

# Patient Information & Visitor Guide



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*Welcome to CHRISTUS Good Shepherd Medical Center -Marshall and thank you for choosing our hospital. We are dedicated to providing high quality, comprehensive and compassionate health care services to every patient.*

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## WELCOME TO CHRISTUS GOOD SHEPHERD

For more than 100 years, CHRISTUS Good Shepherd Medical Center - *Marshall* has provided health care to Marshall and surrounding communities. At the heart of our organization is our commitment to quality, patient safety and accessibility. This is why thousands of people choose us each year for their medical care.

## ABOUT CHRISTUS GOOD SHEPHERD HEALTH SYSTEM

CHRISTUS Good Shepherd Health System is comprised of CHRISTUS Good Shepherd Medical Center – *Marshall* which is a 149-bed facility; CHRISTUS Good Shepherd Medical Center – *Longview* which is comprised of 425 beds; two freestanding Emergency Departments – CHRISTUS Good Shepherd Emergency Center - *NorthPark* and CHRISTUS Good Shepherd Emergency Center – *Kilgore*; medically integrated wellness centers, CHRISTUS Good Shepherd Institute for Healthy Living and CHRISTUS Good Shepherd LifeCenter; and CHRISTUS Trinity Clinic. CHRISTUS Trinity Clinic is the area’s preferred multi-specialty medical group, with more than 650 Physicians and Advanced Practice Providers representing 41 specialties in 82 locations serving Northeast Texas across 41 counties. For more information on services available through CHRISTUS Good Shepherd Health System, visit [christusgoodshepherd.org](http://christusgoodshepherd.org).

## Our Mission, Values and Vision

### Our Mission:

To extend the healing ministry of Jesus Christ.

### Our Core Values:

**Dignity** Respect for the worth of every person, recognition and commitment to the value of diverse individuals and perspectives, and special concern for the poor and underserved.

**Integrity** Honesty, justice, and consistency in all relationships.

**Excellence** High standards of service and performance.

**Compassion** Service in a spirit of empathy, love, and concern.

**Stewardship** Wise and just use of talents and resources in a collaborative manner.

### Our Vision:

CHRISTUS Health, a Catholic health ministry, will be a leader, a partner and an advocate in the creation of innovative health and wellness solutions that improve the lives of individuals and communities so that all may experience God’s healing presence and love.

## Our Name and Symbol:

CHRISTUS is Latin for “Christ,” and proclaims publicly the core of our mission. Jesus Christ is the Incarnate Word, the Word of God made flesh. It is, therefore, only fitting that it is in another form of His name that our health ministries are called together.

Our symbol reflects the healing ministry of Jesus Christ - a combination of a medical cross and a religious cross. The flowing banner on the cross is a common symbol of the risen Christ, while the royal purple signifies Christ. The flowing banner also conveys a sense of motion as we move forward into a new era of service to our communities.

## Patient Satisfaction

Your health care team is committed to providing each and every patient with compassionate and quality health care.

We strive to communicate with you and your family members so you feel involved in your care plan throughout your stay. If at any time during your hospital stay you cannot say that any part of your stay has been great, please contact your nurse, the clinical director or the house supervisor. In addition, a guest services representative is available to provide any needed assistance. We know you are the best source of suggestions for improving our ability to serve you. We appreciate your honest feedback and use the information you provide to improve your hospital stay.

## Telephone Directory

Admitting	ext. 216720
Business Office	ext. 115200
Case Management/ Social Work	ext. 216063
Chaplain	ext. 216485
Dietary Services	ext. 216409 or ext. 216295
Emergency Room	ext. 216015
Gift Nook (Gift Shop)	ext. 216255
Home Care	ext. 212244
Housekeeping	ext. 216538
ICU	ext. 216707
Patient Information/ Lobby	ext. 216254
Medical Records	ext. 216166
Radiology/Scheduling	ext. 216798
Security	ext. 216018
Surgery Waiting Area	ext. 216483
Hospital Operator	0

**We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.**

## Patient’s Right to Visitation

Patients at CHRISTUS Good Shepherd Medical Center – *Marshall* have a right to be informed of his or her rights with regard to receiving visitors,

including any clinical restriction or limitation on such rights. The patient has the right, based on his or her consent, to receive the visitors whom he or she designates. Visitors may include, but are not limited to a spouse, a domestic partner, another family member or a friend. The patient has the right to withdraw or deny such consent at any time.

CHRISTUS Good Shepherd will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

The right of a patient to have visitors may be limited or restricted when visitation would interfere with the care of the patient and/or the care of other patients.

Circumstances reasonably related to the care of the patient and/or the care of other patients that provide a basis to impose restrictions or limitations on visitors include (but are not limited to) when:

- There may be infection prevention issues;
- Visitation may interfere with the care of other patients;
- The hospital is aware that there is an existing court order restricting contact;
- Visitors engage in disruptive, threatening, or violent behavior of any kind;
- The patient or patient’s roommate(s) need rest or privacy;
- The patient is undergoing care interventions;
- Visitation is otherwise clinically contraindicated

The patient shall be informed of the reason for any restriction or limitation of visitors.

CHRISTUS Good Shepherd will ensure that all visitors designated by the patient (or representative, where appropriate) receive the same visitation privileges as those that immediate family members would receive.

A patient has the right to designate a support person for visitation. A patient’s “support person” does not necessarily have to be the same person as the patient’s representative who is legally responsible for making medical decisions on the patient’s behalf. A support person could be a family member, friend or other individual who supports the patient during the course of care, treatment or service.

## General Visiting Hours and Guidelines

The main lobby entrance is open from 6 a.m. to 9 p.m. After 9 p.m. you will not be able to enter or exit using the main lobby entrance.

The University Street entrance is open from 6 a.m. to 6 p.m. daily.

The emergency room entrance is located on University Street and is open 24 hours. Visitation is limited to two visitors per patient; children under 12 are not permitted.

