

Patient and Caregiver Information Guide



TV Channel Guide

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Telephone Directory

General hours of operation for non-clinical areas are weekdays 8:00 a.m. to 4:30 p.m.

Telephones are provided in all patient rooms. To place a local call, dial 9, then the number.

Main Number
(505) 913-3361

Billing
(505) 913-5220

**Chaplain/
Spiritual Care**
(505) 913-5240

**Compliance
Hotline**
(877) 888-4812

Gift Shop
(505) 913-5710

Hours:
M-F 9:00 a.m.–7:00 p.m.
Saturday 10:00 a.m.–5:00 p.m.
Sunday 10:00 a.m.–4:00 p.m.

Housekeeping
(505) 913-4912

Medical Records
(505) 913-5320

Operator
Dial 0

Outpatient Scheduling
(505) 913-5826

Patient Advocate
(505) 913-4817

**Patient Billing
Advocate**
(505) 913-3151

Room Service
(505) 913-3663

Security/Valet
(505) 913-5555

**TTY for the
Hearing Impaired**
(505) 913-5238

Visiting Hours

Inpatient Visiting:
8:00 a.m. to 8:00 p.m.

ICU:
9:00 a.m. to 1:00 p.m., 3:00 p.m. to 8:00 p.m.

Visitor guidelines are subject to change. Please check www.stvin.org for current information.

Questions concerning visitor restrictions? Call (505) 913-3900.

Welcome to CHRISTUS St. Vincent

Mayo Clinic Care Network Member

One of 46 health systems world-wide working with the global leader in medicine to help patients get exactly the care they need, close to home.

CMS 5-Star Rating

This rating indicates that the hospital provides top-quality patient care, as evaluated by the Centers for Medicare & Medicaid Services. This places us in the top 10% of hospitals nationwide.

One of New Mexico's "Best Places to Work"

Based on surveys of CHRISTUS St. Vincent Associates pertaining to work-life balance, compensation, benefits, opportunities for growth and more.

A New Mexico "Platinum Level Family Friendly Business"

Family Friendly New Mexico's annual award for businesses that offer family friendly benefits and implement family friendly policies.

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Cafeteria

Location: First floor

Visitors are welcome to dine in the cafeteria

Hours:

6:30 a.m. to 7:00 p.m.
11:00 p.m. to 1:30 a.m.

Starbucks

Location: First floor

Hours:

Monday through Friday
6:30 a.m. to 1:30 p.m.

Gift Shop

(505) 913-5710

Location: First floor

Hours:

Daily 10:00 a.m. to 6:00 p.m.



Wi-Fi: CHRISTUS Guest (No password is necessary.)



Lillian Montoya
President and CEO

Your Journey to Wellness Begins Here

For more than 160 years, CHRISTUS St. Vincent has provided healthcare services to our neighbors, friends and family members in Santa Fe and throughout Northern New Mexico.

On behalf of our providers, nurses and staff, I extend you a very warm welcome. I hope your stay with us is one that is comfortable and compassionate and meets your every need. We understand that all patients have options, and we know that caring for you and your family is a great responsibility. We are honored that you have selected CHRISTUS St. Vincent to fill this important role.

Being a hospital patient can be a stressful time for you and your family. To help ease this stress, we provide this Patient and Caregiver Information Guide to inform you about what you can expect during your stay.

Throughout your stay, our goal is to provide a healthy and comfortable healing environment for you, your family and our community. We strive to continuously improve the services we provide—and, to accomplish that, we need your input. Should you find our services anything less than excellent, or if you have any questions about the care you receive, let us know. Please feel free to ask for the Nurse Manager or Clinical Supervisor.

Healing Begins Here

You are the most important member of your healthcare team.

Help us give you the best care we can. Speak up and ask questions to make sure you understand your care every step of the way.

Use this guide to learn:

- What to expect during your stay
- What symptoms to watch for
- How to share concerns
- How to get ready for discharge
- How to manage your medical condition after you leave

CHRISTUS St. Vincent Guiding Statements



Our Mission

To extend the healing ministry of Jesus Christ.

Our Core Values

Integrity: Our work together connects us and we inspire each other to provide great care.

Excellence: Our patients come first in everything we do through the highest standards of service and performance.

Compassion: Service in a spirit of empathy, love and kindness. We listen and give our patients voice.

Stewardship: Wise and just use of talents and resources in order to serve and support the community.

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.

CHRISTUS St. Vincent is a local, faith-based health care organization dedicated to providing the people of Northern New Mexico with access to the highest quality of care through a fully integrated network of top physicians and services.

About Us

As Northern New Mexico's only full-service health care system, CHRISTUS St. Vincent is dedicated to providing the region's 300,000 residents with access to a comprehensive range of quality health care services.

More than 450 local providers work through CHRISTUS St. Vincent hospital and outpatient clinics to offer 39 major medical services and lines of specialty care.

Every year, CHRISTUS St. Vincent touches the lives of many local families. As North Central New Mexico's only level III trauma center, CHRISTUS St. Vincent's emergency department averages nearly 54,000 visits per year. Nearly 11,000 patients are admitted to the hospital each year, and more than 680,000 annual outpatient visits are made to CHRISTUS St. Vincent hospital and regional clinics.

CHRISTUS St. Vincent's commitment to exceptional care for the region includes ensuring access to state-of-the-art surgical, diagnostic and rehabilitative technology. As an early adopter of advanced technologies and procedures, CHRISTUS St. Vincent continues to make it possible for local residents to receive sophisticated care and cutting-edge therapies close to home.

From developing new protocols for fighting infection to helping newborn babies recover from neonatal abstinence syndrome, CHRISTUS St. Vincent's quality efforts continue to be a driver of progress and innovation throughout the hospital.

In 2019, CHRISTUS St. Vincent became a member of the Mayo Clinic Care Network, a select group of independent health systems that has been granted special access to Mayo Clinic's expertise and resources. As part of the network, CHRISTUS St. Vincent doctors are able to combine their understanding of patients' unique medical needs with Mayo Clinic expertise to ensure patients get exactly the care they need close to home.

CHRISTUS St. Vincent Quick Facts

- A private, not-for-profit health system serving more than 300,000 people in 19,000 square miles and seven counties in Northern New Mexico
- Founded in 1865 by the Sisters of Charity of Cincinnati as New Mexico's first hospital
- Mayo Clinic Care Network member
- Achieved Centers for Medicare & Medicaid. 5 Star Rating, the only one in New Mexico.
- North-Central New Mexico's only level III trauma center.

Your Care Team

Hospitalists

Hospitalists are doctors who only care for patients in the hospital. Hospitalists' extensive experience and special training in treating complex medical problems allow them to diagnose unusual illnesses, anticipate problems and respond quickly to emergencies or changes in a patient's medical condition. Be sure your hospitalist has the name of your primary care provider so they can communicate with them regarding your care while hospitalized.

Patient Advocate

Patient Advocates are available to help with your questions or concerns. To speak to a Patient Advocate, call (505) 913-4817 from any hospital phone, or dial 0 for assistance from a hospital operator. After hours and on weekends, ask to speak to the Administrative Supervisor.

Nurses

Registered nurses are responsible for delivering patient care and directing the nursing and support staff of each nursing unit. Registered nurses are aided by nursing assistants and are available around the clock. The Nurse Manager can answer questions or concerns you may have about your care. After hours and on weekends, ask to speak to the Administrative Supervisor.

Respiratory Therapists

Respiratory Therapists evaluate, provide treatments and care for patients with breathing or other cardiopulmonary disorders. Under the direction of a physician, respiratory therapists assume primary responsibility for all therapeutic respiratory care treatments and diagnostic procedures, including supervision of respiratory therapy technicians.

