



KAISER PERMANENTE®

Patient Information
Santa Rosa

...keep with you during your hospital stay.

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To Our Patients

This brochure will help acquaint you with Kaiser Foundation Hospital Santa Rosa. It provides answers to many of the questions you may have about your hospital stay. Please take some time to read it, discuss it with your family and friends, and bring it with you when you come to our medical center. Highly skilled staff will be involved in your care while you are with us. We hope our combined efforts make your hospital stay as comfortable

as possible and will speed your recovery. Our staff is always available to answer your questions, and offer guidance, support and assistance. We welcome your suggestions.

At the time of your admission, you may specify which of the following information may be disclosed to the public; your admission to the hospital, your room number/location, your religious affiliation and/or condition.



Patient Rights

LIST OF PATIENT RIGHTS IN CALIFORNIA

In accordance with Section 70707 of the California Administrative Code, the hospital and medical staff have adopted the following list of patient rights.

As a patient, you have the right to:

1. Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for the patient's care.
2. Considerate and respectful care.
3. Knowledge of the name of the physician who has primary responsibility for coordinating the patient's care and the names and professional relationships of other physicians who will see the patient.
4. Receive information from the physician about the patient's illness, the course of treatment and prospects for recovery in terms the patient can understand.
5. Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent to refuse his course of treatment. Except in emergencies, this information shall include a description of the procedure or the treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment, and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
6. Participate actively in discussion regarding the patient's medical care. To the extent permitted by law, this includes the right to refuse treatment.

Patient Rights

7. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to the patient's care and stay in the hospital. Written permission shall be obtained before the patient's medical records can be made available to anyone not directly concerned with the care.
9. Reasonable response to any reasonable requests the patient may make for service.
10. Leave the hospital, even against the advice of the patient's physicians
11. Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
12. Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting the patient's care or treatment. The patient has the right to refuse to participate in such research projects.
13. Be informed by the physician, or a delegate of the physician, of the patient's continuing health care requirement following his discharge from the hospital.
14. Examine and receive an explanation of the bill, regardless of source of payment.
15. Know which hospital rules and policies apply to the patient's conduct.
16. Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

Patient Rights

17. Designate visitors of his/her choosing, if the patient has decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - a) No visitors are allowed.
 - b) The facility reasonably determines that the presence of a particular visitor would endanger the health and safety of a patient, a member of health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - c) The patient has indicated to the health facility staff that the patient no longer wants this person to visit.
18. Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the hospital policy on visitation. At minimum, the hospital shall include any person living in the household.
19. Above information may not be construed to prohibit a health facility from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitations and number of visitors.
20. A procedure shall be established whereby patient complaints are forwarded to hospital administration for appropriate response.
21. All hospital personnel shall observe these patient rights.

Patient Responsibilities

As a patient of Kaiser Permanente, you are responsible for:

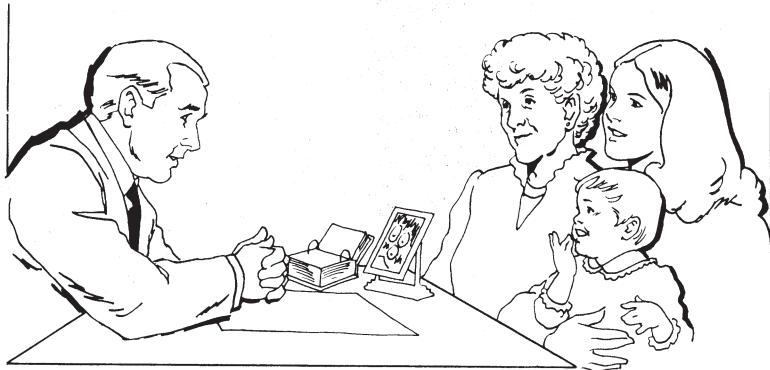
- PROVISION OF INFORMATION concerning past and present illnesses, complaints, medications, and history of hospitalizations to the best of your ability.
- REPORTING UNEXPECTED CHANGES in your condition to your health practitioner.
- FOLLOWING THE TREATMENT PLAN as recommended by your care practitioners. This includes responsibility for keeping appointments and for notifying your practitioner if you are unable to do so.
- THE CONSEQUENCES OF REFUSING TREATMENT, or failing to follow your practitioners instructions.
- ASSURING FINANCIAL OBLIGATIONS of your care are fulfilled promptly.
- FOLLOWING HOSPITAL RULES AND REGULATIONS concerning care and conduct, including control of noise, number of visitors and respect of the property of other persons and the hospital.

