Patient Guide
Key Information for Your Stay

Brought to you by: PatientPoint

Your Satisfaction
Our Commitment to Patient Care

Speak Up
Ask Questions and Voice Concerns

Before You Leave
How to Plan Ahead for Discharge

March 2021

Scan here with your phone camera to view this Guide online.

CHRISTUS Health
Southwestern Louisiana

Ochsner Health System

LA00171G21_CHRISTUS_Ochsner_SWLA_B1_COV.indd 1
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Welcome to CHRISTUS Ochsner Health Southwestern Louisiana, where compassionate care in a state-of-the-art environment has been tradition since 1908. When the Sisters of Charity of the Incarnate Word established St. Patrick Hospital, the first hospital in Lake Charles, they were committed to revealing Christ’s love and concern for each person. CHRISTUS Ochsner Health Southwestern Louisiana, through Lake Area, St. Patrick and all their outlying clinics and facilities, has kept that commitment by providing healthcare with compassion and dignity.

Our partnership with Ochsner uses the strength and combined resources of both health systems to provide greater access to safe, high-quality care close to home in Southwest Louisiana. We realize you have a choice when it comes to your healthcare and are honored you have selected CHRISTUS Ochsner for your medical care needs. Our patients are cared for by well-trained, competent and dedicated associates whose goal is to safely provide advanced medical treatment with true sensitivity and understanding. We strive to care for every patient in mind, body and spirit.

At CHRISTUS Ochsner, you have our guarantee to receive courteous, prompt and compassionate care, concern for your special needs and privacy, and open, honest communication about your treatment. If we fail to fulfill this guarantee, we encourage you to express your concerns to the department manager. We will strive to resolve your concerns to your satisfaction and keep you informed of the outcome. Your comments concerning your stay with us are an important matter.

After your discharge, you will receive a Patient Survey and will be asked to rate your experience at our facility and provide specific comments about your stay. We hope you will take a few minutes to complete and return the survey, as your responses allow us to improve our service to you. We hope your stay will be as pleasant and comfortable as possible. Please feel free to ask any associate how we might better meet your needs while you are here.

Sincerely,

Jim Davidson
CHRISTUS Ochsner Health Southwestern Louisiana
President and Chief Operating Officer

Mission Statement

Our Mission is to extend the healing ministry of Jesus Christ.
CHRISTUS Ochsner Hospitals

CHRISTUS Ochsner Lake Area Hospital
4200 Nelson Rd.
Lake Charles, LA 70605
337-474-6370

CHRISTUS Ochsner St. Patrick Hospital
524 Dr. Michael DeBakey Dr.
Lake Charles, LA 70601
337-436-2511

Additional CHRISTUS Ochsner Locations

CHRISTUS Ochsner Wellness, Screening and Genetics/MRI – James W. Gardiner Breast Center
4150 Nelson Rd., Bldg. I
Lake Charles, LA 70605
337-656-7876

CHRISTUS South Lake Charles
1601 Country Club Rd.
Lake Charles, LA 70605
337-431-7887

CHRISTUS Ochsner St. Patrick Wound Care Center – Imperial Pointe
1727 Imperial Blvd.
Bldg. 1, Suite 4
Lake Charles, LA 70605
337-430-3282

CHRISTUS Ochsner Imperial Surgery Center
A Joint Venture partnership
1757 Imperial Blvd.
Lake Charles, LA 70605
337-310-2832

Colonnade Endoscopy Center
A Joint Venture partnership
555 Dr. Michael DeBakey Dr.
Suite 102
Lake Charles, LA 70601
337-439-6226

Louisiana PET/CT Imaging of Lake Charles
A Joint Venture partnership
4150 Nelson Rd., Bldg. I
Lake Charles, LA 70605
337-433-3001

Southwest Louisiana Imaging
A Joint Venture partnership
1601 Country Club Rd.
Lake Charles, LA 70605
337-431-7887