Employees must wear their name badge at all times with photo and name visible to all patients, visitors, and staff while on duty.

## General Visitation Guidelines:

- Visiting hours 8 a.m. to 8 p.m.
- Children (12 and under) must be accompanied by an adult during visit and not left unattended.
- Visitors are instructed to speak to the nurse if a patient is in isolation precautions for any special instruction.
- Special visitation hours may apply to individual units. Unit-specific visitation hours are posted at the respective units.
- Visitors should clean hands with soap and water or sanitizing foam before entering a room.
- Visitors should delay visiting if they are sick with a cold, flu, fever, cough or gastrointestinal distress.
- Persons with permission to spend the night will be issued an I.D. badge by Security. Badge color will change daily; therefore you should request a new badge for each night you plan to stay with the patient.
- Nursing authorization is required for children under 12 years of age who are visiting patients in the Medical Center.

## ICU Visiting Hours

- Visitors are limited to immediate family.
- 8 a.m. - 6 p.m. and 8 p.m. - 6 a.m.
- Children 12 years of age and under are not permitted in the ICU.
- After 10 p.m. please limit to one visitor for overnight stays. Visiting hours may be restricted if needed.

## Overnight Visitor Accommodations

Accommodations for relatives and visitors from out-of-town are available at nearby hotels.

## Uniform Colors

CHRISTUS Good Shepherd has a color-coded employee uniform program that is focused on making it easier for you to identify our caregivers. These are the colors for each discipline:

Discipline	Scrub Color
Registered Nurse (RN), Licensed Vocational Nurse (LVN)	Navy and/or White
Patient Care Tech (PCT, CNA), ICU Tech	Light Blue
Health Unit Coord. (HUC), Monitor Tech (MT)	Black
Laboratory	Maroon
Imaging	Royal Blue
Respiratory	Hunter Green
Cath Lab	Blueberry
Surgery	Blueberry
Wound Care	Navy and/or White
Nursing - Directors, Nurse Managers, House Supervisors	Navy and/or White; Professional attire with white lab coat
Dietary (Food Services)	Black pants, white shirts, black vest or black apron
Dietary (Dietitians)	Professional attire with lab coat or Papaya scrubs with lab coat
Environmental Services (Housekeeping)	Turquoise shirt and black pants
Orderlies, Emergency Department Tech/ Triage (EDT)	Black polo; gray scrub pants; Black scrub top or polo
Social Work	Dark Pink or professional attire and lab coat
Registration Clerks	Purple polo shirt with black pants
Inpatient Therapies (Physical Therapy, Occupational Therapy)	Navy polo shirt with khaki pants, brown scrubs or professional attire with white lab coat
Cardiac Rehab	Black athletic pants and jacket with white top
Case Management	Teal or professional attire and lab coat
Neuro Diagnostics	Black
ED Tech	Grey

Discipline	Scrub Color
Outpatient Therapies (Physical, Occupational and Speech Therapy)	Black polo shirt with khaki pants, brown scrubs, business casual with white lab coat; royal blue warm up suit with black polo or black or white T-shirt (if jacket is not removed)

### Housekeeping

A member of the housekeeping staff cleans your room daily. Daily cleaning consists of the following:

- Emptying of all trash receptacles
- Cleaning your restroom and sink
- Replenishing toilet paper and paper towels
- Replenishing soap and hand sanitizer dispensers
- General wipe down of any soiled areas
- Cleaning the floors
- Disinfect high touch point areas
- If you have a housekeeping problem in your room, contact Housekeeping at ext. 216538, and it will be taken care of as soon as possible.

### Parking

Parking for patients and visitors is primarily available at the front entrance of the hospital. Non-emergency visitors are encouraged to park in this front lot as well as in the designated area located on University Street.

Patients and visitors are cautioned not to park in restricted spaces or designated areas. Please be sure to lock your car.

### Your Hospital Bed

Hospital beds are electronically operated; your nurse will show you how to operate your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications.

### Guest Relations

CHRISTUS Good Shepherd’s team of dedicated professionals are committed to making your hospital stay as comfortable as possible. While

you are here, we want to assist you with questions, concerns and suggestions related to your hospital experience. Should you have any questions, concerns or suggestions related to your stay, please call ext 216200 or 903-927-6200 if outside the hospital.

### Wireless Internet Service

CHRISTUS Good Shepherd offers wireless Internet service throughout the hospital. Patients and visitors can access the wireless connection GSMC\_GUEST. Type your e-mail address to accept. For additional questions, please call Information Systems Help Desk at ext. 216400.

### Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nurses’ station is alerted that you need assistance. A staff member will respond to your signal as soon as possible.

Strange surroundings and sleeping medications may create a hazard for you if you get up during the night, so if you need assistance, please use your call button. CHRISTUS Good Shepherd also provides hospital issued wireless phones to the nursing staff. You may notice nurses using a wireless phone. Please understand use of this phone is directly related to patient care. It provides timely communication between the nurse, care team and physicians to expedite the care and treatment you are receiving. If assistance is needed, please use the call light and be assured your nurse will be contacted quickly through the wireless phone system.

### Telemedicine Services

Telemedicine is the use of telecommunication and information technology to provide clinical health care from a distance. This service may be ordered by your physician for a specialty service not available at CHRISTUS Good Shepherd.

Telemedicine works using video interaction. The physician will visit with you and then collaborate with your attending physician to ensure you receive the best possible care and outcome for your needs while at CHRISTUS Good Shepherd. This service is provided for service-lines throughout CHRISTUS Good Shepherd including cardiology, neurology, neonatal intensive care unit, nephrology, psychiatry and many others as identified to meet your needs.

This service is provided with equipment that is tested and approved to meet the regulations and standards required and is monitored for quality and effectiveness.