Patient Responsibilities

- **AMBULATORY SURGERY PATIENTS:** Following the guidelines below will help to assure that your operation proceeds smoothly and on schedule. Please read them carefully.

It is essential that you have someone to drive you home. You may receive medications during your operation that may make you drowsy and make it unsafe for you to drive. Please note that **your operation may be cancelled if you do not have someone to drive you home.**

Bring:
a list of medications you are currently taking, but please leave your actual medications at home unless specifically instructed to do so by your surgeon or by an anesthesiologist.



Pain Management Patient Rights and Responsibilities

PATIENT RIGHTS

ALL PATIENTS HAVE THE RIGHT TO THE RELIEF OF ACUTE PAIN

As a patient you can expect:

- To be informed that pain management is an important part of your care.
- Information about pain and pain relief measures.
- Concerned health professionals who will be attentive to reports of pain.

PATIENT RESPONSIBILITIES

As a patient we expect that you will:

- Ask your doctor or nurse what to expect.
- Discuss pain relief options with your doctor and nurse.
- Work with your doctor and nurse to make a pain relief plan.
- Help the doctor and nurse measure your pain.
- Tell the doctor and nurse about any pain that will not go away.

Pain Relief and Prevention

While not everyone who is hospitalized experiences pain, many patients do experience pain, either as a result of pre-existing medical conditions or as a result of surgery or other medical procedures. Relief of pain is an important part of your medical treatment. While in the hospital, your doctors, nurses, and other healthcare providers will work with you to make sure you receive timely and attentive treatment for pain that you may have. While it may not always be possible to eliminate all pain, your healthcare team will work with you to relieve your pain. This booklet provides information on what you can do to make sure you receive the most effective pain care.

Understand Why Pain Relief is Important:

- Pain relief will allow you to enjoy greater comfort.
- Pain relief may allow you to get well faster. For example, with less pain you will be better able to walk and do breathing exercises, thereby reducing the risk of having problems such as pneumonia and blood clots.

Discuss Pain Control Options With Your Nurses and Doctors:

- Tell your doctors and nurses about pain control methods that have worked for you in the past.
- Tell your doctors and nurses about side effects you may have had from pain medications in the past.
- Discuss any concerns you may have about pain medicines.

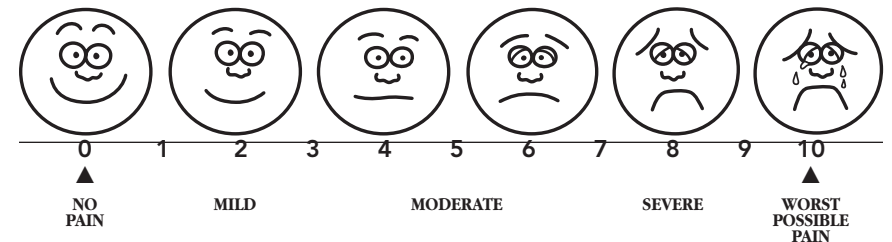
Pain Relief and Prevention

Help Your Nurses and Doctors Measure Your Pain:

- You will be asked to rank your pain on a scale of 0-10.
0 = No pain
10 = Worst possible pain
- Reporting your pain as a number will help your doctors and nurses know how well your treatment is working, as well as how effective any changes in treatment are.
- Your nurse may ask you to set a “Comfort Zone” or pain goal. This is the level of pain on the 0-10 scale where you think your pain is acceptable.
- This would be a rating where the pain is not distressing to you, and the pain does not prevent you from sleeping and going about your daily routine.

