

Your meals will be served at the following times. Please note that your scheduled tests or procedures may make it necessary to delay your meal.

Breakfast: 6:30 a.m. to 7:30 a.m.

Lunch: noon to 1:00 p.m.

Dinner: 5:00 p.m. to 6:00 p.m.

Additional beverages and snacks for patients are available from the nursing station between 6:30 p.m. and 7:00 a.m.



Our hospital beds are operated electrically, and the nursing staff will demonstrate how to work your bed properly. The nursing staff may raise your bedside rails at night or during the day if you're resting, recovering from surgery or taking certain medications. Please call your nurse for help in lowering your bed rails.

### TV

Color TVs are provided in each room. Please be considerate of other patients by keeping the volume to a minimum and turning off your TV by 10:00 p.m. See p. 11 Channel Listing.

### ID Wristbands

The identification wristband you received at admission must be worn throughout your stay. The wristband identifies you to all staff involved in your care and serves as a safeguard for your protection. Our staff will ask you to state your legal name and your date of birth during any interaction, including testing, medication administration, collecting lab specimens or when transported to other areas of the hospital. It may seem repetitious, but this procedure ensures your continued safety. See p. 16 for more information.

### Internet

We provide free wireless Internet for patients and visitors. Wireless Internet connectivity is available in most areas of our campus. If you need help, please see your charge nurse.

### Interpreter

Interpreter services are available upon request.

### Mail

Volunteers deliver letters and packages for patients each morning. Letters and parcels that arrive after your discharge will be forwarded to the home address you provided. You may give outgoing mail (with appropriate postage) to the nurse's station or a volunteer.

### Medicines

All medicine you take while in the hospital are prescribed by your physician, dispensed by the hospital pharmacy and administered by your nurse. Patients are permitted to administer and keep certain personal medications at their bedside only if ordered by their physician. We ask that you inform your nurse about these medications.



### Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Please do not use any electrically operated equipment that you may have brought from home, or aerosol products, in these areas.

Telephone

All patient rooms have phones. You can make any outgoing calls to a 323 area code by dialing 9 and the number, and you cannot charge calls outside the 323 area code to your room. Dial 0 and the hospital operator will help you with using your credit, debit or telephone calling card.

You may receive calls in your room from 7:30 a.m. to 9:00 p.m. Family and friends may reach you by dialing 310-657-5900 or 323-938-3161. At the prompt, enter 3 followed by your room and bed number (e.g., 2431 reaches room 243, bed 1). Callers also may dial the hospital main number and the operator will transfer them to your room.

Parking

Only patients receiving services at Olympia Medical Center will be offered free valet or self-parking. Free parking services include patient's day of admission and day of discharge, same-day procedures, radiology and/or laboratory procedures, and emergency room visits. In and out parking for patients is prohibited, and no exceptions will be made.

Valet parking hours are Monday through Friday, 6:30 a.m. to 8:00 p.m. There is valet service on Sunday. Valet fee for visitors is \$8. The self-parking rate for visitors in the parking structure is \$1 for every 20 minutes with a maximum daily fee of \$8. If you have any questions, please call 323-857-0488.

TV CHANNELS	
2 CBS	15 CNBC
3 PBS	16 Lifetime
4 NBC	17 TBS
5 WB	18 WGN
6 ESPN	19 Galavision
7 ABC	20 HBO
8 USA	21 Disney
9 IND	22 A&E
10 CNN	23 Discovery Channel
11 FOX	24 E!
12 MTV	26 AMC
13 My Network TV	27 CNN Headline News
14 TNT	

If you would like, after-hours escorts are available for all patients and visitors; dial ext. 5411.

Parking on Olympic Boulevard is prohibited from 3:00 p.m. to 7:00 p.m., Monday through Friday. The city will tow your car.

### Visitation Policy

Olympia Medical Center understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence impacts your health or the rights or safety of other patients. If you have any questions about your visitation rights, contact your charge nurse.

### Visiting Hours

We believe that visitors are good medicine!

- **General Hours:** 8:00 a.m. to 9:00 p.m.
- **ICU and DOU:** A maximum of two visitors are allowed at the discretion of your healthcare team. For patients in the ICU, we prefer if you don't visit between 7:00 a.m. and 8:00 a.m. and 7:00 p.m. and 8:00 p.m.