Rehabilitation Therapists

Physical therapists, occupational therapists and speech language pathologists may work with you, your family and your medical team to meet your needs and goals for recovery.

Dietitians

Registered dietitians help you understand your diet and nutritional health. They may work with you on dietary changes needed after you leave the hospital. If you have any questions about your diet, contact a registered dietitian through your nurse.

Case Management

Case managers are registered nurses and social workers who assist patients and their families during the transition from the hospital. They offer emotional support, counseling and guidance. Your case manager will review your medical record, discuss your discharge plan and may also assist with arrangements for home, rehabilitation or long-term care.

Technicians

Our skilled technicians perform and assist with laboratory and other procedures to help diagnose and treat your illness or injury. Procedures may include x-rays, mammograms, ultrasounds, CT scans, MRIs, cardiac catheterization and radiation therapy.

Pharmacists

While you are in the hospital, all of your medications are dispensed and verified or reviewed by our hospital pharmacists. If you have questions about your medication, please contact your nurse.

Volunteers

Volunteers give thousands of hours each year to enhance the care of our patients and their families. They provide support, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients.

Who is your healthcare team?

Note the whiteboard in your hospital room. It names your nurse, nurse manager and nursing assistant, as well as your attending physician or hospitalist. Other members of your healthcare team, such as a rehabilitation therapist, may also be listed.



Spiritual Care Services

Call for a chaplain at any time by dialing 5240 from any hospital phone.

Spiritual care is an important part of our healing ministry. Our team is available to support patients and families 24 hours a day, seven days a week, 365 days a year.

Llame a un capellán (encargado de servicios religiosos) en cualquier momento marcando al #5240 desde cualquier teléfono del hospital.

El cuidado espiritual es una parte importante de nuestro ministerio de sanación. Nuestro equipo está disponible para ayudar a los pacientes y familias 24 horas al día, siete días a la semana y 365 días al año.

Our basic services include:

- Prayer, liturgy
- End-of-life care and bereavement ministry
- Spiritual guidance, support and referrals
- Sacramental needs
 - Mass Tuesday through Saturday 11:00 a.m.
 - Anointing and Blessings
 - Communion

We encourage you to call for a chaplain during difficult times, such as:

- The loss, or anticipated loss, of a loved one
- A traumatic event or experience
- Spiritual need or crisis
- Difficult decisions or circumstances

We are also happy to celebrate with you!

- Births
- Recoveries/Milestones
- Discharges
- Anniversaries/Birthdays

CHRISTUS St. Vincent Spiritual Care Services:

- Respects and honors all spiritual beliefs: Catholic, Jewish, Episcopal, Christian, Baptist, Muslim, Sikh, etc.
- We are concerned for the “whole” person in the services we offer.
- We believe a person’s faith is an important resource in times of illness or difficulty.

Honoring Veterans

CHRISTUS St. Vincent is thankful for the service of U.S. veterans, and we do our best to show our heartfelt appreciation for the veterans in our care. Veterans staying in our hospital receive a special blessing from our CHRISTUS St. Vincent Mission Council and are presented with a personalized certificate thanking them for their service, and a challenge coin. An American flag is placed above their door so that those entering will know they are a veteran and may acknowledge their service to our country.



During Your Stay

Policies and procedures are in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Ask your nurse or doctor for more information.

Calling Your Nurse

The nurse call system in each patient room gives you direct voice contact with the nursing station. This device should be within the patient's reach at all times.

To call your nurse or nursing assistant, press the top bar marked NURSE, and a staff member will respond.

Help is available if you have special communication needs due to deafness, blindness and/or limited English proficiency. Ask your nurse for an interpreter, or dial 0 on any hospital phone.

Electrical Appliances and Electrical Safety

For safety purposes, plug-in electrical appliances such as hair dryers, curling irons, razors, radios, heating pads, portable heaters and other devices are not permitted in patient rooms. You may use battery-operated devices only.

Fire Safety

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

Smoking

For your safety and that of other patients, staff members and visitors, smoking is not permitted anywhere in the hospital or on hospital grounds. The use of e-cigarettes is also prohibited.

Securing Personal Valuables

We recommend that patients send all valuables home with your family. You can ask your nurse to give them to Security for inventory and storage. CHRISTUS St. Vincent is not responsible for any lost or stolen items.

TV/Wi-Fi

Each patient room has a TV. Be considerate of others and keep the volume of your TV down. All TVs have closed captioning for the hearing impaired.



Wi-Fi: CHRISTUS Guest (*No password is necessary.*)

Meditation and Quiet Space

Lounges are available on each floor for family and friends who need space to rest or talk. For prayer and meditation, you may visit our 2nd-floor chapel.

Hourly Safety Checks

Our goal is to keep you safe and comfortable. We actively monitor your safety and well-being and strive to anticipate your needs so that you, your family and visitors can focus on your recovery.

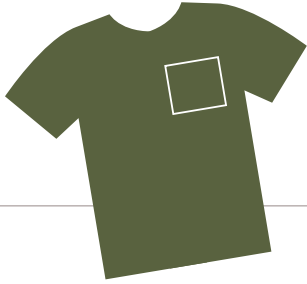
During safety checks, we will:

- Address your pain
- Turn you every two hours to prevent skin breakdown
- Help you to the bathroom
- Make sure you have everything you need within reach
- Check the floor to remove anything that could cause you to fall

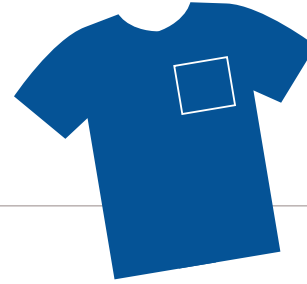
If you have any questions or concerns during your stay, ask to speak to the Nurse Manager or Clinical Supervisor.

Who's Caring For You: Scrub Colors and Teams

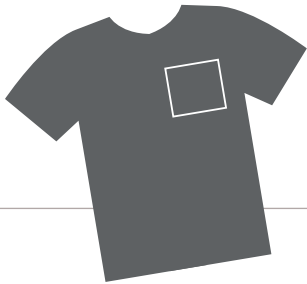
When someone walks into your room, the color of their scrubs helps you know their role right away. Look for these color across our CHRISTUS St. Vincent team:



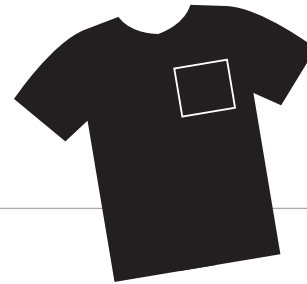
Pharmacy
OLIVE GREEN



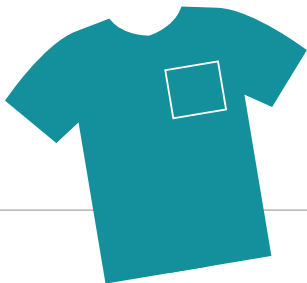
CNAs and Techs
ROYAL BLUE



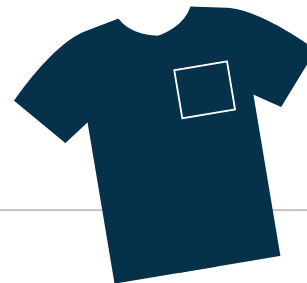
Nursing
PEWTER GRAY



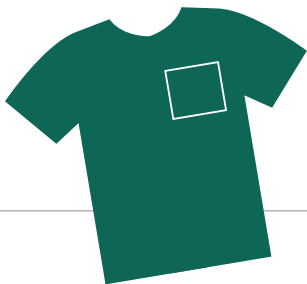
Materials
Management and
Environmental
Services
BLACK



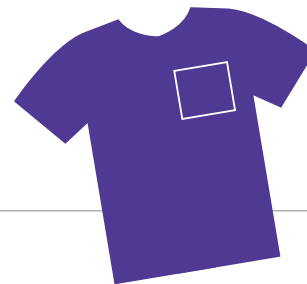
Radiology
TEAL



Patient Transport
and Nursing
Administration
NAVY BLUE



Respiratory Therapy
HUNTER GREEN



Patient Experience,
Guest Relations and
Volunteer Services
PURPLE



Cardiovascular
Services
KHAKI TOPS/BLACK PANTS



Laboratory
RED TOPS/BLACK PANTS



CHRISTUS St. Vincent and Mayo Clinic The Care You Need, Close to Home

The **Mayo Clinic Care Network** is a select group of independent health systems that has been granted special access to Mayo Clinic's expertise and resources. As a member of the **Mayo Clinic Care Network**, **CHRISTUS St. Vincent** doctors can combine their understanding of your unique medical needs with Mayo Clinic expertise, so that you get exactly the care you need, close to home.