Ochsner CHRISTUS Health Center – St. Patrick
General Surgery
Suite 100 C, D

Primary Care
Suite A, B

Learn More

For more information on available resources, visit CHRISTUSOchsner.org.
We Care About Your Care
Please speak up and tell us if we can do more. In fact, after your visit, 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.
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<td>Bariatric Services</td>
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<td>Language Line Services</td>
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<td>Physical Therapy: Kid's Team</td>
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<td>2 North (Mother/Baby)</td>
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<td>2 South (Med-Surg)</td>
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Calling from inside the hospital? **Dial 232 then the last four digits.**
## Phone Directory continued

Calling from inside the hospital? **Dial the LAST FOUR DIGITS only.**

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<th>Switchboard/General Information</th>
<th>The Wound Care Center Imperial Health</th>
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<td>Behavioral Health Services, Access 24/7</td>
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<td>Health Information, Seminars and Screenings</td>
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<td>John &amp; Sylvia Stelly Regional Heart Center</td>
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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 still is not resolved, then contact the patient experience coordinator at 337-430-3388. You also have the right to file your complaint with either:

- **Department of Health and Hospitals**
  P.O. Box 629
  Baton Rouge, LA 70821
  225-342-9500

- **Office of Quality and Patient Safety**
  The Joint Commission
  One Renaissance Blvd.
  Oakbrook Terrace, IL 60181
  Website: www.jointcommission.org, then click “Report a Safety Concern”

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 treatment plan

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 (see p. 25). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact 337-475-4708 (Lake Area) or 337-802-0219 (St. Patrick).
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. The HCAHPS survey 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
- staff responsiveness
- overall quality of the hospital environment

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 – Care Compare, which uses HCAHPS results and other data: www.medicare.gov/care-compare

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

- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org

Our Policy: Treat Others With Respect
Our hospital is a healing environment. Please treat others with kindness and respect. We have a zero tolerance policy for any type of aggression, including:

- abusive language
- verbal harassment
- sexual language directed toward others
- threats of harm
- physical assault or any act of violence

Aggression may result in removal from the facility and/or prosecution.
Fast Facts About Your Stay

**ATM**

**Lake Area**
Located on the first floor near the Day Surgery waiting area.

**St. Patrick**
Located in the front of the hospital, across from elevators 1 and 2.

**Balloons**
Balloons must be mylar as latex balloons are prohibited in the hospitals.

**Cafeteria at Lake Area**
Location: First floor near the main entrance.

- **Weekday Hours:** 7:00 a.m. to 1:00 p.m.
- **Weekend/Holiday Hours:** 7:00 a.m. to 1:00 p.m.

All visitors are welcome to dine in the Garden View Café.

**Cafeteria at St. Patrick**
Location: First floor

- **Weekday Hours:** 6:30 a.m. to 6:30 p.m.
- **Weekend/Holiday Hours:** 6:30 a.m. to 6:00 p.m.

Visitors are welcome to dine in the cafeteria.

**Patient Menus**
To hear the Patient Daily Menu, dial 4310 for Lake Area and 6168 for St. Patrick at any time.

**Calling Your Nurse**
An intercom is mounted on the wall above your bedside table. This system is used for direct voice contact with the staff members at the nursing station. There also is a pillow speaker on the intercom that can be clipped to your bed for convenience.

To call the nursing station, press the top bar marked “NURSE,” and a staff member will respond over the intercom. Please make your request in a normal speaking voice. Some beds have the nurse call button built into the side rail. Ask your nurse which call system you have.

**Electrical Appliances**
Electrical appliances, including hairdryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers and other devices, are not permitted in patient rooms. You may use only battery-operated devices.
Fast Facts About 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.

Guest Wireless Services
Patients and visitors can access the internet via our free wireless local area network.

1. On your laptop, look for the wireless network indicator in your system tray, then click on the Wireless Networks Detected message to open the Choose a Wireless Network dialog. Click on the Hospital Guest Wireless network.