### **What to expect if Telemedicine is identified as a need in your plan of care.**

Staff will explain to you the desire to have a specialty service assist in your plan of care through Telemedicine and explain the procedure, type of equipment and how it works. A staff member will assist as needed with the consult process using the equipment selected to ensure that the consulting physician and your needs are met. You will be provided with a way to survey this process anonymously so that we can ensure the quality of our program continues to meet the highest standards. To complete a survey about your telemedicine experience, visit: <https://www.surveymonkey.com/r/cgshstelemed>

The Consulting Specialists will collaborate with the staff and your attending physician to assure your care is meeting the needs for the outcomes and standards for your needs.

All patients have a right to refuse Telemedicine.

For more information about Telemedicine services, please call 903-315-5315.

If you would like to file a complaint, please refer to the Rights & Responsibilities section of this handbook.

### **Interpreters/Hearing-Impaired Assistance**

The hospital has access to interpretation services for a number of foreign languages, as well as for the hearing impaired. A telecommunications device is available to help hearing-impaired patients. For more information, contact the hospital operator by dialing ext. 216000.

### **At Wheelchair and Handicapped-Accessible Facilities**

Our objective is to provide an accessible environment for all patients and visitors. For your convenience, wheelchair and handicapped-accessible facilities are available at CHRISTUS Good Shepherd - *Marshall*. Getting in and out of wheelchairs without assistance may be hazardous. Please ask for assistance from a member of the hospital staff.

### **Patient Sitters**

Patient sitting services are not provided through the Medical Center, but information regarding these services may be obtained from the CHRISTUS Good Shepherd Social Work Department by calling ext. 216063 or 903-927-6063.

### **Receiving Calls**

Your family and friends may call you by dialing 903-927-6000 and requesting your room number. Phone calls to your room will be blocked after 9 p.m.

### **Telephone**

Telephones are provided in all patient rooms, except in the Medical and Surgical Intensive Care Units. Patients may receive calls in their rooms from 6 a.m. to 9 p.m. Incoming calls received after 9 p.m. or before 6 a.m. must go through the operator.

To place a local call free of charge at any time, dial 9 + the number. Long-distance and toll-free calls can be made at any time by dialing 9 + 0 + the number. Long distance calls must be made using a credit card or by calling collect.

To call a department within the hospital, dial 21 and then dial the last four digits of the number. If you need help placing calls, dial 0 to speak with the hospital operator.

### **Calling 911**

Persons needing to call 911 may directly dial 911 from any hospital phone without entering any special characters.

### **Cell Phones and Electronics**

Guidelines for use of electronics are:

- Photographic use of camera phones is prohibited in all patient-care areas or should be left to the patient's discretion.
- When patients are on oxygen, electrically operated non-hospital equipment and aerosol products are not permitted.

### **Valuables**

If you have small valuable items with you that you cannot send home, such as a ring, cash or credit cards, you may deposit them in the safe in the Security Office. The hospital does not accept responsibility for items of value unless they are deposited in the safe.

### **Medications**

Unless requested by your physician, please leave all your prescription drugs at home. Your physician will prescribe any medications necessary during your hospitalization and they will be administered by your nurse.

Be sure to inform your physician and nurse of any drug allergies and of any prescribed medications you are currently taking. Patients are not permitted to administer their own drugs or keep personal medications at their bedside unless ordered by their physician. Taking your own medication could possibly result in adverse drug

interactions and/or interfere with the current medication ordered by your physician.

### Where's the Cafeteria?

**DINING OPTIONS:** The CHRISTUS Good Shepherd Veranda Cafe is located on the second floor of the hospital. The cafe offers a variety of specials and delicious entrées and desserts.

### Cafe Hours of Operation

Open Monday - Friday, 6:30 a.m. - 5:30 p.m.

**Grab and Go Items:** Are available during hours of operation (prepared salads and sandwiches, fruit cups, snacks, coffee, ect.)

**Fresh Breakfast Served:** 6:30 a.m. - 9:30 a.m.

**Fresh Lunch Served:** 11 a.m. - 2 p.m.; daily options include salad bar, grill, deli/pizza station, hot entrees and sides)

### Vending Machines

Vending machines offering snacks and beverages are located throughout the hospital. Ask a member of hospital staff or a nurse for the one nearest you.

### Hygiene

While you are here we encourage you to keep as normal of a routine as possible. If you are able to bathe or shower, we will give you clean towels, washcloths, a fresh gown and other necessary items for personal hygiene. If you need assistance, discuss with your nurse and we will help you during your stay.

### Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

### Smoking

Smoking and the use of tobacco products is not permitted anywhere in the hospital or on hospital grounds. Patients who use tobacco products can receive special snacks and nicotine alternatives are available by physician order. Also, electronic cigarettes are not permitted anywhere in the hospital.

### Electrical Appliances

1) It is the policy of CHRISTUS Good Shepherd that personal electrical appliances used for hygiene will be allowed in patient areas other than "Electrically Susceptible Patient Areas" under the following conditions:

2) Visual inspection for general condition/damage by

nursing service.

Patient must be coherent and not sedated when using.

3) Battery operated devices are excluded from these guidelines and may be permitted. Items excluded from this include heating pads, space heaters and other devices that contain a heating element.

### Televisions

Televisions are provided in each patient's room. Your remote control for the television is located on the same device that has the nurse call button. You can adjust the volume and change the channel using this remote. Please be considerate of others. Keep the TV volume down and please remember to turn off your television at bedtime. Channel listings are located at the back of this guide.

### Mail

Letters and packages will be delivered to you by a hospital volunteer. Any mail received after you are discharged will be forwarded to your home address.

Outgoing mail may be taken to the nurses station or given to a volunteer. Stationery and cards are available for purchase in the hospital gift shop

### Food and Nutrition Services

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. Patients are served breakfast around 8 a.m.; lunch is served around 12 p.m.; and dinner is served around 5 p.m. Occasionally, your meal may be delayed if you are scheduled for a special test or treatment.