Q: How does the Mayo Clinic Care Network benefit me as a patient?

A: Anytime your doctor wants to confirm a treatment plan or request a second opinion, they can consult directly with **Mayo Clinic's** top specialists on your condition—at no additional cost to you.

Q: Does this mean I'll automatically be referred to Mayo Clinic for more complex care?

A: Your doctor has access to **Mayo's** research, diagnostic and treatment resources so they can provide more of your care locally, reducing your need to travel outside the region for care. There is no obligation for your doctor to refer patients to **Mayo Clinic**.

Q: Will Mayo Clinic be contacting me if my doctor uses Mayo's resources?

A: No. The interaction is between medical professionals of **CHRISTUS St. Vincent** and **Mayo Clinic**. **Mayo** does not see or contact you through these services. The consultation will simply be noted in your secure medical record.

Q: Can I request a consult or second opinion with Mayo Clinic?

A: Typically, **CHRISTUS St. Vincent** doctors will request a consult with **Mayo Clinic** if it will benefit a patient's care. If you are experiencing anxiety about your condition and would like a second opinion, please talk to your doctor about requesting one. It can be done easily—at no additional cost—and without travel to another location. Your doctor can then discuss the best treatment plan with you.

Q: Where can I get more information?

A: Learn more at www.stvin.org/Mayo-Care-Network



Participate In Your Care

During your stay at CHRISTUS St. Vincent, our physicians, nurses and staff will treat you and your family as partners in your care and treatment.



We urge you to ask questions and voice your concerns.

Don't be afraid to raise any issues relating not only to your care, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need and interact effectively with our physicians, nurses and staff.

Staying Safe

Don't Be Afraid to Ask

A number of people may enter your room during your stay—from providers and nurses to aides and support staff. Be sure to:

- Ask for the identification of everyone who comes into your room
- Ask if the person has washed his or her hands before he or she touches you
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results

Note

- Write down any questions you have.
- Choose a support person to communicate with your physicians and nurses on your and your family's behalf.
- Keep a list of doctors you see and the medications they prescribe.

Participate In Your Care (cont.)

You're In Charge

You are in charge of your medical care. It is important that you ask questions about your medications, your care, your diet, etc.. For example, if you are not to have salt in your diet, double check to make sure you are receiving salt-free food. Your involvement in your care can help prevent errors during your hospital stay. Be sure to:

- Stay informed about your medical condition
- Know the details of your treatment plan
- Understand the tests and procedures you will undergo

Take notes when you talk to your physician, or have a trusted friend or family member take notes for you so you can refer to them later.

Also ask for any written information your physician may be able to provide about your condition and/or treatment.

Lower Your Risk of DVT

Hospitalized patients who don't get enough physical activity may be at risk for deep-vein thrombosis (DVT), a condition in which blood clots form and block circulation. These clots can lodge in the brain, heart, legs, arms and lungs, causing damage or even death.

Wearing compression boots or stockings and taking blood thinners can help prevent DVT in addition to walking. Ask your physician or nurse about these and other ways to lower your risk.



Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

Know Your Medications

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor or nurse:

- What is the name of the medicine? What is its generic name?
- Why am I taking this medicine? What dose will I be taking? How often, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements? Are there any foods, drinks or activities that I should avoid while taking this medicine?

Preventing Falls

Patients are at risk for falls because they may be on medications that make them dizzy, they may be weak and unsteady due to illness or medical procedures, or they've been sitting or lying down for an extended period of time. For your safety, be sure to do the following:

- Always call for assistance before getting out of bed
- Wear your hospital-issued, nonskid socks
- Hold rails when using the toilet or shower. Move slowly and deliberately. Understand that a staff member may stay in the bathroom with you for your safety. We are here for you.

Fighting Infections

The most important thing you can do to help prevent infections is to wash your hands with soap and warm water or disinfect them with an alcohol-based cleaner—and to make sure that everyone who enters your room does the same, before and after they touch you. You, your family and friends should also wash hands:

- Before entering a hospital room
- Before eating
- After using the restroom

Your healthcare team members know to practice hand hygiene, but if they mistakenly don't, please do not be afraid to speak up and ask them to wash their hands.

Your Rights and Responsibilities

Patient Rights

Privacy, Security and Confidentiality: Under state and Federal laws and hospital operating policies, you have the right to personal privacy, security and confidentiality of your medical information. You will receive a Notice of Privacy Practices that details how the hospital safeguards this information and may legally use or disclose this information as necessary. This notice also explains how you may obtain a copy of your medical information from our Department of Medical Records.

Research and Clinical Trials: You have the right to be informed if your physician proposes to engage in or perform research, investigational studies or clinical trials affecting your care or treatment. You have the right to refuse to participate in such research projects and refusal will not affect your access to care or treatment.

Pain Management: You have the right to management of your pain with assessment and treatment.

Respect, Compassion and Dignity: You have the right to considerate, compassionate and respectful care at all times in an environment that promotes a positive self-image.

Access to Care: You have the right, within the hospital's capacity, policies, mission statement and applicable law, to a reasonable and impartial response to your request for treatment or services that are available or medically indicated.

Communication: You have the right to effective communication and the right to unrestricted access to communication within the capacity of the hospital unless restrictions are necessary for your care. Such restrictions, if necessary, will be fully explained to you and your family with your participation.

Identity: You have the right to know the identity and professional status of the person(s) responsible for the delivery of your care, treatment and services. You also have the right to know the relationship between the hospital and other healthcare providers involved in your care.

Information: You and, when appropriate, your family have the right to be involved in decisions about your treatment and care and to be informed about outcomes of care, including unanticipated outcomes.



Preventing Medication Errors

You play an important role in helping your healthcare team reduce medication errors.

Here's how:

- Inform all your providers about the medications you've been taking, including prescription and over-the-counter drugs, herbal and vitamin supplements, natural remedies and recreational drugs.
- Be sure that all your providers know if you're allergic to any medications, anesthesia, foods, latex products, etc.
- When you're brought medications or IV fluids, ask the nurse or staff member to make sure you are the correct patient. Show them your ID bracelet to double-check and tell them your name and date of birth.

Notification of Family and Physician: You have the right to have a family member or representative of your own choice and your own physician notified promptly of your admission to the hospital.

You have the right to be informed of continuing healthcare requirements that your physician feels you may need after you leave the hospital.

Participate In Your Care (cont.)

Refusal of Treatment: You have the right to refuse treatments, including life-sustaining procedures. You also have the right to be informed of the medical consequences of this decision.

Advance Directives: You have the right to create or present Advance Directives (such as a Directive to Physicians and Family or Surrogates, a Medical Power of Attorney or a Living Will) and to know that the terms of your directives will be followed in accordance with the law and the Ethical and Religious Directives for Catholic Health Care Services. Your Advance Directives shall be placed in your medical record and may be reviewed periodically by you or your designated decision maker. You are not required to have an Advance Directive in order to receive care.