2. Open a web browser and connect to any valid internet website. At this point, a Terms and Conditions page will appear.

3. Click on the Accept Terms and Conditions button. You now are connected to the internet.

Language Translation and Hearing-Impaired Services
Language translation and hearing-impaired services are provided at no cost to the patient by using CyraCom interpretation services. Please talk to a hospital representative about these services upon arrival.

LiveWell Women's Network
CHRISTUS Ochsner Health Southwest Louisiana offers free, health-based seminars, community awareness events and ongoing activities to help support a woman’s unique role as a family healthcare manager. Membership is free and the benefits last a lifetime. To learn more, or to become a member, visit CHRISTUSOchsner.org or call 337-491-7177.

Mail and Flowers
Mail, packages and flowers will be delivered to patient rooms. Flowers are prohibited in intensive care units. Any mail received after your discharge will be forwarded to your home address. Outgoing mail may be taken to the nursing station or given to your attending nurse.

Parking
Free parking is located near all hospital entrances. Handicapped spaces are available for those with handicapped parking tags.

Personal Belongings and Valuables
Personal care items, such as contact lenses, eyeglasses, hearing aids and dentures, can be stored in your bedside stand when not in use. Please do not put them
on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. CHRISTUS Ochsner Health Southwestern Louisiana cannot be responsible for replacing personal belongings.

Public Restrooms
For everyone’s health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Smoking
Smoking and/or the use of any e-cigarettes/vapors or tobacco products is not permitted anywhere in the hospital or on hospital grounds.

Spiritual Care
Representatives from Spiritual Care are available to address your emotional, social and spiritual needs while you are in the hospital. The ministry focuses on prayer, compassion, basic pastoral counseling and worship regardless of a person’s spiritual tradition.

A chaplain will visit with you within 24 hours of admission and as necessary during your stay. We will contact your worship community upon your request.

Patients and their families may visit the chapel at any time.

TV
Televisions are provided in each patient room. Please keep the TV volume down and turn off your TV at bedtime.

Vending Machines
Lake Area
Vending machines are located in the Snack Room on the first floor near the Garden View Café and in the Labor & Delivery waiting area on the second floor.

St. Patrick
Vending machines are located on the first floor by the cafeteria, outside of the ER and by the ICU waiting room on the second floor.

Visiting Hours
To view the current visitor policy, visit christushealth.org/southwest-louisiana/patient-resources/visitor-guidelines.
COVID-19, sometimes called the coronavirus, is a respiratory virus that spreads very easily from person to person. It causes mild symptoms in most people and severe symptoms or even death in others. Common symptoms include cough, fever and shortness of breath (for a full list of symptoms, visit [cdc.gov/covid19](https://www.cdc.gov/covid19)). COVID-19 can be serious for anyone, but especially for people over 65 or with underlying health problems.

Reduce Your Risk
Take these steps to lower your chance of getting COVID-19 during your hospital stay:

- **Frequently wash your hands with soap and water for at least 20 seconds.** If you can’t get to the bathroom on your own, use your nurse call button to ask for help.
- **Sanitize your hands** throughout the day. Have hand sanitizer with 60% alcohol placed near your bed.
- **Cover your mouth and nose** with your elbow or a tissue when you cough or sneeze. Throw tissues out, then wash your hands.
- **Avoid touching your eyes, nose and mouth** with unwashed hands.
- Make sure hospital staff **disinfects frequently touched surfaces**, such as bed rails, remote controls and doorknobs.
- Ask your nurse if you should **wear a cloth face covering** during your stay.

Visitor Restrictions
Due to increased spread of COVID-19 in Southwest Louisiana and for the safety of our patients, associates and physicians, we have visitor restrictions in place. To view the current visitor policy, visit [christushealth.org/southwest-louisiana/patient-resources/visitor-guidelines](https://www.christushealth.org/southwest-louisiana/patient-resources/visitor-guidelines).

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**COVID-19 Prevention**

**STAY SAFE WHILE YOU’RE IN THE HOSPITAL**

Get the Vaccine
The COVID-19 vaccine can help protect you from the virus and stop community spread. Talk to your doctor about when you can get the vaccine.