You will be served as soon as possible after an examination or test. A catering associate will visit you prior to each meal period to assist with meal selection. If you are on a special diet prescribed by your physician, you will receive menus tailored to your specific needs.

A family member or friend is welcome to eat in your room with you by purchasing a meal in the cafeteria and taking it back to your room.

### Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate. Due to safety and risk concerns, we kindly ask that visitors do not bring latex balloons into the hospital. Intensive care patients are unable to accept gifts and flowers.

### Gift Shop

The hospital's gift shop, Gift Nook is located on the



first floor in the hospital lobby. The Gift Nook contains a variety of gift items for patients and visitors. A portion of the proceeds from gift shop sales benefit CHRISTUS Good Shepherd Medical Center – *Marshall*. The shop offers mylar balloons, cards, flowers, plants, stuffed animals and other unique gift items, as well as snacks and personal care items. Hours of operation are 9 a.m. – 5 p.m., Monday through Friday. (Hours may vary depending on holidays.)

### Pastoral Care

During your stay, volunteer hospital chaplains are available to provide spiritual and emotional support to you and your family. Upon request, a hospital chaplain will facilitate connection with a local minister of the same faith as the patient. A volunteer hospital chaplain can also help discuss and complete advance directives when needed. If you would like to visit with a hospital chaplain, please ask a nursing staff member to connect you with the chaplain on call.

### Chapel

The CHRISTUS Good Shepherd Chapel provides a place for patients, families and staff of all faiths to come for quiet prayer and reflection. The chapel is located on the third floor of the hospital and is open 24 hours a day, seven days a week. Visitors of all faiths are welcome to visit the chapel for worship services, prayer and meditation.

### Are You a Hospital Inpatient or Outpatient? If You Have Medicare - Ask!

Did you know that even if you stay in the hospital overnight, you might still be considered an “outpatient?” Your hospital status (whether the hospital considers you an “inpatient” or “outpatient”) affects how much you pay for hospital services (like X-rays, drugs and lab tests). Your hospital status may also affect whether Medicare will cover care you get in a skilled nursing facility (SNF). An inpatient admission begins the day you’re formally admitted to the hospital with a doctor’s order. The day before you’re discharged is your last inpatient day. You’re an outpatient if you’re getting emergency department services, observation services, lab tests or X-rays and the doctor hasn’t written an order to admit you as an inpatient even if you spend the night at the hospital. You will be notified within 24 hours of admission if you are in observation status when you receive an Observation Letter.

### What Do I Pay as an Outpatient?

Medicare Part B covers outpatient hospital and

doctor services. Generally, this means you pay a co-payment for each individual outpatient hospital service. This amount may vary by service.

Note: The co-payment amount for a single outpatient hospital service can’t be more than the inpatient hospital deductible. In some cases, your total co-payment for all services may be more than the inpatient hospital deductible. Part B also covers most of your doctor services when you’re a hospital outpatient. You pay 20% of the Medicare-approved amount after the Part B deductible.

For more detailed information on how Medicare covers hospital services, including premiums, deductibles and co-payments, visit [www.medicare.gov](http://www.medicare.gov) or call 800-MEDICARE (800-633-4227). TTY users should call 877-486-2048. If you’re in the hospital more than a few hours, always ask your doctor or the hospital staff if you’re an inpatient or an outpatient. If you have a Medicare Advantage Plan (like an HMO or PPO), costs and coverage may be different. Check with your plan.

## Speak Up

### What Do I Pay as an Inpatient?

Medicare Part A (Hospital Insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all of your hospital services for the first 60 days you’re in the hospital. Medicare Part B (Medical Insurance) covers most of your doctor services when you’re an inpatient. You pay 20% of the Medicare-approved amount for doctor services after paying the Part B deductible.

### How You Can Help Us Care for You

As a patient at CHRISTUS Good Shepherd Medical Center – *Marshall*, you can expect to receive state-of-the-art medical care from dedicated and talented medical professionals. We will also need your help and involvement during your treatment. Here are some things you can do to help us care for you:

- Answer questions about your health and medical history completely and honestly. It is also important to provide us with accurate information about payment arrangements.
- Your doctor will explain to you your medical condition, the treatments that are available and the benefits, risks, and possible results of the treatments. Sometimes this information can be hard to understand. Please ask questions to confirm which part of your body will be operated on.
- Notify your doctor or nurse if your condition changes or you experience pain.

- Follow the treatment instructions given to you carefully. If a family member will be helping you during your stay or at home, ask your doctor to explain the treatment and instructions to them too.

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

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other health care professional tells you. Ask questions or ask them to clarify.

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

- Tell your nurse or doctor if something does not seem right.
- Expect health care workers to introduce themselves. Look for their identification (I.D.) badges. If you do not know who the person is, ask for their I.D.
- Notice whether your caregivers have cleaned their hands with soap and water or a sanitizing rub. Hand washing is the most important way to prevent infections.
- Make sure your nurse or doctor checks your I.D. wristband and asks your name before he or she gives you your medicine or treatment.

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

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help you remember answers to questions you have asked or write down information being discussed.
- If you are in a private room, ask your advocate to stay with you, even overnight, when you are hospitalized. You may be able to rest better.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your health care proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
- Talk to your doctor and your family about your wishes regarding resuscitation and other lifesaving actions.

**Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.**

- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them.
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.
- CHRISTUS Good Shepherd requests that patients do not keep medications from home in their hospital room and not to take any medicines that their health care providers do not know about.

## Preventing Falls

Many falls occur when patients try to get out of bed either to go to the bathroom or walk around the room by themselves. If you need to get out of bed:

- Use your call button to ask for help getting out of bed if you feel unsteady.
- Ask for help going to the bathroom or walking around the room or in hallways.
- Wear socks that are less likely to slide or footwear.
- Lower the height of the bed and the side rails.
- At CHRISTUS Good Shepherd, the bed alarm may be activated and sound on beds of patients at high risk for falls.

Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish or confused. Ask how to reduce these side effects or if you can take another medicine.

## Preventing Infections

Here are four easy things you can do to prevent infection.

1) Clean your hands.

*Happy birthday to you! Wash your hands with soap and water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.*

- If soap and water are not available clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.

- Clean your hands before touching or eating food.
- Clean them after you use the bathroom, touch objects in the hospital room or change a diaper.

2) Make sure health care providers clean their hands and wear gloves.

- Doctors, nurses and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

- Health care providers should wear clean gloves when they perform tasks such as taking blood, touching wounds or body fluids or conducting an exam.

3) Cover your mouth and nose.

- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue! Be sure to clean your hands after coughing or sneezing.

- If you don't have a tissue, cover your mouth and nose with the bend of your elbow.

4) Maintain current vaccinations to avoid disease and fight the spread of infection.

Make sure that your vaccinations are current, even for adults. Check with your doctor about immunizations you may need.

Vaccinations are available to prevent these diseases:

*Chicken pox, Mumps, Measles, Tetanus, Shingles, Flu, Diphtheria, Hepatitis B, Meningitis, Whooping cough (Pertussis), German measles (Rubella), Pneumonia (Streptococcus pneumoniae), Human papillomavirus (HPV)*

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety. The Joint Commission is the source for the information in this Speak Up section.

## Isolation

Depending on your illness, we may need to protect ourselves and others by wearing gloves, gowns or masks. If you are placed in isolation precautions, your caregiver will review the specific requirements with you. Let caregivers know if you have had an infection in the past.

## Going to Surgery?

If you are here for a surgical or invasive procedure, there are several activities that we undertake to help keep you safe;

- Your physician and care team will confirm your identity,

and the nature and side or site of your procedure with you. If you believe any of this information is incorrect, notify staff immediately.

- The site or side of your procedure may be marked prior to the procedure being performed. This is to assure that the procedure is performed on the correct part of your body. You will be asked to confirm that the correct side or site is being marked.

- Your surgical site may have the hair removed prior to surgery using electric clippers and the skin cleaned with antiseptic soap.

- You may be given antibiotics before and after your procedure to help prevent infection. Let your doctor know if you have any allergies to medications.

## What are Advance Directives?

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance. Here is a brief description of each kind of Directive:

### Living Will

This document contains a set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

### Medical Power of Attorney

This document allows you to appoint a person (agent) to make medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences.

Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren't known.

### Out of Hospital DNR

This directive allows competent adults to refuse certain life-sustaining treatments in non-hospital settings where health care professionals are called to assist, including hospital ERs and outpatient settings.

### Accessing Current Advance Directive

You will be asked if you have an Advance Directive when you register as a patient at CHRISTUS Good Shepherd Medical Center. - *Marshall* If you have such a document,

a copy will be placed in your medical record and will be reviewed periodically with you or your surrogate decision maker.

Your Advance Directive cannot be honored if a copy is not available in your medical record. You have the right to change, delete or add to your Advance Directive at any time. You will have access to care whether or not you have an Advance Directive.

### **FYI**

For more information about Advance Directives or to obtain forms, please call the Social Work department at ext. 216063 or 903-927-6063.

Various health care professionals at CHRISTUS Good Shepherd, such as social workers, chaplains, nurses, and physicians, are available to help you and your family discuss concerns you may have about life-sustaining treatment or other ethical issues. The Medical Center's Ethics Committee can also assist patients, families and staff with these issues. To contact any of these resources, speak with your nurse.

### **Privacy & Your Health Information**

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

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 your provider or health insurer.

Please call the compliance hotline at 1-844-444-8440 or you can also file a complaint with the U.S. government. Go online to [www.hhs.gov/ocr/hipaa/](http://www.hhs.gov/ocr/hipaa/) for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to [www.samhsa.gov](http://www.samhsa.gov).

To view the complete Notice of Privacy Practices for CHRISTUS Health, please visit [www.christushealth.org](http://www.christushealth.org).

### **Who Must Follow this Law?**

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers.

- Health insurance companies, HMOs, and employer group health plans.
- Certain government programs that pay for health care, such as Medicare and Medicaid.
- Covered business associates that may come into contact with personal health information in a vendor relationship.
- Covered entities include health care providers, health plans (including all private, government and employer provided health plans), health care clearinghouses and qualified business associates (BA).

### **What information is protected?**

- Information your doctors, nurses and other health care 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.
- All health information about you held by those stated in the "who must follow this law" section.

### **You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:**

- Request to see your health records. Please note that there may be a fee associated with receiving a copy of your health records.
- Request for an amendment to be made to your health information must be done in writing.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing or fundraising.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

### **To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and**

## shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for your health care and help run their businesses.
- With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object.
- To make sure doctors give good care and nursing homes are clean and safe.
- To protect the public's health, such as by reporting when the flu is in your area. To make required reports to the police, such as reporting gunshot wounds.

## Patient Privacy at CHRISTUS Good Shepherd

The staff at CHRISTUS Good Shepherd strives to respect the privacy of all patients. Discussions, examinations, and treatment are confidential and will be discreetly conducted. In addition, you have the right to:

- Close the curtain around your bed or close the door any time you want privacy.
- Request no visitors.
- Request confidential status to protect your identity as a hospitalized patient.
- Request a transfer to another room if you are unreasonably disturbed by another patient and/or visitor. Every effort will be made to accommodate.

Patients are assured confidential treatment of their medical records and may approve or refuse their release to any individual outside the Medical Center. We respect your right as a patient and that of your legally designated representative to have access to your medical record, and assure you that it will be accessed only by those involved in your care and treatment or as otherwise provided by law.