Informed Consent: You have the right to reasonable, informed participation in decisions involving your healthcare. You have the right to give informed consent prior to the start of any procedure or treatment.

Filming and Recording: You have the right to give or to refuse authorization prior to filming or recording of your care for uses other than treatment, payment or healthcare operations.

Ethical Issues: Patients sometimes have physical, mental, spiritual, social or cultural concerns that affect the care they receive. You have the right to participate in all decisions regarding such issues. Counselors, chaplains and others are available to help you and your family resolve difficult ethical problems.

Transfer and Continuity of Care: You have the right not to be transferred to another facility or organization until you have received a complete explanation of the need for the transfer and of the alternatives to such a transfer. Any transfer of patients must be acceptable to the other facility or organization.

Restraints and Seclusion: You have the right to be free from restraints or confinement of any form that is not medically necessary. Staff cannot use restraints as a means of coercion, discipline, convenience or retaliation.

Privacy, Security, and Confidentiality: You have the right to personal privacy, security and confidentiality of information. State and federal laws and hospital operating policies protect the privacy of your medical information. You will receive a Notice of Privacy Practices that describes the way that the hospital safeguards and may use or disclose your information. The Notice of Privacy Practices also explains how you may obtain a copy of your healthcare information from the Department of Medical Records here at CHRISTUS St. Vincent Regional Medical Center.

Interpretive and Language Access Services

You have the right to qualified interpretation services free of charge if you have special communication needs due to deafness, blindness and/or limited English proficiency.

CHRISTUS St. Vincent offers interpreter services by trained medical interpreters for patients whose primary language is not English. Live interpreter services are available in Spanish and Keres (in some locations) and telephonic Language Line service is available in other languages as follows. Our interpreters support our patients in the delivery of linguistically and culturally competent care in reducing the barriers to health care and in facilitating access to hospital services. If you would like interpreter services, please inform your care team.

Servicios de Interpretación y Acceso al Idioma

Usted tiene derecho a recibir servicios de interpretación profesional sin costo alguno si tiene necesidades especiales de comunicación debido a sordera, ceguera y/o dominio limitado del idioma inglés.

CHRISTUS St. Vincent ofrece servicios de interpretación a través de intérpretes médicos capacitados para pacientes cuyo idioma principal no es el inglés. Los servicios de interpretación en persona están disponibles en español y en keres (en algunas ubicaciones), y el servicio telefónico Language Line está disponible para otros idiomas. Nuestros intérpretes apoyan a los pacientes brindando una atención médica cultural y lingüísticamente adecuada, ayudando a reducir las barreras de acceso a los servicios de salud y facilitando el acceso a los servicios hospitalarios. Si desea solicitar servicios de interpretación, por favor informe a su equipo de atención médica.

Personal Safety: You have the right to receive care in a safe setting and to be free from all forms of abuse or harassment.

Protective Services: You have the right to engage individuals or agencies who are authorized to provide protective services. To learn more, call Case Management at (505) 913-8898.



Patient Responsibilities

You are responsible for following hospital rules and regulations affecting patient care and comfort and for being considerate of the rights of others while in the hospital. Please help us by controlling noise, observing our no-smoking policy and limiting the number of your visitors.

Giving Information: You are responsible for providing accurate and complete information about your health and for reporting changes in your condition.

Pain Management: You are responsible for helping your healthcare team understand the amount of pain you experience and for following the prescribed, agreed-upon pain management plan. Let your physician or nurse know if your pain is not relieved by medication, or if you have any concerns about taking such medication.

Following Instructions: You are responsible for following the treatment plan recommended by your doctors, nurses and other caregivers and for reporting to your doctor the side effects of any treatments. You should also make it known if you do not clearly understand a course of action in your treatment. If you refuse treatment or fail to follow the directions of your physicians and other healthcare providers, please understand that you assume full responsibility for the consequences of your decision.

Financial Responsibility: You are responsible for ensuring that the financial obligations of your healthcare are fulfilled at time of service.

Respect Our Associates: CHRISTUS St. Vincent hospital and clinics are places of care and healing environments. We are committed to an environment that is free from harm to protect our patients and our associates. We have zero tolerance for all forms of aggression or violence.

Aggressive or violent behaviors may include:

- Physical assault
- Verbal harassment
- Abusive language
- Sexual language directed at others
- Threats
- Failure to respond to staff instructions

These behaviors will result in appropriate action taken by CHRISTUS St. Vincent and may include removal and/or prosecution.

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.

Hospital Charges: Regardless of the source of payment for your care, you have the right to request and receive an itemized and detailed explanation of your total hospital bill for services rendered.

Organ or Tissue Donation: You have the right to accept or decline the opportunity to become an organ or tissue donor. You may make your wishes known to a hospital representative.

Complaint Resolution: You have the right to:

- Have policies and procedures regarding any hospital services, including your rights and responsibilities as a patient, explained to you
- Submit a complaint concerning any aspect of your stay or care
- Receive a response from our patient care representative
- Receive necessary hospital care, now or in the future, without regard to any complaint

To learn more about your rights, or for information about an unresolved complaint, call our Patient Relations at (505) 913.5327.

Participate In Your Care (cont.)

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- 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
- Most other health information about you held by those who must follow this law

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

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- 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



Your Privacy and 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. You can also file a complaint with the U.S. government.

Go to www.hhs.gov/ocr/hipaa for more information.

New Mexico Department of Health, Division of Health Improvement, Health Licensing and Certification Bureau

2040 South Pacheco St., Santa Fe, NM 87505
p. (800) 752-8649 | f. (800) 584-6057
CSV(SP) Patient Relations Number (505) 913-5327

DNV (Det Norske Veritas)

DNV Healthcare USA Inc.
Attn: Healthcare Complaints
19219 Kate Freeway, Suite 175
Houston, TX 77094
p. (866) 496-9647
www.dnvhealthcareportal.com/patient-complaint-report

- File a complaint to make sure that your health information is protected in a way that doesn't interfere with your healthcare
- 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

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

*Adapted from U.S. Department of Health and Human Services
Office for Civil Rights*

How do I get copies of my medical records?

Medical records are available after discharge. You may also call (505) 913-3361. Visit the Medical Records Department located on the first level. Fill out an authorization form and show identification in the form of a driver's license or passport.

Compliance with Affordable Care Act Nondiscrimination Notice

CHRISTUS St. Vincent complies with Federal civil rights laws and does not discriminate or treat differently on the bases of race, gender, ethnicity color, religion, creed, national origin, sex, sexual orientation, age, disability or ability to pay.

If you believe that CHRISTUS St. Vincent has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Civil Rights Coordination

919 Hidden Ridge, Irving, TX 75038

p. (469) 282-1298

f. (210) 766-9468

CHRISTUS.CivilRights@christushealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a CHRISTUS Health Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Bldg

Washington, D.C. 20201

1(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

For people who are deaf, CHRISTUS St. Vincent provides, free of charge, services such as:

- Qualified sign language interpreters
- Written information in alternative forms (such as large print, audio and accessible electronic formats)

For people whose primary language is not English, CHRISTUS St. Vincent provides, free of charge, services such as:

- Qualified interpreters
- Written information in other languages

**If you need these services, contact the
Interpreter Program at (505) 913-3992.**

Para personas sordas, CHRISTUS St. Vincent ofrece, sin costo, algunos servicios como:

- Intérpretes calificados de lenguaje de señas
- Información escrita en formatos alternativos (como letra grande, audio y formatos electrónicos accesibles)

Para personas cuyo idioma principal no es el inglés, CHRISTUS St. Vincent ofrece, sin costo, algunos servicios como:

- Intérpretes calificados
- Información escrita en otros idiomas

**Si necesita estos servicios, comuníquese con
el Programa de Intérpretes al (505) 913-3992.**

Advance Directives

What Are Advance Directives?

