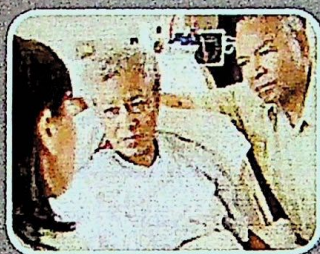


Just What the Patient Ordered



A guide for managing your hospital care

Washington Health Foundation
Hospital Guide – Planned Stay

What You Need. When You Need It.

- 1 Actively participate in your care—this leads to healthier outcomes.
- 2 Ask critical questions when considering decisions that affect your care.
- 3 Assure good care management by taking notes during your stay.

Wherever You Are In The Hospital,
Simply Turn to The Matching Page for Assistance.

Planned Hospital Stay

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Planned Hospital Stay

What to Expect When You Arrive

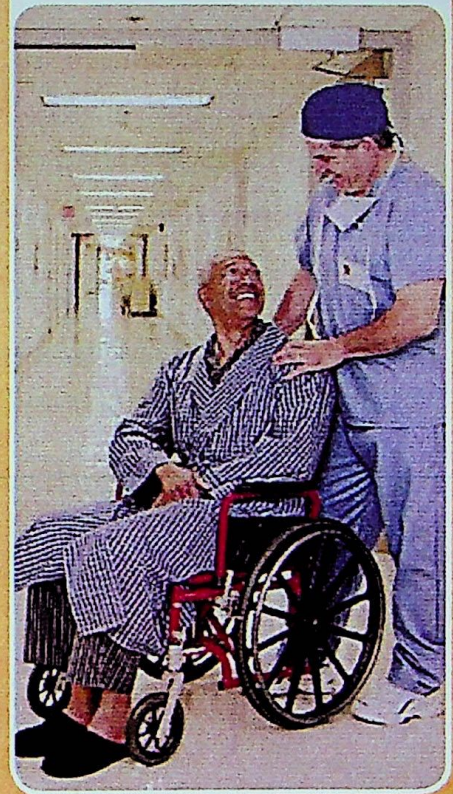
Provide registration information, including:

- Insurance or billing information.
- Information about prior medical conditions, surgeries, and allergies.
- List of all medications you are currently taking—you may use the form on page 4.
- Name, address and telephone number of closest family member.
- Advance Directive* or Living Will*.
- Any additional information requested by your doctor.

Review hospital policies, including:

- Your patient rights and responsibilities.
- Visiting hours.
- Hospital gift shop, chapel, and other services.
- Medicare information, for those patients with Medicare.

✓ *Bringing a friend or loved one will help you feel more at ease during the registration process.*



Bring with you:

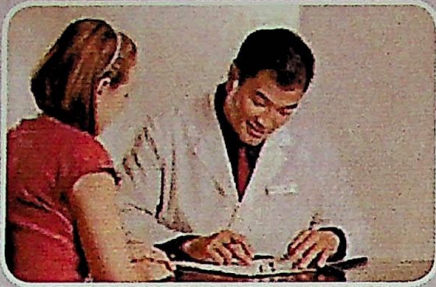
- Personal toiletries.
- Robe and slippers.
- Comfort items and activities like small framed photos, books, magazines, or toys for child patients.

Leave at home:

- Valuables like money, wallet/purse, credit cards, jewelry, etc.
- Plug-in electrical appliances like heating pads, electric blankets, hair dryers, curling irons, space heaters, etc. (Laptop computers OK).
- Medications, unless your doctor asks you to bring them.

*see Word List on page 13 for meaning

Admitting & Registration



Name Allergies & Prior Health Care Conditions

- Tell your health care providers about any other conditions you have, such as asthma, diabetes, allergies, etc.
- Use the following page to list your medications and supplements.
- Complete the sign on the inside back cover and post it above your hospital bed to remind your health care providers about your existing medical conditions.

Have an Advocate

- Have a friend or loved one help you during your stay.
- You can ask the hospital to share your medical information with your advocate.

Find the Hospital's Special Assistance

- Find out which hospital employee you or your advocate can talk with if questions arise about the quality of your care.
- Find out who can help you or your advocate understand your hospital bill, or where/how to pay.