## How do I get copies of my medical records?

To receive a paper or compact disc (CD) copy of your medical records, Complete a "Release of Information" request form which can be obtained at the volunteer desk located in the hospital lobby. You may request your medical records be mailed to you or have them sent to your physician office. You then need to complete an authorization (18 year olds must sign for themselves and husband and wife cannot retrieve each other's medical records.) The patient must give written authorization to the patient's spouse in order for the spouse to obtain copies of medical record. You must provide a picture I.D. Please allow 48 hours for

records to be copied. If the records are to be used for continued patient care such as for a consultation with another physician, for therapy evaluation etc., the HIM department will be happy to copy and mail them for you at no charge.

If records are for an attorney, insurance company or personal use there is a charge, based on State laws. There is a fee associated with taking printed copies of medical records. These fees are in accordance with the Texas Health and Safety code 241.154.

Additionally, CHRISTUS Good Shepherd Medical Center offers free electronic access to limited hospital records via the Patient Portal.

For more information on the patient portal or to request your individual access code, please call ext. 216166 or 903-315-2005.

## Rights & Responsibilities

**As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.**

You Have the Right to:

- Be informed of the hospital's rules and regulations as they apply to your conduct.
- Expect privacy and dignity in treatment consistent with providing you with good medical psychiatric care.
- Receive considerate, respectful care at all times and under all circumstances.
- Expect prompt and reasonable responses to your questions.
- Know who is responsible for authorizing and performing your procedures or treatments.
- Know the identity and professional status of your caregivers.
- Know what patient support services are available, including access to an interpretation service if language is a problem.
- Have access to your medical records according to hospital policy.
- Be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing health care requirements after your discharge in terms you can understand. Be informed of medical alternatives for care or treatment.
- Refuse treatment, except as otherwise provided by law and to be informed of the consequences of your refusal. Receive access to medical treatment or accommodations regardless of race, sex, gender identity, creed, sexual

orientation, national origin, religion, literacy level, physical handicap or sources of payment.

- Designate/decide to receive visitors and who may visit and withdraw such consent at any time.
- Designate a support person for visitation.

## Concerns?

If you have concerns about the care you or your family member received, we encourage you to speak with your physician, your nurse, the Clinical Director or House Supervisor. You may also please call 903-927-6200.

You also have the right to file a complaint with the state as well as with the Joint Commission on Accreditation of Health-Care Organizations.

Complaint hotline: 888-973-0022

Form: Health Facility Complaint Form

Email: [hfc.complaints@dshs.state.tx.us](mailto:hfc.complaints@dshs.state.tx.us)

Fax: 512-834-6653 Mailing Address:

Health Facility Compliance Group (MC 1979)

Texas Department of State Health Services

P.O. Box 149347, Austin, TX 78714-9347

Joint Commission 800-994-6610 [complaint@jcaho.org](mailto:complaint@jcaho.org)

You may also request a Medicare beneficiary- initiated Peer Review of the facts in your case. You may make this request directly to the Peer Review Organization by contacting Kepro at 1-844-430-9504.

## Care of the Dying Patient/Terminally ill patients have the right to:

- Comfort and dignity
- Treatment of primary and secondary symptoms
- Effective pain management
- Response to patient/ family psychosocial, spiritual and cultural needs
- Know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- Participate in the decision-making process related to the plan of your care.
- Have access to professionals to assist you with emotional and/or spiritual care.
- Exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others or the planned course of any medical care.
- Participate in the discussion of ethical issues that may arise.

- Express concerns regarding any of these rights in accordance with the grievance process.

- Formulate Advance Directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law.

## You are Responsible for:

- Providing accurate and complete information to your health care providers about your present and past medical conditions and all other matters pertaining to your health.

- Reporting unexpected changes in your condition to your health care providers.

- Informing your health care providers whether or not you understand the plan of care and what is expected of you.

- Following the treatment plan recommended by your health care providers.

- Keeping appointments and, if you cannot, notifying the proper person.

- Knowing the consequences of your own actions if you refuse treatment or do not follow the health care providers' instructions.

- Being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.

- Fulfilling your financial obligations to the hospital as promptly as possible.

## Discharge ----- Case Management/ Social Work

We believe patients and families are experts in the care of the patient. The hospital and medical staff work in partnership with patients and families to form a "Care Team."

*Your nurse and physician along with professionals from our case management and social services departments will work together to help you and your family with any concerns or needs. We want to work with you to ensure you receive the right care in the right place at the right time to aid in your recovery. Creating a discharge plan helps you prepare for follow-up care, as well as medications, activity, special instructions and dietary needs.*

## What is Discharge Planning?

Discharge planning helps you and your family prepare for the transition from hospital to home or to another facility such as assisted living or nursing home. Patients

may need additional services such as home care, medical equipment, therapy, etc.

Our goal is to complete your discharge as soon as possible. We will start your discharge planning on the day you are admitted by assessing your needs. We will need patient/ representatives help and participation to develop the best discharge plan of care.

## Questions to think about before your discharge

- Can I care for myself at home?
- Who can help me when I go home?
- Where can I go if I am not able to return home?
- Do I have all the supplies and equipment that I need at home?
- What medications will I be taking at home?
- When do I need to take my next dose of medication?
- Do I have everything I brought with me to the hospital?
- (Medications, clothes, valuables, equipment, etc.)
- What follow-up appointments do I have?
- Do I have all of the educational information I was given while in the hospital?
- Do I have transportation to go home and to follow-up appointments?

## Going Home

When your doctor decides you are ready to leave the hospital, a discharge order will be written. You will need to make arrangements with a family member or friend to help you get home.

Before leaving the hospital, make sure you and your caregiver have read your discharge instructions and fully understand them. If you have any questions, ask your physician or nurses.

## What is a Plan of Care?

A Care Plan is a plan for meeting the needs of a specific patient. The needs of the patient are identified and goals are developed by the Care Team. The Care Plan is revised as the goals and needs change.