A living will, medical decision maker and durable power of attorney—are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

Sometimes family members or other caregivers disagree about a patient's wishes regarding life-sustaining treatment or other issues connected to an advance directive. In such cases, our Ethics Consult Team is available to help resolve disputes.

Healthcare Instructions/Living Will

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. Healthcare Instructions protect your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Medical Decision Maker

A person (agent) you appoint to make your 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 him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

There are two types: healthcare and financial. The first names your medical decision maker, and the second names an agent to manage your financial affairs when you cannot. You can choose the same person for both, or different people for each. Once written, the financial power of attorney needs to be signed, dated, witnessed, notarized, copied and entered into your medical record.

The medical power of attorney does not require notarization and witnesses are optional.

If you have an Advanced Directive, please provide it to your nurse so that we can enter it into your medical record.

If you do not have an advanced directive and would like information or help in completing your directives, you can request assistance from our Palliative Care Department at (505) 913-5625.

A separate law provides additional privacy protections to behavioral health patients, and to patients in alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.



Preparing to Leave the Hospital

When it's time for you to go home, your physician will authorize your discharge. This doesn't necessarily mean that you're completely well. It only means that you no longer need hospital services.

There are several things that you (or your caregiver) must do before your discharge. The first step is to meet with the hospital's Case Manager early in your stay, to ensure a smooth discharge process.

Please help us plan for your discharge to make sure you have the right help when you go home.



If You Disagree

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights and provides information on who to contact to appeal a discharge decision.

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

Medications List: This is a list of what medications you are taking, why, in what dosage and who prescribed them.

Prescription: Your physician may provide you with prescriptions for home medications. If you would like CHRISTUS St. Vincent Pharmacy to fill prescriptions to pick up when you leave the hospital, call 913-5000.

Discharge Instructions: Discharge instructions may include:

- Dietary restrictions
- Activity restrictions
- How to properly care for any injury or incision you may have
- Symptoms that should be reported to your physician
- What follow-up tests you may need and when you need to schedule them
- When you need to see your physician
- Any other home-care instruction for your caregiver, such as how to get you in and out of bed, what diet to follow
- How to use and monitor any equipment, and what signs and symptoms to call your physician about
- Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care

Ask your Case Manager for information about community resources that may be available to you.

Make sure you or your caregiver understand all your discharge instructions before you leave the hospital.

After You Leave

Expect a Post-Discharge Phone Call

It is important to us that your healing journey continues after you leave the hospital. A member of our Care Coordination team will call you within 24–48 hours after you have been discharged to see how you are doing, to check that you have the support services and equipment you may need, and to review and answer any questions you may have about your discharge plan.

Home Medical Equipment

Medical equipment may be ordered by your physician for use in your home. Examples include walkers, crutches, wheelchairs and hospital beds.

Independent Living

Some communities for seniors allow for independent living in private apartments. They provide meals, housekeeping, maintenance, and social outings and events.



Case Management Role

Your Case Manager will help with your transition after discharge and work with you to determine what support services you may need at home. These may include nursing care, physical therapy, assistance with daily activities and homemaker services such as housecleaning and meal preparation.

Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment. Your Case Manager can help you obtain these services.

Assisted Living

These are apartments in a long-term care facility 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.

Long-term Care Facilities

Also called nursing homes or convalescent homes, these are residential facilities that provide 24-hour skilled care for patients with chronic illnesses or disabilities—particularly elderly people who need assistance for most

or all daily activities such as bathing, dressing and going to the bathroom. Many also provide short-term rehabilitative care. Some have separate units for patients with Alzheimer's disease or other cognitive impairments.

Hospice

A hospice is a licensed or certified program that cares for people with terminal illnesses. Hospice care can be provided at home, 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.

Your Hospital Bill

As a routine practice, when appropriate, the hospital attempts to collect all known patient expenses at the time of service. Our initial request for payment will include deductibles, insurance co-pays for which you are responsible and coinsurance amounts. However, the amount of all charges may not be known or available at the time of admission or discharge, and it is possible that charges may be added to your bill after discharge.

Therefore, calculated co-insurance amounts are based on estimated charges. Any overpayment will be refunded promptly, and we will not charge interest on the balance of your bill that remains after your insurance provider has provided us with its portion of the payment. You may request an itemized copy of your bill within one year of the date of your discharge from the hospital, and it will be provided to you within 10 business days.

Patient Finance Options

CHRISTUS St. Vincent is committed to service excellence in delivering care with the highest regard to our patients. As part of our commitment, we are dedicated to our patients and community by offering various finance options to enable ease of continued access for your healthcare needs.

- We accept cash, personal checks or credit cards
- We accept most health insurance, upon verification of your eligibility and benefits and your plan's care authorization

- We offer "prompt pay" discounts to uninsured patients
- We provide professional assistance with Medicaid applications
- We offer charity care on a sliding scale based on patients' incomes
- We extend emergency care to undocumented immigrants with the help of Federal programs
- Our Patient Access Staff provides price estimates before care

Billing for Hospital Services

At CHRISTUS St. Vincent, we take a proactive approach to patient billing and collections, with respect and professionalism at the forefront of our services. We expect payment at the time of service, and we understand that billing and collection for healthcare services can be confusing. Our admitting and business office staff will work with you to answer your billing questions, set up a payment plan or qualify you for one of the many options available. For questions about your bill, please call (505) 913-5220.

Contact us at (505) 913-5220 if you have questions concerning your bill.

Our hours are 8:00 a.m. to 4:30 p.m. Please leave a message after hours and your phone call will be returned.



After You Leave (cont.)

Billing for Physician Services

Professional services provided to you by any physician will be billed separately and apart from the fees charged by the hospital. Note that physicians and other healthcare providers who provide services at our facility may not be listed as participating providers or contracted with the same third-party payers insurance as this hospital. This means their services may not be covered by your medical insurance provider, even if the hospital is in your network. If you receive a bill from a physician and have questions, please call the telephone number listed on that bill.

Physicians who may bill you separately include:

- Your personal physician
- Pathologists
- Emergency Department Physicians
- Radiologists

Payment by your Insurance Company

If you have current insurance coverage, our hospital billing department will bill your insurance company shortly after your visit. Your insurance company should pay your hospital bill within 45 days. The hospital may request your help in contacting your insurance company if payment is delayed. There may be times when your insurance company needs additional information from you. Respond as soon as possible so payment is not delayed. You will receive an explanation of benefits from your insurance company when it has paid its portion. If there are remaining balances that are your responsibility, you will be receive a statement from our extended business office in Houston, Texas, that is due upon receipt of the bill.



Continuing Care

CHRISTUS St. Vincent is an approved Medicare provider.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when husband and wife are listed on each other's insurance policies, both parents carry their children on their individual policies, or 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

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by Federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and co-insurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration.



It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

For Self-Pay Patients

Our Patient Financial Services department will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement or if you have any questions regarding your billing statement, you can contact Patient Financial Services at (505) 913-5220.

Uninsured? Amounts that are not covered by insurance are due and payable before you are discharged from the hospital. If your medical condition permits, a financial counselor will contact you during the course of your stay to discuss payment options.