Hospital assistance name

Phone

Hospital office location

Use this chart to list all of your medications and supplements

Prescription Drug Name	Strength	Directions	Prescribing Physician	Reason you take
<i>Allegra</i>	<i>60 mg</i>	<i>1 tab, twice a day</i>	<i>Dr. Jane Doe</i>	<i>Allergies</i>

"Over the Counter" Drug Name	Strength	Directions	Prescribing Physician <small>(If Prescribed by a Doctor)</small>	Reason you take
<i>Aspirin</i>	<i>81 mg</i>	<i>1 pill, once a day</i>	<i>Dr. Jane Doe</i>	<i>Prevent heart attack</i>

Herbals, Vitamins, Minerals, ect. Name	Strength	Directions	Prescribing Physician <small>(If Prescribed by a Doctor)</small>	Reason you take
<i>Vitamin C</i>	<i>500 mg</i>	<i>2 pills, each a.m.</i>	<i>n/a</i>	<i>Prevent colds</i>

*see Word List on page 13 for meaning

Patient Room—Common Questions

Why Take Notes?

- Notes allow you or your advocate to review pertinent information as you make important decisions.
- It's OK if you can't track everything. Keep as many notes as you can—every day.

When Will I See My Doctor?

- "Rounds", when doctors check on their hospital patients, typically happen early each morning.
- Any of your health care providers may visit unannounced at other times of the day.
- These visits are usually very brief, so have your questions prepared in advance.
- Be sure that you or your advocate take notes, if possible.

Why was I Moved to a Different Room?

- Each patient area (or "ward") of the hospital specializes in different types of care.
- During your stay, you may be moved from areas with many visible staff (like the "Emergency Department" or "Intensive Care") to areas designed for lower intensity recovery and more privacy.
- You always have a nurse specifically assigned to help you. Simply press your "nurse call" button when you need assistance.

Is it OK for Me and My Family to Look at My Medical Information?

- Yes. Your medical information is your property and you can ask to see it at anytime.
- The nurse or doctor may be concerned that you will misunderstand some of the medical language, so they may want to be there when you read your information.
- Due to privacy rules, you may have to sign a hospital form to authorize specific people to see your information, such as your advocate or family members.

Patient Room—My Notes

What I discussed with my health care providers today, including:

- ✓ New instructions or medication changes.
- ✓ Tests* or procedures* recommended.
- ✓ Recovery goals* for the day.

Day/Date

Nurse assigned to me—morning shift

Nurse assigned to me—evening/night

Questions I want to ask when I next see my doctor or nurse:

My Question: _____

Answer (and who answered): _____

My Question: _____

Answer (and who answered): _____



Your hospital staff is committed to delivering the highest quality care, including:

- Washing their hands to help prevent infections.
- Verifying allergies and prior conditions to help prevent mistakes.
- Giving you the information you need in order to make decisions about your care.

Tell your doctors and nurses if you have any concerns about the quality of your care.

*see Word List on page 13 for meaning

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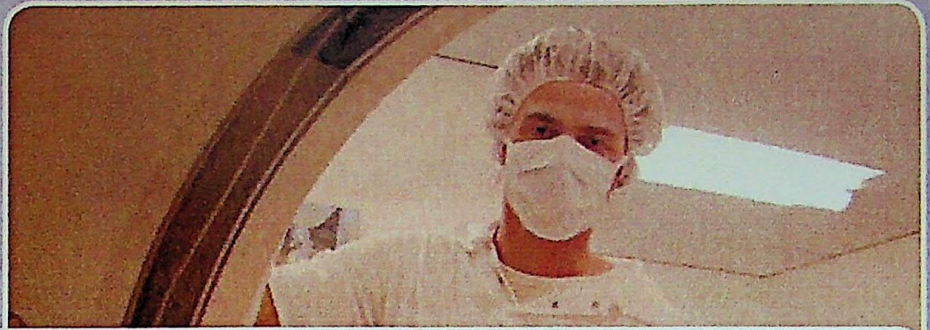
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Tests & Procedures

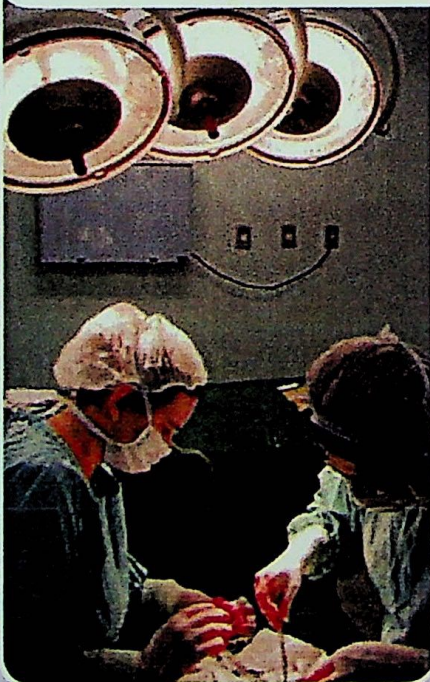


Have your advocate* with you to take notes when talking with your doctor about the potential risks and results of tests and procedures.