If you have concerns about your care/recovery at home after you are discharged from the hospital, please talk to your physician, nurse, case manager or social worker, committed to providing you with exceptional care to help you heal. Part of

this exceptional care is helping you plan for leaving the hospital, called discharge.

Our goal is to complete your discharge as soon as possible on the day you are to leave the hospital.

- We understand that you want to return home and recuperate as quickly as possible
- We want to help you by beginning to plan your discharge the day you are admitted. The RN that completes your admission assessment will also begin the discharge planning process.

*We believe the road to your recovery continues after you leave the hospital. We want to work with you to ensure you receive the right care in the right place at the right time to aid in your recovery. Creating a discharge plan helps you prepare for follow-up care, as well as medications, activity, special instructions and dietary needs.*

*Your nurse and physician, along with professionals from our case management and social work departments, will work together to help you and your family with any concerns or needs. Before leaving the hospital, make sure you and your caregiver have read your discharge instructions and fully understand them. If you have any questions, ask your physician or nurses.*

## Preparing For Discharge

Your doctor and/or nurse will give you instructions about post-hospital care. If you have questions about your diet, activities, medication or other matters, please ask your nurse before being discharged.

Be sure you are clear about discharge information, including: instructions about continued care, any follow-up visits you may need, directions about medicines you need that are new, those that you should resume taking and those that you should stop taking.

## How to Compliment a Staff Member

Would you like to compliment a staff member or physician for providing excellent service? Simply email [!\\_NETX.GS.JobWellDone@christushealth.org](mailto:!_NETX.GS.JobWellDone@christushealth.org) with your comments and we will ensure any staff member mentioned will be recognized.

## Personal Belongings

Collect all of your belongings and double check closets and drawers. If you have anything stored in the hospital safe, call the Security Office at ext. 216108 and an officer will bring your belongings to you.

## Transportation Service

When you are ready to leave the hospital, a member of the hospital staff will escort you to the front entrance and help you into your car. If you need to wait for someone to pick you up from the hospital, we will bring you to the

Discharge Lounge where you can wait until your ride arrives.

### Home Health Care

Health care provided by medical professionals in a patient's home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including nursing care, therapy and aide services. Medicare defines home health care as intermittent, physician-ordered medical services or treatment. Medicare Part A and/or Part B covers home health services.

Durable Medical Equipment (DME) ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under Medicare Part B.

### Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

### Assisted Living

An apartment for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors' appointments, shopping, etc.

### Nursing Home

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

### Hospice

A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.

### When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

### Going Home

When your doctor feels you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures. Here are a few tips to make the discharge process run smoothly:

Be sure you and/or your caregiver have spoken with a discharge planner and you understand what services you may need after leaving the hospital.

- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up. If you need assistance with transportation from the hospital, contact Social Work at ext. 112443.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

### Billing

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees.

You will receive a separate bill from your physicians for their professional services. You may receive a bill from outside sources for results of radiology or pathology tests. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

### Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each



other's insurance policies or when both parents carry their children on their individual policies or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

### Medicare

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations, self-administered drugs and others. These costs, along with deductibles and co-payments, are the responsibility of the patient.

Medicare has set rules that determine whether a patient is inpatient or outpatient. A patient must meet certain criteria set by Medicare to be considered inpatient. Our Case Management Department works closely with your physician to ensure the compliant and appropriate status. Please be aware that observation is considered an outpatient service, which is covered under Medicare's Part B guidelines. While under observation, you may be in the hospital for up to two days. If you are considered under observation, you are responsible for medications that Medicare considers to be self-administered.

### Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

### If You Have Health Insurance

Your identification card or a copy of your health insurance card will be required. The insurance forms supplied by your employer or the insurance company may be necessary. You will be asked to sign a form directing your insurance company to pay the hospital directly. If there is a question about your insurance coverage, a member of the Patient Financial Services department will contact you or a member of your family to clarify any questions.

Insurance information is needed in order to process your medical bill.

### HMO or PPO Member

Your plan may have special requirements, such as a second surgical opinion or precertification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and their services may not be covered.

### Financial Guidelines and Patient Financial Services

Financial guidelines have been set forth to ensure that patients pre-registering for elective and/or non-life threatening procedures or services understand that they are financially responsible for services received. Failure to make financial arrangements before your procedure may result in your procedure being rescheduled until satisfactory financial arrangements can be made.

### Financial Representatives are available to discuss payment arrangements based on a patient's financial situation, and financial assistance may be available.

A patient qualifying for financial assistance is an individual who is uninsured or underinsured and needs medical care. The financial guidelines are designed to identify these people at the time services are scheduled and to secure assistance prior to any services or procedures.

A representative from the Patient Financial Services Department can answer questions about your hospital bill and help you interpret the financial policies and billing procedures of the hospital. You can make a payment at any registration area. You may contact Patient Financial Services by calling 903-315-5200 or 800-766-4762 Monday through Friday from 8 a.m. to 5 p.m.

### Uninsured?

A representative from our eligibility office will discuss financial arrangements with you. They will assist you in completing applications for all local, county, state and federal financial aid. To contact a representative, please call 903-315-5200.

If you need financial assistance, a representative from the Business Office can work with you to establish a no interest payment plan. They can also evaluate your personal situation to determine if you qualify for CHRISTUS Good Shepherd's Financial Assistance Program. To discuss this program, please call 903-315-5200.

# Resources

## Staff Definitions

### Physicians

The physician who admits you is responsible for directing your care while you are in the hospital. However, you have the right to participate in the plan and decision making for your care. Your physician, as the coordinator for your treatment program, should be consulted if you have questions about your illness. Under the direction of your physician, a health care team will provide care for you during your stay.

### Nurses

The nursing team is led by charge nurses and consists of registered nurses, licensed vocational nurses and nurse assistants. The nursing staff is available around the clock.