**Trusted Sources**
- Centers for Disease Control and Prevention: [cdc.gov](https://www.cdc.gov)
- World Health Organization: [who.int](https://www.who.int)
- National Institutes of Health: [nih.gov](https://www.nih.gov)

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12
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?
- 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?

**Bedside Shift Report**
CHRISTUS Health is committed to patient and family engagement. At every shift change (7:00 a.m. and 7:00 p.m.), the nurses will be coming into your room to exchange information. We encourage you to participate in this bedside shift report.

**Medical Emergency**
If there is a medical emergency, you or your loved one can call 4848 (Lake Area) or 5555 (St. Patrick) to initiate the Rapid Response Team (RRT).

Source: The content within the “Take Charge of Your Care” section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.
1. Speak Up
Ask questions and voice concerns. It’s your body, and you have the right to know.

2. Pay Attention
Always double-check that you are getting the right treatments and medicines from the right hospital staff.

3. Educate Yourself
Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

4. Find a Support Person
Pick someone to help speak up for your care and needs during your stay.

5. Know Your Medicines
Understand what your medicines treat, why you need them and how to take them for the best results.

6. 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 to learn more.

7. 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.
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

Check 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 ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an 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. This may seem repetitive at times, but it helps ensure you receive the correct care.

Remember!
Don’t forget to tell the staff who you’ve picked to be your support person.

Name Check
Always double-check your name with staff to avoid errors.
You can play an active role in your care with these tips:

- 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.
Don’t Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

Only you know how much pain you’re in. Tell your doctor or nurse when you feel pain or if it comes back after it goes away. Talk about your pain level throughout your stay.

Ask yourself, then share with your nurse:

- Where does it hurt?
- When does it hurt?
- What makes it feel better or worse?
- Does it keep you from doing things like sleeping, dressing or eating?

What does your pain feel like?

Sometimes it’s easier to describe your pain by comparing it to another feeling. It’s okay to use your imagination. Some examples include:

- Does it feel like something is burning, stabbing, pinching or pressing on you?
- How does it compare to other pain you’ve felt?
- Is it like a paper cut, broken bone or passing a kidney stone? Does it feel better or worse?
- Does your stomach feel like it’s tied in knots?
- Do your limbs feel like lead?
- Does the pain make it hard to do normal tasks?

You also can use these words to describe your pain: aching, bloating, pulling, constant, numbing, sharp and searing.

How bad is it on this pain scale?  Wong-Baker FACES® Pain Rating Scale

You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more pain medicine 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.

Don’t Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

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Stay Safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

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.

Surgery Reminder
Ask your surgeon to take a “time out” to check:

• you’re the right person
• getting the right surgery
• on the right body part

Prevent Falls
While you are here, you may feel dizzy or weak. Illnesses, 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.

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

Handwashing Tip
Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing “Happy Birthday” twice).
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 (hospital staff may scan your ID bracelet to double-check)

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 Hospital Infections

TAKE STEPS TO REDUCE YOUR RISK

Below are common healthcare-associated infections and steps you can take to prevent them.

**Catheter-Associated Urinary Tract Infections (UTIs)**
Germs enter your urinary tract when you have a tube (catheter) to drain urine. Symptoms include fever, burning, pain and bloody or frequent urination. To prevent this:

- Clean your hands before touching the area.
- Keep your urine bag below the level of your bladder to prevent backflow.
- Don’t tug, pull, twist or bend the tube.
- Secure the catheter to your leg and ask every day if it’s still needed.

**Surgical Site Infections**
Germs affect the site of your surgery—either on your skin or internally. Symptoms include redness, pain, drainage of cloudy fluid or fever. To prevent this:

- Do not shave surgery site (irritation increases risk of infection).
- Clean hands before touching the area.
- Don’t let visitors touch or dress your wound.
- Ask your nurse to show you how to care for your wound.