### Visitor Guidelines

Every visitor is required to have a visitor's pass with his or her photo on it or he or she will not have access to the hospital, patients, Emergency Department or cafeteria.

- **No-smoking policy:** We do not allow smoking inside our hospital. There is a designated area outside of the facility where smoking is permitted.
- **Visitors must dress appropriately.** Shirt and shoes are required.
- **No more than two visitors in a semi-private room and four visitors in a private room at a time are allowed.** Other visitors may wait in the waiting rooms on each floor.
- **Visitors should be considerate of other patients.**
- **Visitors who have or have had a fever, cough, runny nose, sore throat, skin rash and/or vomiting/diarrhea in the last 48 hours should not visit.** All visitors should be free of any communicable diseases.
- **Visitors should maintain a quiet environment and avoid unnecessary noise.**
- **Visitors may be asked to leave your room during tests, treatments or when the doctor/nurse needs to see you.**

- No children under the age of 14 will be permitted in patient rooms without prior permission from the charge nurse.
- Visitors should check with your nurse before bringing gifts, food or drinks.

## ATM

An ATM is available on the first floor patio.

## Café 5901

Location: First floor in the medical office building across Olympic Boulevard.

### Café 5901 Hours:

7:00 a.m. to 5:00 p.m.

Café 5901 offers a selection of meals from oatmeal and cranberries to paninis, wraps, specialty salads, soup, melts and “create-your-own” sandwiches. They also offer espresso to cappuccino and caramel macchiato to chai tea latte, plus ice-blended drinks. Seniors age 55 and above receive discounted meals. You can stop by, order your food to go, or sit down and enjoy the inside and outside dining atmosphere. You can reach the café at 323-215-3000.

You may purchase additional snacks and beverages, available 24 hours a day, from vending machines located in the hospital cafeteria.

## Guest Meals at the Hospital

Please ask your nurse to order a guest tray.

**Breakfast:** \$5 from 6:30 a.m. to 7:30 a.m.

**Lunch:** \$5 from 11:30 a.m. to 12:30 p.m.

**Dinner:** \$7 from 4:30 p.m. to 5:30 p.m.

We can only accept cash, which will be collected by the Food & Nutrition Department, which also will provide a receipt at the time of meal delivery.

## Serenity Room

There are times when our patients’ families, friends and loved ones need a place to reflect on the healthcare options available. Other times, the need for religious and spiritual support is necessary and The Serenity Room can provide that much needed space for a peaceful environment. The Serenity Room is located on the third floor, West Tower.

# Take Charge of Your Care



You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

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

What language would you prefer to speak? Ask about our CyraCom language interpretation and translation services.

Do you need glasses, hearing aids or other devices to help with talking to hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who talks with hospital staff about your healthcare wishes? (see p. 16)

## Ask Yourself



*Is there anything else the hospital should be aware of to improve my care experience?*





# 7 Key Ways TO TAKE CHARGE OF YOUR CARE

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

**PAY ATTENTION.** Always double-check that you are getting the right treatments and medicines from the right hospital staff.

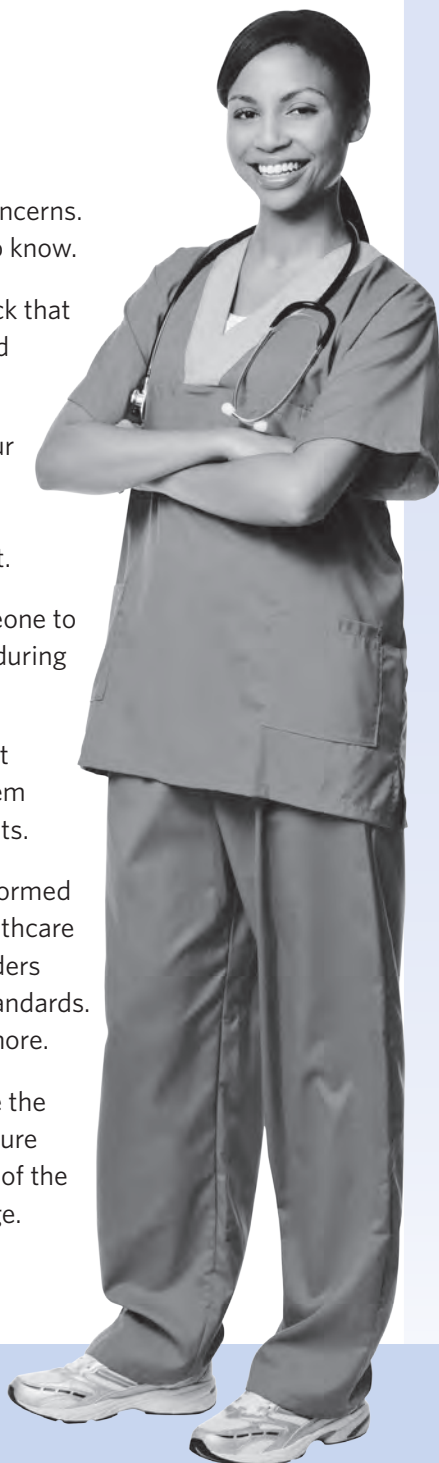
**EDUCATE YOURSELF.** Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