### Dietitians

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

### Rehabilitation Therapists

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

### Hospitalists

Hospitalists are practitioners who are solely dedicated to the delivery of medical care to hospitalized patients.

### Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

### Case Managers

Case managers coordinate patient health care by assisting the patient and his/her family through the health care process. By working with nurses, physicians, medical technologists and other health care providers, the case manager ensures every detail of your care and recovery is seamless and complete.

### Social Workers

The Social Work Department may be consulted for any special discharge-planning needs or for crisis intervention.

### Clinical Laboratory

The Laboratory assists the medical staff in meeting the needs of patients 24 hours a day, seven days a week. Technologically advanced laboratory equipment ensures your physician receives the highest quality results in the shortest possible time.

### Medical Imaging

The Medical Imaging Department provides diagnostic testing through the use of high-tech equipment. Services are provided by registered technologists and interpreted by qualified, appropriately credentialed radiologists.

### Pharmacists

While you are in the hospital all of your medications are dispensed by our hospital pharmacists. They can answer any questions you may have regarding your medications.

### 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.

### Pulmonary Services

Experienced respiratory therapists provide pulmonary services to a range of patients from adults to infants based upon physicians' orders. Pulmonary services, such as breathing treatments, arterial blood gases, ventilator management, and various other services are available 24 hours a day, seven days a week.

### Alzheimer's Group

Helps patients, caregivers and families prepare for the lifestyle changes caused by the disease.

### Stroke Support

Assists survivors and caregivers as they cope with lifestyle changes following a stroke.

### Us, Too

Offers an opportunity for prostate cancer survivors to obtain current information on their disease and related topics.

### Caregiver Resources [www.aoa.gov](http://www.aoa.gov)

Caregiver resources from the Administration on Aging

### [www.caregiving.com](http://www.caregiving.com)

Online support groups and articles on care giving

### Children of Aging Parents

800-227-7294 [www.caps4caregivers.org](http://www.caps4caregivers.org) |

information, referrals and support for caregivers of the elderly and chronically ill.

### **Eldercare Locator**

800-677-1116 [www.eldercare.gov](http://www.eldercare.gov)

Help with locating aging services throughout the U.S.

### **800-MEDICARE [www.medicare.gov](http://www.medicare.gov)**

Official U.S. government site for people with Medicare

### **National Alliance for Caregiving**

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

Support for family caregivers and the professionals who serve them

### **National Family Caregivers Association**

800-896-3650 [www.nfcares.org](http://www.nfcares.org)

Support for caregivers of chronically ill, aged, or disabled loved ones

### **Helping Us Help Others**

CHRISTUS Good Shepherd is committed to providing quality health care regardless of the patient's ability to pay. You can help us help others by making a contribution to the CHRISTUS Good Shepherd Foundation. Your gift will also help us enhance our services, programs and facilities to better care for our community. Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may also remember CHRISTUS Good Shepherd Medical Center - *Marshall* in your will and through life insurance, among other gift options.

For more information, contact the CHRISTUS Good Shepherd Foundation at 903-315-5294 or visit [christusgoodshepherd.org](http://christusgoodshepherd.org).

### **Television**

Your remote control for the television is located on the same device where the nurse call button is located. You can adjust the volume and change the channel using this remote.

3 KTBS-ABC

5 Home Shopping Network

6 KTAL-NBC (Shreveport)

7 KSHV-CW

8 KMSS-Fox

9 KETK-NBC (Tyler)

10 KSLA-CBS

11 QVC

12 KPJX-UPN

13 KTLS-PBS

14 C-Span

15 International Network

16 The Weather Channel

17 Galavision

18 TBN

19 Local Access

20 Government Access

23 Disney Channel

24 Food Network

25 Lifetime

26 HLN

27 CNN

28 FX

29 TBS

30 Discovery

31 TNT

32 FS Southwest

33 ESPN Classic

34 ESPN

35 ESPN 2

36 Spike

37 BET

38 Fox Movie Channel

39 Comedy Central

40 E!

41 Nickelodeon

42 CMT

43 Sci-Fi

44 MTV

45 A & E

50 AMC

51 Fox News

55 Animal Planet

56 Travel Channel

57 Golf Channel

58 USA

59 Style

60 HGTV

61 TLC

62 TV Land

63 Speed

64 ABC Family

66 Patient Channel

## **Resources for General Information and Medical Care**

### **Primary Care Services:**

CHRISTUS Trinity Clinic *Internal Medicine*  
815 South Washington Avenue, Suite 100  
Marshall | CALL (903) 927-6800

Genesis PrimeCare  
805 Lindsey Dr, Marshall | CALL (903) 938-1146  
106 N Alley, Jefferson | CALL (903) 665-8453

Marshall-Harrison County Health District  
805 Lindsey Dr, Marshall | CALL (903) 938-8338

Access Wellness Practices of America  
300 N Alamo Blvd, Marshall | CALL (903) 472-4800

Faith Clinic: A Ministry of Mission Marshall  
2109 S Washington, Marshall | CALL (903) 472-4445

**Dental Services:**

Choice Dental  
900 E End Blvd, Marshall | CALL (903) 935-2273

Marshall Family Dental  
100 Forrest Terrace, Marshall | CALL (903) 938-8315

Marshall Dental Associates  
1809 S Washington, Marshall | CALL (903) 935-6282

Rainbow Smiles  
1800 Bomar St, Marshall | CALL (903) 938-5900

Prime Care Dental  
520 E Rusk St, Marshall | CALL (903) 935-6677

Genesis PrimeCare Obstetrics & Gynecology Services  
Charles Gaskin, MD | 815 S Washington, Suite 203,  
Marshall | CALL (903) 927-6850

**[www.needymeds.org](http://www.needymeds.org)**

Website offering information on assistance programs provided by certain drug manufacturers for their medications. Also includes information on discount mail-order pharmacies and assistance programs for management of certain diseases.

**Notes**