**Central Line-Associated Bloodstream Infections**
Germs enter your bloodstream through a large tube that’s inserted in a vein near your neck, chest or groin. Symptoms include red skin and soreness at the site, fever or chills. To prevent this:

- Clean hands before touching the area.
- Make sure staff wears gloves, gown, cap, mask and sterile drape when handling the tube.
- Speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore.
- Avoid touching the tube or letting visitors touch it.
- Ask that the tube be removed as soon as possible.

**Ventilator-Associated Pneumonia**
Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe. Symptoms include cough, mucus, fever, chills or shortness of breath. To prevent this:

- Clean hands before touching the area.
- Ask if it’s safe to raise the head of your bed.
- Know how often the inside of your mouth needs to be cleaned and speak up when it hasn’t happened.
- Ask that the tube be removed as soon as possible.
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 Social Services at 337-475-4708 (Lake Area) or 337-431-7885 (St. Patrick).

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

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 and 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 interpreter 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 healthcare 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, creed, sexual orientation, national origin, religion, physical handicap or sources of payment.
- 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 healthcare decisions on your behalf to the extent permitted by law.

**You Are Responsible for:**

+ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.

+ reporting unexpected changes in your condition to your healthcare providers.

+ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.

+ following the treatment plan recommended by your healthcare 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 healthcare 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.

**Regarding Problem Resolution, You Have the Right to:**

Express your concerns about patient care and safety to hospital personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below:

**Department of Health and Hospitals**
P.O. Box 629
Baton Rouge, LA 70821
225-342-9500

**KEPRO**
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
Toll-Free Phone: 888-315-0636
Local Phone: 813-280-8256
TTY: 711
Toll-Free Fax: 844-878-7921

**Office of Quality and Patient Safety**
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Website: www.jointcommission.org, then click “Report a Safety Concern”
You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- health insurance companies, HMOs and most employer group health plans
- certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- information your doctors, nurses and other healthcare providers put in your medical records
- conversations your doctor has with nurses and others regarding your care or treatment
- information about you in your health insurer’s computer system
- billing information about you at your clinic
- most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- ask to see and get a copy of your health records
- have corrections added to your health information

Right to Complain
If you believe your rights are being denied or your health information isn’t being protected, you can file a complaint with your provider, health insurer or the U.S. government at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf.
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

get a report on when and why your health information was shared for certain purposes

file a complaint

What are the rules and limits on who can see and receive your health information?
To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

for your treatment and care coordination

to pay doctors and hospitals for your healthcare and help run their businesses

with your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare 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

Without your written permission, your provider cannot:

give your health information to your employer

use or share your health information for marketing or advertising purposes

share private notes about your mental health counseling sessions

Laws for Alcohol and Drug Treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit www.samhsa.gov.

Source: U.S. Department of Health & Human Services, Office for Civil Rights
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 and 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 to help manage your finances if you cannot. Your healthcare proxy also can do this if you’d like.

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**Fill Out Your Forms**
Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact Social Services at 337-475-4708 (Lake Area) or 337-431-7885 (St. Patrick).

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**Choose Your Care**
Fill out advance directives, so your wishes are met and your loved ones are sure of what you want.
We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person or just one of many people caring for and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

**What to Know Before You Leave**

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen, including financial planning, transportation and scheduling.

- **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.

- **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down as well as the name and contact number to call.
A successful recovery starts with a solid plan before you go.

Reduce your chances of complications 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, review the following with your nurse:

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

Try the teach-back method—repeat back what you hear the nurse say to make sure you understand the details correctly.

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/care-compare](http://www.medicare.gov/care-compare)
- [www.qualitycheck.org](http://www.qualitycheck.org)
Make sure you have the following information before you leave the hospital.