**FIND A SUPPORT PERSON.** Pick someone to help speak up for your care and needs during your stay.

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

**CHECK BEFORE YOU GO.** Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to **[www.qualitycheck.org](http://www.qualitycheck.org)** to learn more.

**PARTICIPATE IN YOUR CARE.** You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



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

## Choose a Support Person

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

### A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help



**Don't forget to tell the staff who you've picked to be your support person.**

## Check Photo IDs

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

**Ask to see the photo ID of everyone who comes into your room so you know the name, face and job of the person caring for you.** If you do not see a photo ID badge, contact your nurse immediately.

**Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

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

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

# Pay Attention To Your Care

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

## You Are Key

**You are the most important member of your healthcare team.**

*Understand your treatment*

*Ask questions*

*Speak up about pain*

*Know your medicines*

*Plan early for a successful discharge*



## And Remember, Take Charge of Your Communication

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

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

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

## 5 Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

### 1 **Clean your hands.**

- after touching hospital objects or surfaces
- before eating
- after using the restroom

### 2 **Ask hospital staff members to clean their hands.**

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!

**3 Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

**4 Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

**5 Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

### CLEANING TIP:

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



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

# Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

## Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

## Which words describe your pain?

- |   |                                   |                                    |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> cramping | <input type="checkbox"/> pressure  | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> cutting  | <input type="checkbox"/> pulling   | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> burning        | <input type="checkbox"/> dull     | <input type="checkbox"/> radiating | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> numbing  | <input type="checkbox"/> searing   | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> constant       | <input type="checkbox"/> pressing | <input type="checkbox"/> sharp     | <input type="checkbox"/> tightness |

## How bad is it on this pain scale?

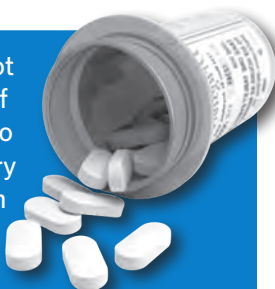
### Wong-Baker FACES® Pain Rating Scale



\*Copyright 1983, Wong-Baker FACES® Foundation, [www.WongBakerFACES.org](http://www.WongBakerFACES.org). Used with permission.

## You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



## Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.



Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

## Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- **your name**
- **the type of surgery you are having**
- **the body part to be operated on**—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.



**Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.**

# Manage Your Meds

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

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

*For a medicine tracker, see p. 32.*

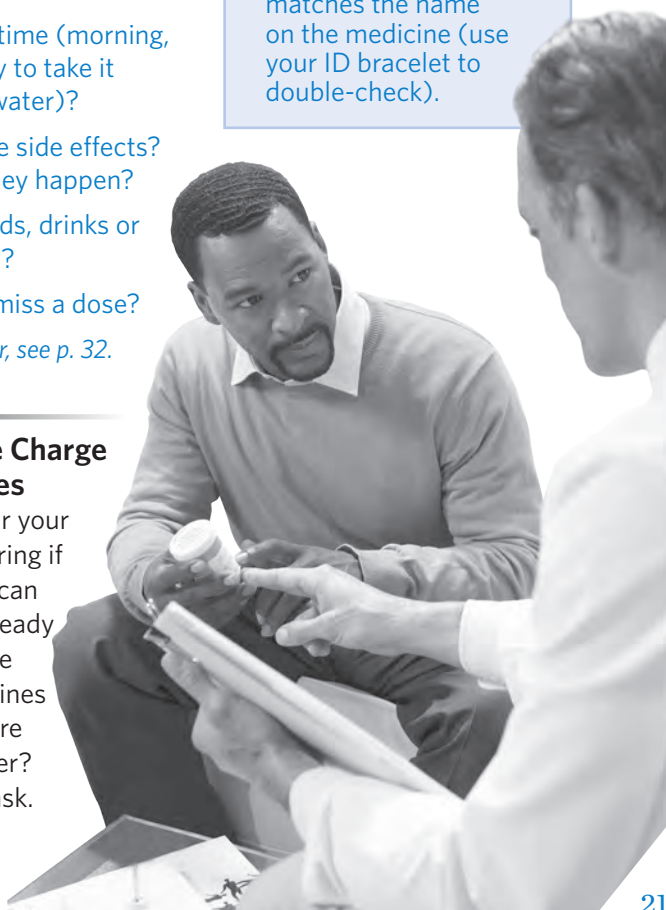
## Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