Floor Maps

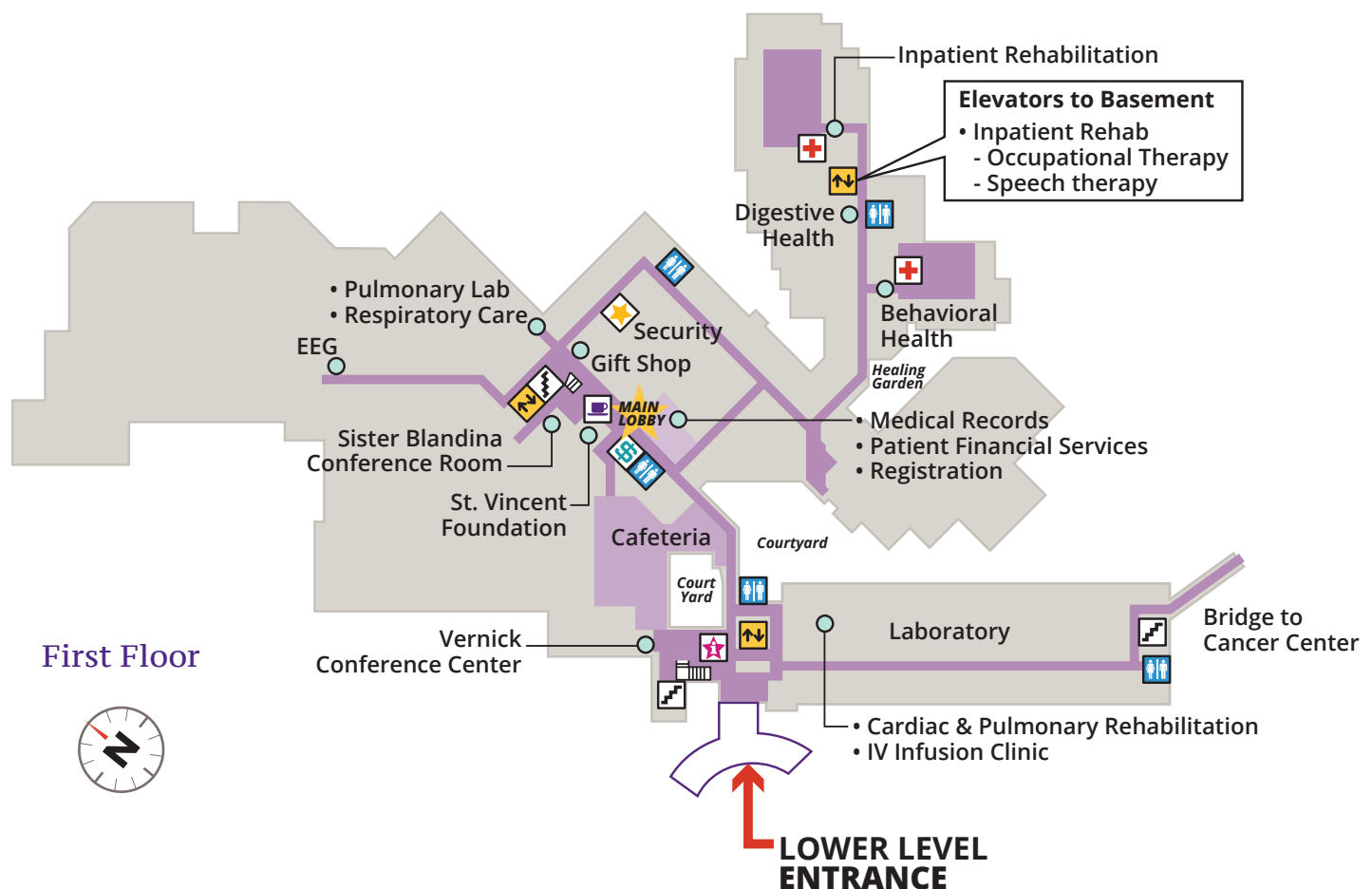
DEPARTMENT	FLOOR
Behavioral Health	1
Bridge to Cancer Center	1
Cafeteria	1
Cardiac & Pulmonary Rehabilitation	1
Cardiology & Radiology Diagnostic Services	2
Chapel	2
Digestive Health	1
EEG	1
Emergency Department	2
Gift Shop	1
Healing Garden	1
Inpatient Rehabilitation	1
IV Infusion Clinic	1
Laboratory	1
Medical Records	1
Nuclear Medicine	2
Occupational Therapy	B

DEPARTMENT	FLOOR
Patient Financial Services	1
Patient Rooms 2001–2036	2
Patient Rooms 2102–2129	2
Patient Rooms 2202–2231	2
Patient Rooms 2301–2410 Critical Care Unit (CCU)	2
Patient Rooms 3108–3121	3
Patient Rooms 3204–3232	3
Patient Rooms 3307–3322	3
Prayer Room	3
Pulmonary Lab	1
Registration	1

DEPARTMENT	FLOOR
Respiratory Care	1
Security	1
Sister Blandina Conference Room	1
Speech Therapy	B
St. Vincent Foundation	1
Surgical Patient Pick-up	2
Surgical Services Registration	2
Vernick Conference Center	1
Women's Services Labor & Delivery	3

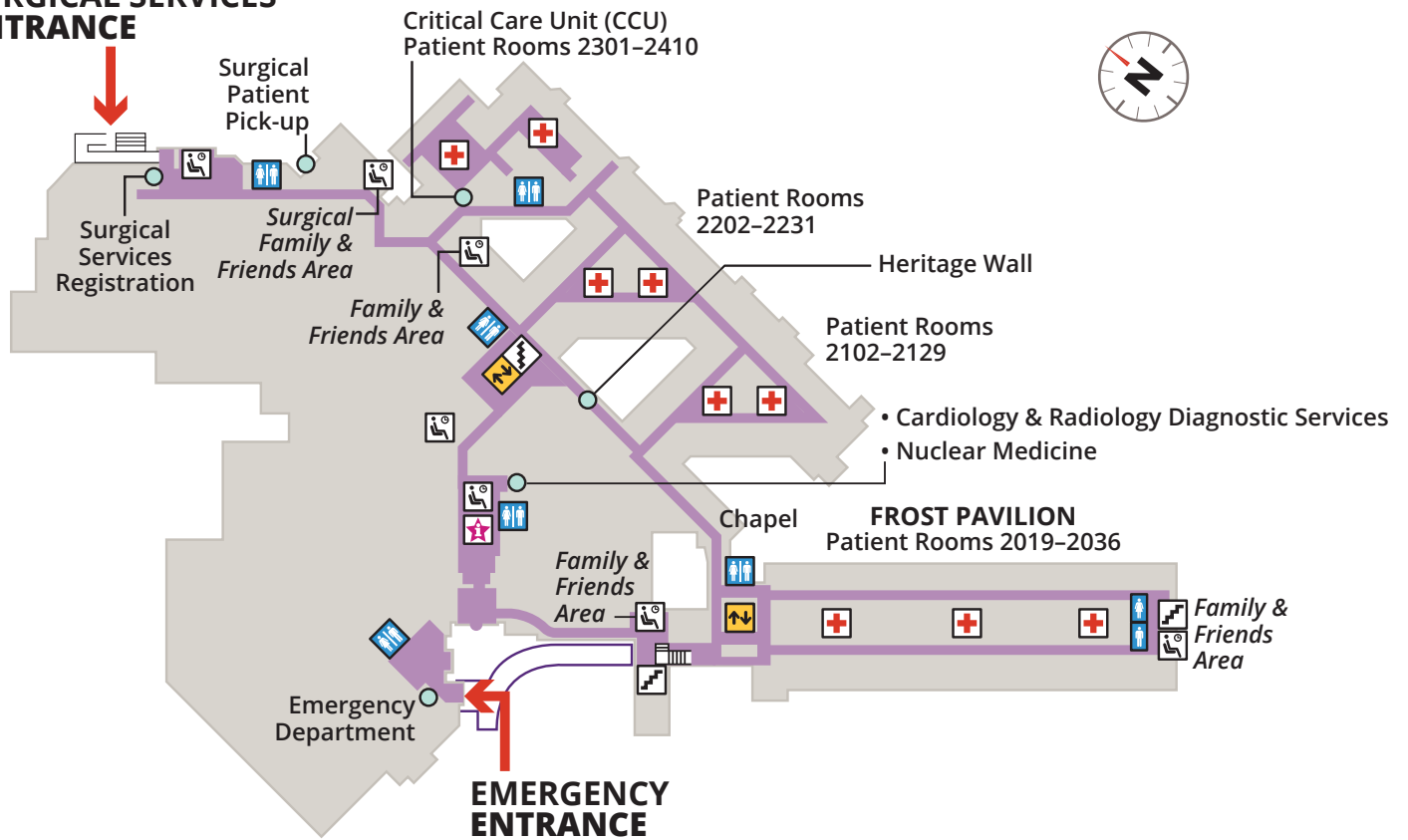
MAP KEY

Information	Restrooms	ATM
Elevator	Family & Friends Area	Coffee Shop
Stairs	Nurse Station	Security