- **Discharge summary**—This includes why you were at 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 okay 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 you have a plan to get them filled.
- **Follow-up care instructions**—Beyond medicine, these 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, 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 doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

**Get Copies**

Be sure to get copies of medical records before you leave. At Lake Area, contact 337-475-4034 Monday through Friday from 9:30 a.m. to 3:30 p.m. At St. Patrick, contact 337-491-7761 Monday through Friday from 8:00 a.m. to 4:00 p.m.
After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Care**—Care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

**Independent Living**—Communities with individual, private apartments or homes. Can include: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing usually are not standard.

**Assisted Living**—Individual units or apartments, usually in a long-term care facility. Can include: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—Long-term care facility for those who don’t need a hospital, but can’t be cared for at home. Can include: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer’s disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or private homes. Can include: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

+ Eldercare Locator  
  eldercare.acl.gov
+ National Respite Network and Resource Center  
  www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.

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**Check Your Coverage**

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.
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 may 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.
- **Coinsurance**: The portion of your medical expenses that you’re personally responsible for paying.
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.

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.

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.

Need Help?

If you don’t understand something on your bill, you’re having trouble paying your bills, or you want to know if you are eligible for government-support insurance programs, we can help. Just tell your nurse that you would like to speak to an application coordinator.
Heart Attack & Stroke Signs

SPOTLIGHT ON HEALTH

Recognize the Signs and Get Help Quickly

A heart attack or stroke is a medical emergency and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain.

Once you’ve had an event, you’re at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

Heart Attack Warning Signs

The main symptom of a heart attack is chest pain or discomfort. It also can feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go.

The symptoms of a heart attack can be different for women. Women also may have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

Stroke Warning Signs

Think B.E. F.A.S.T. when it comes to recognizing a stroke:

B BALANCE: Do you have trouble walking, dizziness, or a loss of balance and coordination?

E EYES: Do you have trouble seeing in one or both eyes? Check for vision loss.

F FACE DROOPING: Is your face numb? Does one side of your face droop when you try to smile?

A ARM WEAKNESS: Is one arm weak or numb? Raise both arms. Does one arm drift downward?

S SPEECH DIFFICULTY: Is your speech slurred? Are you unable to speak? Try to say a simple sentence like “The sky is blue.”

T TIME TO CALL 911: If you notice any of these symptoms, even if they go away, call 911 right away.

Other sudden symptoms can include:

- numbness or weakness in your leg
- confusion or trouble understanding
- severe headache with no known cause
Managing Diabetes During Your Hospital Stay

Keeping your blood sugar under control takes careful attention. To help, make a diabetes care plan with your doctor or nurse. Include information like:

+ how often your blood sugar needs to be checked
+ how often you need to take your medicines and insulin
+ what to do if you can’t eat
+ how to handle your insulin pump if you have one

You also may want to ask a friend or family member to be your diabetes advocate. Together you can work with hospital staff to follow your diabetes care plan.

**Tracking Your Blood Sugar**

Tracking your blood sugar can give you valuable information about how your body’s working. It also can help you make adjustments if your numbers are generally too high or too low.

Being sick and taking new medicines can cause your blood sugar numbers to go up or down. Ask your nurse if your blood sugar needs to be tested more often.

**Taking Medicine or Insulin**

You’ll still need your medicines and insulin (if you take it) while in the hospital, but do not take them yourself. Your nursing staff will be responsible for giving them to you. If you have questions about your schedule, it’s okay to ask.

**Planning for Meals**

Once you’re admitted to the hospital, ask if there’s a special meal plan for patients with diabetes. You also can ask to see the hospital’s dietitian if your blood sugar is too high or too low during your stay.

If you need to take medicine or insulin before your meal, make sure you’ve worked out a schedule with your nurse.

**Avoid Infections**

Having diabetes puts you at a higher risk of getting an infection, so it’s important to be extra careful during your hospital stay:

+ Ask everyone who comes in your room to wash his or her hands.
+ Wash your own hands when you can, or ask for hand sanitizer to be placed near your bed.
+ Tell your nurse about any cuts, sores or bruises you have.
+ Ask friends and family who aren’t feeling well to stay home and not visit.
Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn’t as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

**Influenza Vaccine**—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

**Zoster or Herpes Zoster Vaccine**—The CDC recommends a shingles vaccine called Shingrix for all adults age 50 and older—even if you’ve already had shingles or received the older vaccine. You’ll need two doses, two to six months apart.