### Prevent Medicine Errors

#### Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).





# Rights & Responsibilities

## You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

### You Have the Right To:

- ▶ Considerate and respectful care, and to be made comfortable. You have the right to be respected for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- ▶ Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- ▶ Know the name of the licensed healthcare practitioner acting within the scope of his/her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
- ▶ Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing of life-sustaining treatment.
- ▶ Make decisions regarding medical care, and receive as much information about any proposed treatment or procedures as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

### Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our patient experience coordinator at 323-932-5216.

- ▶ Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
- ▶ Be advised if the hospital/ licensed healthcare practitioner acting within the scope of his/her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- ▶ Reasonable responses to any reasonable requests made for service.
- ▶ Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
- ▶ Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
- ▶ Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential, and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
- ▶ Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
- ▶ Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
- ▶ Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

- ▶ Reasonable continuity of care and know in advance the time and location of appointments, as well as the identity of the persons providing the care.
  - ▶ Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information, also.
  - ▶ Know which hospital rules and policies apply to your conduct while a patient.
  - ▶ Designate a support person, as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
    1. No visitors are allowed.
    2. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
    3. You have told the health facility staff that you no longer want a particular person to visit.
- However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- ▶ Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
  - ▶ Examine and receive an explanation of the hospital's bill regardless of the source of payment.
  - ▶ Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, sexual orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care.

- File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling:

Patient Experience Coordinator  
Olympia Medical Center  
5900 W. Olympic Blvd.  
Los Angeles, CA 90036  
323-932-5216

The Grievance committee will review each grievance and provide you with a written response within seven days. The written response will contain the name of the person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding the quality of care or premature discharge also will be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

- File a complaint with the California Department of Health regardless of whether you use the hospital's grievance process. California Department of Health Health Facilities Inspection Division Operations  
3400 Aerojet Ave., #323  
El Monte, CA 91731  
800-228-1019

## **Patient/Significant Other's Responsibilities**

In addition to educating the patient and his/her significant others regarding patient rights, Olympia Medical Center has identified patient/significant other's responsibilities during

hospitalization. Healthcare organizations are entitled to the reasonable and responsible behavior considering the nature of the illness, on the part of the patient and his/her family. The patient/significant other's responsibilities at Olympia Medical Center are as follows:

1. Provide, to the best of her/his ability, accurate information about illnesses, medications and other health-related matters. The patient is responsible for conveying whether he/she clearly comprehends the suggested course of treatment and his/her role in the treatment.
2. Following the recommended treatment plan, keeping scheduled appointments, or notifying the practitioner or hospital when unable to do so.
3. Take responsibility for his/her actions if the patient refuses treatment or fails to follow the practitioner's instructions.
4. Assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
5. Following hospital rules and regulations affecting patient care and conduct.
6. Considering the rights of other patients and hospital personnel. The patient is responsible for being respectful of the property of other persons and of the hospital.

# Before You Leave the Hospital



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

**Plan Early** to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

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

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

## A Reason To Plan Early

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

- [www.medicare.gov/nursinghomecompare](http://www.medicare.gov/nursinghomecompare)
- [www.medicare.gov/homehealthcompare](http://www.medicare.gov/homehealthcompare)
- [www.qualitycheck.org](http://www.qualitycheck.org)



# Checklist for Discharge

Make sure you have the following information before you leave the hospital.

☐ **Discharge summary.**

This includes why you were in the hospital, who cared for you, your procedures and medicines.

☐ **Medicine list.**

This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

☐ **Prescriptions.** Check that your pharmacy has your new prescriptions and that you have a plan to get them filled.