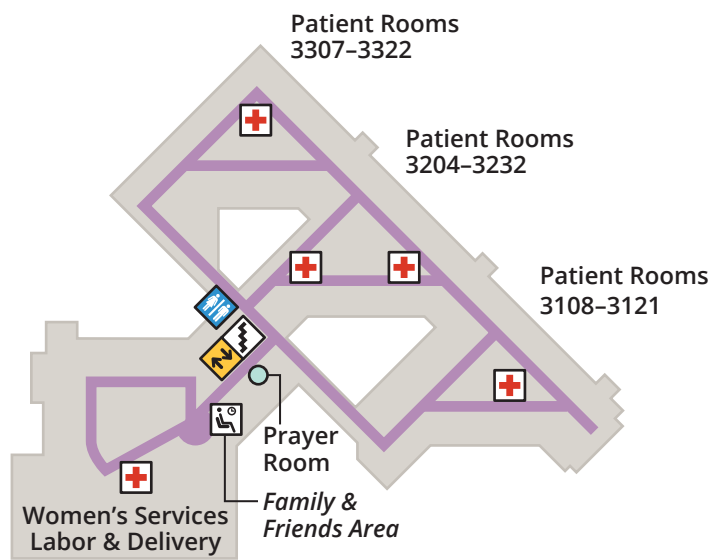


SURGICAL SERVICES ENTRANCE










Second Floor



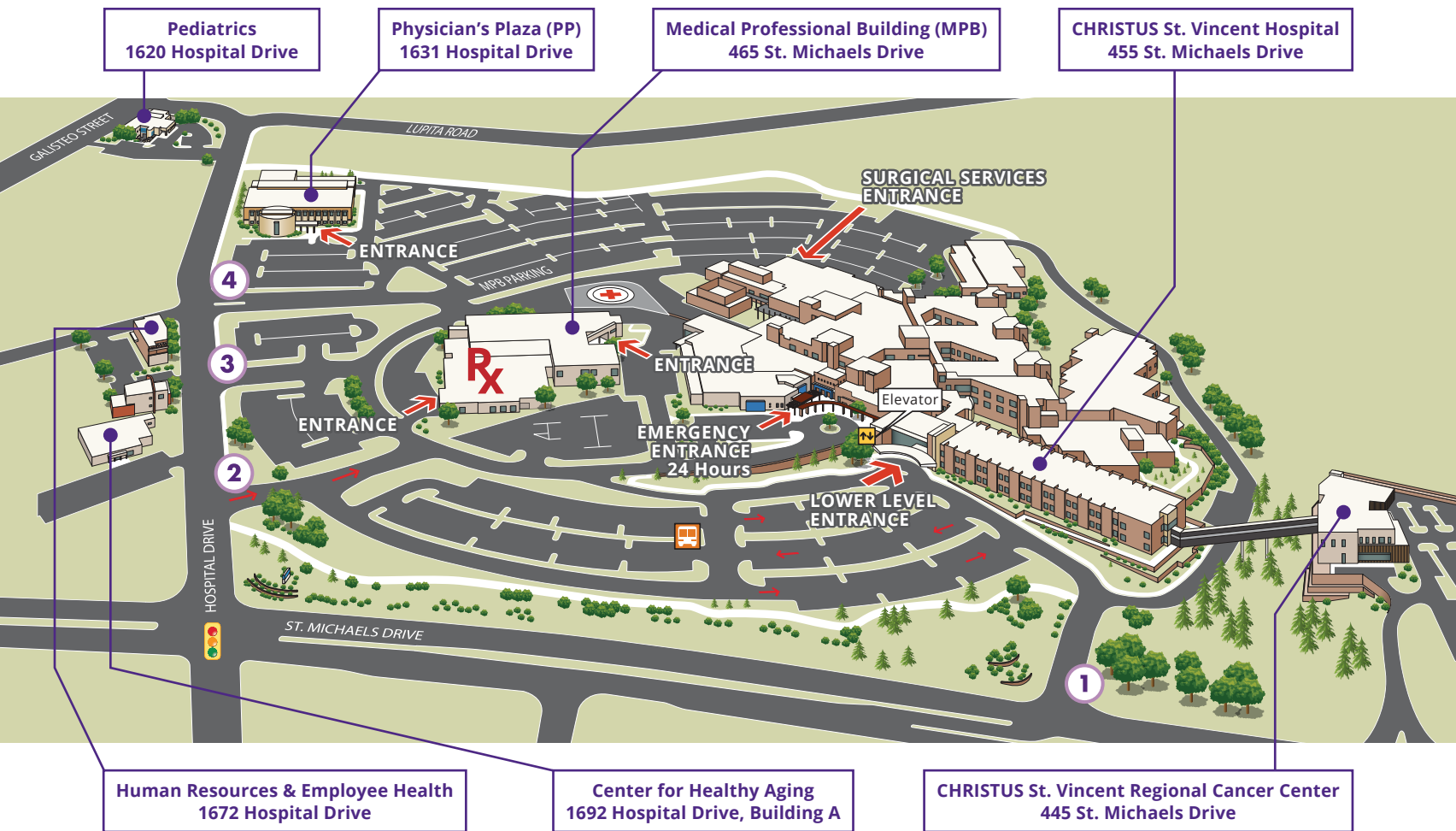
Third Floor



MAP KEY

-  Information
-  Elevator
-  Stairs
-  Restrooms
-  Family & Friends Area
-  Nurse Station
-  ATM
-  Coffee Shop
-  Security

CHRISTUS St. Vincent Campus Map



SHUTTLE SERVICE

Free shuttle services available. You can use our free shuttle service throughout the CHRISTUS St. Vincent campus, including Physician's Plaza, the Medical Professional Building and the hospital entrances.

Monday-Friday from 7:30 a.m. to 8:00 p.m.

For pickup, call (505) 470-6192



SECURITY ESCORTS

Security escorts are available 24/7. To arrange an escort to or from your vehicle, call **(505) 913-5555**.