**Pneumococcal Vaccines**—These vaccines can prevent serious infections like pneumonia and meningitis.

**Pneumococcal polysaccharide or PPSV23:** You need at least one dose of this vaccine after you turn 65 years old.

**Pneumococcal conjugate or PCV13:** Adults age 65 and older may need one dose of this vaccine one year before receiving the PPSV23 vaccine. Talk to your doctor about whether you should get the PCV13 vaccine.
For New Parents

While you are in the hospital, be sure to log in to your portal and notify our Informatics nurse at ext. 5225 so we can link your baby’s account to yours. You will be able to view your baby’s lab work and medications just like you can on your own record. If you do this while you are in the facility, it will save you a trip to medical records later.

Meditech mhealth

The Meditech mhealth app can be downloaded from the app store.

Bookmark It

Bookmark the Portal site on your personal device to make it convenient to visit regularly: www.CHristUShealth.org/yourCHRISTUS.
CHRISTUS Ochsner Health Southwestern Louisiana Services

Advanced Surgery Services
We provide quality surgical care, from minimally invasive to complex surgical procedures. Our surgical teams work closely with other specialists to provide you with the best treatment options while ensuring quality and personalized care from skilled professionals.

Cancer Care
Our comprehensive cancer care includes genetic testing, assessment, prevention, screening, diagnosis, treatment and survivorship. Our team is composed of physicians who are specialized in cancer care and supported by nurses and technologists trained to work with and assist patients through their diagnosis and treatment to their cancer survival. We use the latest therapies and techniques to not only diagnose and treat your cancer, but also preserve your quality of life throughout your treatment process.

Emergency Services
Our Emergency department is staffed with experienced, board-certified physicians and registered nurses who are specially trained in emergency medicine, critical care and advanced life support. All of our treatment rooms are equipped with the technology needed to handle life-threatening situations.

Imaging Services
CHRISTUS South Lake Charles and Southwest Louisiana Imaging is located at 1601 Country Club Road. Our commitment to continually invest in new equipment and training helps our patients have access to imaging advancements, such as improved clarity and reduced radiation exposure. Patient safety is our top priority, and we pride ourselves on providing quality images with the lowest dose of radiation possible. We provide CAT scan (CT), DEXA scan and fluoroscopy services, as well as diagnostic services for women, including 3D mammography screening and diagnostic evaluation, breast ultrasound, breast ultrasound biopsy, stereotactic breast biopsy and bone density screening.

Orthopedic Services
We treat many conditions, from hip replacements to osteoporosis. Our orthopedic services include prevention, diagnosis, treatment and rehabilitation for injuries and disorders of the skeletal system and associated bones, joints,
tendons, muscles, ligaments and nerves.

**Lake Area Hospital Services**

**Birth Services**
CHRISTUS Ochsner Lake Area Hospital is the right place for you to deliver. For over 30 years, we have built our reputation on providing experienced, quality care for women, children and their families. Services include spacious, all-in-one labor, delivery and recovery suite, ambulatory fetal monitoring, well-baby nursery, level III neonatal ICU, G.I.F.T. (Guided Infant Feeding Technique)-designated facility, advanced electronic infant security system, in-suite nurse services to allow baby and family to bond, prenatal education and lactation consultants, and controlled access unit for parent and baby safety.

**Diabetes Self-Management Education Training**
Whether diabetes is a new or previous diagnosis, it is important to stay up-to-date with the education and resources that can help with management and support healthy living. CHRISTUS Ochsner Lake Area Hospital offers group education classes and individualized sessions that meet the standards of education for the American Association of Diabetes Educators. Your diabetes educator will work with you to develop a plan that addresses important diabetes self-management education topics.