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

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

☐ **After-hospital services.** Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Healthcare:** taking your medicines, doctor's appointments, physical therapy, occupational therapy, speech therapy, wound care, injections, medical equipment

☐ **Local Resources.** Ask your discharge planner for help finding local after-care services or other support groups.

## Not Ready To Leave?

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



Try the teach back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

# Understanding Your Bill



## KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

## Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

## Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare secondary payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare summary notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.

## Commonly Confused Terms

- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Co-insurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.





## Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

**Review this and all other bill-related documents carefully.** If you have questions, contact your doctor or the customer service number listed on the statement.

## Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

### Need Help?

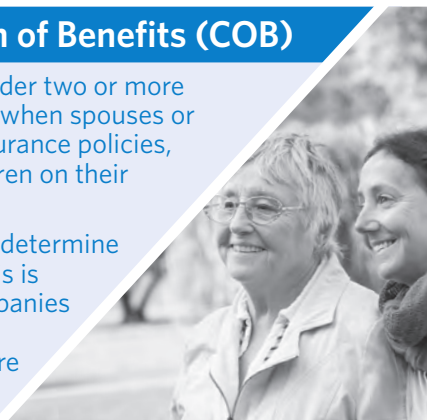
If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

## Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.



# Hospital Resources

## AAA by County

The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate an array of services to seniors and adults with disabilities. You can locate a AAA in your area by calling 1-800-510-2020 or locating your county at [www.aging.ca.gov/local-aaa](http://www.aging.ca.gov/local-aaa).

## Adult Protective Services

**Emergency Services:** Call 911.

**Report Domestic Elder Abuse:**

Call 1-800-992-1660.

## Long-Term Care Ombudsman CRISISline

The CRISISline is available 24 hours a day, seven days a week, to receive complaints from residents. Call toll free 1-800-231-4024.

## HICAP Information Line.

The Health Insurance Counseling and Advocacy Program serves current Medicare beneficiaries and those planning for future health and long-term care needs. HICAP counseling is confidential and free of charge. If you would like to make an appointment or have questions, call your local HICAP at 1-800-434-0222.

## Senior Information Line

**Within California:** For information on services in your area for seniors and adults with disabilities, call toll free 1-800-510-2020.

**Outside California:** (Eldercare Locator)

For information on services outside California for seniors or adults with disabilities, call toll free 1-800-677-1116.



# Staff Definitions

## Case Managers

Case managers are nurses who are specially trained to help ensure continuity of care through your transition from hospitalization to home. Case managers also arrange referrals to social, medical and community services to meet your needs. If you have any questions, please ask your nurse to request a visit from your case manager.

## Housekeepers

A housekeeping staff member will clean your room daily. If there is a housekeeping problem in your room, please inform your nurse. We will take care of it as soon as possible.

## Physician

The physician who admits you to the hospital is responsible for directing your care while you are here. Consult your physician, who is the coordinator for your treatment program, if you have questions.

## Nursing Staff

A team of highly skilled and caring professionals provides nursing care around the clock. Your nursing team will consist of registered nurses, licensed vocational nurses and nursing assistants. Each member is dedicated to ensuring that your stay is as comfortable as possible. If you ever have questions or concerns regarding your care, do not hesitate to discuss them with your nurse or charge nurse.

## Social Workers

Social workers are available to help patients and families in coping with illness. Services include individual and family counseling during hospitalization and referrals to community resources. If you have questions, please ask your nurse to request a visit from your social worker.

## Other Personnel

During your stay, many healthcare professionals, including staff from admitting, laboratory, radiology, physical therapy, respiratory therapy, pharmacy and various other departments, will be involved in your care.

### We Are Here to Serve You.

If at any time during your stay you have a question about who is caring for you, or you need help for any reason, please ask. Our staff members will find the right person to provide you with the care you need.

# Medicine Tracker

Keep track of all the new medicines you are prescribed while in the hospital—plus any other medicines you already take.

	MEDICINE 1	MEDICINE 2	MEDICINE 3	MEDICINE 4
<b>Drug Name</b>				
<b>What Does it Treat?</b>				
<b>Dose</b>				
<b>How to Take it</b> <i>(With food, on an empty stomach, etc.)</i>				
<b>When to Take it</b> <i>(Time of day, morning, night, etc.)</i>				
<b>Notes</b> <i>(Prescribing doctor, pharmacy, side effects)</i>				

## Share With Staff

*Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're all safe to take together. Be sure also to include over-the-counter medicines, vitamins and supplements.*