MEDICAL PROFESSIONAL BUILDING (MPB)

- Adult & Family Care
- Anticoagulation Services
- Care Coordination
- Neurology Specialists
- Neurosurgical Associates
- Pulmonary & Critical Care Associates
- Regional Wound & Hyperbaric Center
- Urology Associates

PHYSICIAN'S PLAZA (PP)

- Ear, Nose & Throat Specialists
- Heart & Vascular Clinic
- Pain & Spine Specialists
- Plastic Surgery Specialists
- Outpatient Lab Draw Site
- Surgical Associates

PARKING ENTRANCES



Outpatient Care Directory

SPECIALTY CARE

Behavioral Health Specialists

2019 Galisteo St.,
Building B
Santa Fe, NM 87505
(505) 913-3056

Cardiopulmonary Rehab Center

455 St. Michaels Drive
Santa Fe, NM 87505
(505) 913-5549

Care Coordination

490B West Zia Road, Suite 4
Santa Fe, NM 87505
(505) 913-4256

Center for Healthy Aging

1692 Hospital Drive,
Building A
Santa Fe, NM 87505
(505) 913-3401

Dermatology Specialists

1622 Galisteo St.,
Suite 100
Santa Fe, NM 87505
(505) 913-3380

Ear, Nose & Throat Specialists

1631 Hospital Drive,
Suite 200
Santa Fe, NM 87505
(505) 982-4848

Health Specialists – Las Vegas

600 Mills Avenue, Suite B
(505) 425-3959

Health Specialists – Los Alamos

2237 Trinity Drive, Unit D2
Los Alamos, NM 87544
(505) 662-8870

Heart & Vascular Center

1631 Hospital Drive,
Suite 110
Santa Fe, NM 87505
(505) 984-8012

Medication Management/ Anti-Coag Services

465 St. Michaels Drive
Suite 114
Santa Fe, NM 87505
(505) 913-5287

Metabolic and Joint Health Specialists

2968 Rodeo Park Drive West,
Suite 200
Santa Fe, NM 87505
(505) 913-4212

Neurology Specialists

1631 Hospital Drive
Suite 100
Santa Fe, NM 87505
(505) 913-4780

Neurosurgical Associates

465 St. Michaels Drive,
Suite 107
Santa Fe, NM 87505
(505) 988-3233

*Now seeing patients in
Albuquerque on Fridays*

386 Masthead St. NE
Albuquerque, NM 87109

Orthopaedic Specialty Clinic

2968 Rodeo Park Drive West,
Suite 150
Santa Fe, NM 87505
(505) 982-5014

Pain & Spine Specialists

2990 Rodeo Park Drive East
Second Floor
Santa Fe, NM 87505
(505) 982-7246

Physicians Medical Center

2990 Rodeo Park Drive East
Santa Fe, NM 87505
(505) 913-4400

Plastic Surgery Specialists

1631 Hospital Drive,
Suite 150
Santa Fe, NM 87505
(505) 913-4360

Pulmonary & Critical Care Associates

465 St. Michaels Drive, Suite
117
Santa Fe, NM 87505
(505) 984-2600

Regional Cancer Center

445 St. Michaels Drive
Santa Fe, NM 87505
(505) 913-8900

Regional Laboratory

1631 Hospital Drive,
Suite 130
Santa Fe, NM 87505
(505) 913-3110

Regional Laboratory – Las Vegas

600 Mills Ave., Suite B
Las Vegas, NM 87701
(505) 425-9239

Regional Sleep Center

440 St. Michaels Drive,
Suite 150
Santa Fe, NM 87505
(505) 913-5363

Regional Wound & Hyperbaric Center

465 St. Michaels Drive,
Suite 101
Santa Fe, NM 87505
(505) 913-3180

Sports Medicine & Therapy Services

2968 Rodeo Park Drive West,
Suite 100
Santa Fe, NM 87505
(505) 913-5100

Sports Medicine – Los Alamos

2237 Trinity Drive, Suite D2
Los Alamos, NM 87544
(505) 661-6191

Supportive Care Medicine

445 St. Michaels Drive
Santa Fe, NM 87505
(505) 913-3820

Surgical Associates

1631 Hospital Drive,
Suite 240
Santa Fe, NM 87505
(505) 913-3975

Urology Associates

465 St. Michaels Drive,
Suite 110
Santa Fe, NM 87505
(505) 982-3534

Women's Care Specialists

1622 Galisteo St.,
Suite 200
Santa Fe, NM 87505
(505) 984-0303

PRIMARY CARE

FAMILY CARE

Entrada Contenta Health Center

Providing urgent, family
and pediatric care with
X-ray and lab services

5501 Herrera Drive
Santa Fe, NM 87507
Provider Offices:
(505) 913-3233
Laboratory:
(505) 913-4160
Urgent Care:
(505) 913-4191

Adult and Family Care

465 St. Michaels Drive,
Suite 230
Santa Fe, NM 87505
(505) 913-4710

Family Medicine Center

490A West Zia Road
Santa Fe, NM 87505
(505) 913-3450

Pojoaque Primary Care

5 Petroglyph Circle,
Suite A
Pojoaque, NM 87506
(505) 455-1962

PEDIATRIC CARE

Pediatrics

1620 Hospital Drive
Santa Fe, NM 87505
(505) 913-4901

PHARMACY

Pharmacy

465 St. Michaels Drive,
Suite 112
Santa Fe, NM 87505
(505) 913-5000

Want to show your appreciation for a member of your care team?



The Daisy Award for Extraordinary Nurses is an international recognition program that celebrates nurses around the world for the skillful, compassionate care they provide every day.



The Sunshine Award for exceptional aides celebrates nursing aides who make a difference in the lives of patients and families. Nursing Team nominations can be for NA, CNA, Advanced CNA (APCT), MA, OB Assistant, OR and Surgical techs.



WOW Grams recognize Wonderful Outstanding Workers – hospital employees, physicians or volunteers – who provide service excellence.

Ask your nurse for a nomination form.

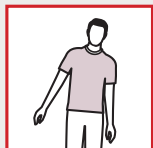
BE PREPARED IN AN EMERGENCY

SPOT A STROKE **F.A.S.T.**

It could save a life, possibly yours.



FACE DROOPING — Does one side of the face droop or is it numb? Ask the person to smile. Is the person's smile uneven?



ARM WEAKNESS — Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?



SPEECH DIFFICULTY — Is speech slurred? Is the person unable to speak or hard to understand? Ask the person to repeat a simple sentence, like "The sky is blue." Is the sentence repeated correctly?



TIME TO CALL 911 — If someone shows any of these symptoms, even if the symptoms go away, call 911 and get the person to the hospital immediately. Check the time so you'll know when the first symptoms appeared.

BEYOND F.A.S.T. — OTHER SYMPTOMS YOU SHOULD KNOW — Sudden numbness or weakness of the leg, sudden confusion or trouble understanding, sudden trouble seeing in one or both eyes, sudden trouble walking, dizziness, loss of balance or loss of coordination and/or sudden severe headache with no known cause.



Take Notes

Reference Questions

Once admitted to the hospital:

- Who will be leading my care, and how do I reach them if I have questions?
- What is the plan for my care over the next 24–48 hours?
- What can I do to support my own recovery while I’m here?
- How will we plan for discharge, and what will I need once I leave?
- What can I do to support my own recovery while I’m here?

Before surgery or procedure:

- What will happen before my surgery or procedure?
- How long will it take?
- Where can my family wait for me?
- What effects (temporary or permanent) will the surgery have on me?
- What is the doctor’s experience in performing this procedure?
- What medications will be prescribed (short term/long term)?
- How long will I have to rest at home after surgery?

After surgery or procedure:

- When should I call my doctor?
- How long should I stay in bed?
- How much activity can I do?
- What type of diet should I eat?
- How soon can I drive?
- When can I go back to work?
- Can I have sex?
- When should I schedule a visit to the doctor?
- What changes should I make in my lifestyle?

“Judge of a man
by his questions
rather than by
his answers.”

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Your Opinion Counts

Soon after your discharge, an independent company may call or mail you to conduct a confidential patient satisfaction survey. Please take the time to respond to the survey and share your opinions about your hospital stay. Your feedback is an important part of our hospital's goal of improving the care and services we provide. Additionally, you will receive a discharge phone call by a registered nurse to assess how you are doing, ensure that you have a scheduled follow up appointment, and answer any questions you may have.

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