Understand answers to ALL of these questions when deciding to undergo any medical test or treatment procedure:

- ✓ **Why:** Why is this test/procedure being recommended? Are there other options?
- ✓ **What:** What are the risks? What will be the effect on my allergies and other prior conditions? What pain or other side effects should I expect?
- ✓ **Who:** Who recommended the test/procedure? Who will perform it?
- ✓ **When:** When will the test/procedure be performed? When will I know the results?
- ✓ **Where:** Where is the test/procedure to be done? Where can my loved ones observe or wait for me?



Help avoid mistakes –VERIFY just before you undergo your test/procedure:

- ✓ Your name.
- ✓ Name of the test/procedure.
- ✓ Your allergies and prior conditions.
- ✓ Location on your body where the test/procedure is to be performed.

Until you are sure the test/procedure is exactly what you decided upon...DO NOT PROCEED.

Tests & Procedures—My Notes

Test/procedure name: _____

Why: _____

What: _____

Who: _____

When: _____

Where: _____

Result: _____

Test/procedure name: _____

Why: _____

What: _____

Who: _____

When: _____

Where: _____

Result: _____

Discharge & Release



When you are due to be discharged, invite a family member or loved one who will be available to help you after you leave the hospital.



Before you leave the hospital, by law, you must be given written discharge instructions that include the following information:

Review of medications to be taken including any changes to medications you were taking before you came to the hospital.

Signs of worsening condition or infection and when to call the doctor or go to the emergency room.

Activity restrictions or limitations—like working or driving.

Training for self care and/or family care.

Primary Care Physician* agreement with the plan.

Until you understand your printed discharge instructions well enough to follow them...DO NOT PROCEED

My Follow-up Appointments

Date: _____ Dr. Name: _____

Date: _____ Dr. Name: _____

Date: _____ Dr. Name: _____

In case of serious medical setback before next appointment, call:

Discharge & Release—My Notes



My Discharge Notes

Discharge Date

Discussion of discharge plan by
(name of doctor, nurse, etc...)

Family/loved one participating

Discharge Planning Chart

Arrange the activities described in your printed discharge plan:

Patient-Self Care	Family Assistance	Professional Assistance
<i>Medications, daily</i>	<i>Insulin shots, daily</i>	<i>Home Care Aide, bathing daily</i>

*see Word List on page 13 for meaning

Word List

See the following list for meanings to words marked with * throughout this guide.

Admitting (Registration):

The department that is in charge of paperwork that indicates you are officially a patient at the hospital.

Advocate:

A person you choose who participates in discussions with your health care providers with you and on your behalf. It is usually a close family member, but can also be a friend or other loved one you trust.

Primary Care Physician:

The doctor you see normally who helps you manage your overall health by doing your annual check-ups and referring you to specialists when needed.

Procedure:

Doctors perform medical procedures to improve or correct your medical condition. Hip replacement surgery and chemotherapy are examples of procedures.

Recovery Goal:

A short-term objective set by your doctor to measure or improve your recovery. For example, a specific amount of time walking or sitting up might be recovery goals for a patient after surgery. Sometimes the term is used to describe a long-term objective that you want to accomplish once you are fully recovered. For example, visiting a favorite place or running a marathon.

Specialists:

Health care providers who focus on a specific medical condition or part of the body. For instance, an oncologist is a cancer specialist and a cardiologist is a heart specialist.

Test:

Doctors perform medical tests to better understand your condition. Taking X-rays and drawing blood are common testing methods.

Ward (or Unit):

An area of the hospital where the patients receive similar kinds of care. For example, the Intensive Care Unit (ICU) or Critical Care Unit (CCU) is a ward for patients who need an extremely high amount medical supervision and a maternity ward is for delivering babies.



WARNING

I am allergic to:

I have the following prior condition(s)

Please be alert to dangerous drug interactions

-Thank You

"With the dramatic rise of prescription drug overdose deaths, people must keep track of their medications and tell medical professionals about everything they're taking-especially when they are hospitalized. I'm pleased to support the Washington Health Foundation in its efforts to protect patients and their health through this helpful guide."

— Rob McKenna
Washington State Attorney General



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