**Heartburn Center**
At the Heartburn Center at CHRISTUS Ochsner Lake Area Hospital, our goal is to educate patients on their options, provide an accurate diagnosis and treat by using the latest GI diagnostic tools to “cure” Gastroesophageal Reflux Disease.

**Kids Team**
Our neurodevelopmental follow-up program can help reduce problems through early evaluation, treatment and follow-up. Babies have their best opportunity to thrive when developmental issues are identified early and families get the resources they need. Our follow-up clinic cares for babies who are premature, need special care after birth, are at risk for developmental delays or have ongoing medical problems. We help you monitor the early growth and development of your child during their first years, when children are growing quickly and learning new skills.

**Wellness, Screening and Genetics Program**
When it comes to cancer, early detection means saving lives. CHRISTUS Ochsner Health Southwestern Louisiana Wellness, Screening and Genetics initiative is the first comprehensive, integrated program of its kind in Southwest Louisiana. By offering newly
developed tools for identifying both genetic and lifestyle cancer risk, advanced imaging technology and personalized management of cancer risk, this program enables patients to understand and address their risk at a much earlier stage in their lives.

St. Patrick Hospital Services

**Behavioral Health Services**
CHRISTUS Ochsner St. Patrick Hospital offers inpatient and outpatient behavioral health services. The inpatient psychiatric program provides goal-oriented, intensive inpatient therapy. The outpatient program provides individualized treatment for older adults who suffer from emotional, behavioral or mental health disorders.

**Gastrointestinal Laboratory**
CHRISTUS Ochsner St. Patrick Hospital is home to the region’s largest state-of-the-art GI/Pulmonary Lab. This diagnostic and treatment center provides advanced gastrointestinal and pulmonary.

**Heart and Vascular Procedures**
CHRISTUS Ochsner St. Patrick Hospital’s cardiac program provides comprehensive diagnostic services to identify heart disease and create a care plan. Combining the latest in technology with extensive experience, our heart team performs surgical and interventional procedures.

**Inpatient & Outpatient Rehabilitation**
Patients work with a team of physicians, physical, occupational and speech therapists, nurses and case managers to evaluate their medical and functional status, and prepare individualized treatment plans to help patients achieve their highest level of independence.

**Wound Care and Hyperbaric Services**
The Wound Care Center at Imperial Pointe provides evaluation and individualized treatment of acute or chronic wounds with a specialized team of physicians, physical and occupational therapists, and nurses to help the patient return to normal activities of daily living.
When you **GIVE,**
you also **RECEIVE.**

CHRISTUS Ochsner Southwestern Louisiana Foundation offers unique ways for giving back to our community. By supporting CHRISTUS Ochsner Lake Area and CHRISTUS Ochsner St. Patrick Hospitals and the services they provide, you can make a difference with your gifts.

You can make a positive impact on many generations to come. Information is included on the back of this card. Visit ChristusOchsnerSWLAFoundation.org for more information.

**CHRISTUS Health.**
Southwestern Louisiana Foundation

**Ochsner Health System.**

**Children’s Miracle Network Hospitals.**

**Our Mission: To extend the healing ministry of Jesus Christ.**
Please fill out the following information, place into an envelope and mail to the CHRISTUS Ochsner SWLA Foundation at 524 Dr. Michael DeBakey Drive, Lake Charles, LA 70601.

To be paid: □ In full □ Annually □ Semi-annually □ Quarterly for ______ years (up to five) beginning __/__/____

□ Mr. □ Mrs. □ Mr. & Mrs. □ Ms. □ Dr. □ Dr. & Mrs. □ Other

Name__________________________
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State__________________________ Zip________ Email Address________________________
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This gift is in memory/honor of: Name of deceased________________________
Name of honoree________________________

For a memorial or honorarium, please send notification of this gift to:
Name________________________
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□ Please check this box if your company or your spouse’s company has a Matching Gift Program.

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If you would like to be removed from our mailing list, please contact the Foundation Office at (337) 430-5353.