Tell your Nurses and Doctors About Unrelieved Pain:

- New or worsening pain can be a symptom that something is wrong.
- Do not worry about being a “bother.”
- Your doctors and nurses want and need to know about unrelieved pain.



Admission to the Hospital

If your hospitalization was scheduled in advance, you have already had pre-admission screening. The information requested at that time and on the day of your admission will help us speed your admission and make your stay more comfortable. This information is also necessary for the hospital to maintain accurate records and to meet accreditation requirements.

Planning Your Arrival

For information regarding your surgical admission time, call the operating room at 571-4670. For your own protection, please notify the Admitting Department if you are being hospitalized due to a work-related injury or occupational accident.

Photo Identification

You will be asked for photo identification the day of your admission. The parent or legal guardian of a minor will be asked for a photo identification.

Permit for Treatment

You will be asked to sign a Permit for Treatment during the pre-admission or admission procedure. The permit for a minor must be signed by a parent or legal guardian. The Permit for Treatment form acknowledges your responsibility for payment of non-covered expenses incurred while you are hospitalized, and relieves the hospital of responsibility for personal belongings or valuables which are kept at your bedside. If you are scheduled for surgery, your physician will ask you to sign an additional informed consent form after discussing the surgical procedure and alternative methods of treatment with you. During your hospitalization, you may be asked to sign other permits for treatment that involve special laboratory tests, X-rays, or other procedures.

Admission to the Hospital

Advance Healthcare Directive Kit

If you are unable to make health decisions yourself, you may choose someone to make them for you. This person, often a family member or friend, could decide what types of medical care or how much treatment you should receive. If you do not have someone to make decisions for you, and you are without an Advance Directive, we will provide the best possible care for you. Advance Healthcare Directive Kits are available in Patient Relations, Admitting and the Health Education Center. If you have any questions about the forms or process, please speak to an attorney. **For patients having surgery, do not resuscitate (DNR) directives will be suspended during the perioperative period.** Surgical and anesthetic interventions may cause loss of cardiopulmonary function in some situations, and there are definitive means available

in the surgical setting which can often allow physicians to promptly restore these functions, which may allow for full recovery of the patient to their prior state.

Copayment / Deposits

You will be asked for the applicable copayment / deposit payment on the day of admission if not already paid. You may pay by check, credit card, or cash.

If you have any questions, call (707) 571-4666.

Laboratory Tests and X-rays

Laboratory tests, X-rays or other procedures may be required before hospitalization. Your physician will provide you with appropriate orders, dates and instructions for such procedures. In some instances, these procedures may be performed on the day of admission before you go to your room.

Personal Belongings

DO...

- Bring your:
 - Kaiser Permanente Card
 - Drivers' License / Photo ID
 - Social Security Card
 - Other insurance information
 - Photographs of loved ones
 - Co-payment / Deposit
 - Advance Directive (copy)
- Pediatric patients bring:
 - Favorite Blanket
 - Favorite stuffed toy
 - Pacifier or bottle
- Arrange in advance your ride home on discharge day (our discharge time is 11 a.m.)

DO NOT BRING YOUR:

- Wallet
- Checkbook
- Cell Phone
- Jewelry
- Electric or battery operated appliances (including shavers and VCR equipment)

Because the hospital cannot be responsible for valuables left in your room, we suggest that you leave costly items at home.



For Your Visitors

Visiting Policy

Visitors play an important role in your recovery. We encourage our patients to see family members and friends in moderate numbers and for brief periods of time. We have certain visiting hours and regulations concerning visitors.

Visiting Hours

Visiting hours vary depending upon the type of hospital care you are receiving.

- **Medical Surgical Units**
11 a.m. - 8 p.m.
(Nonfamily)
Family members-no restriction.
- **Ambulatory Surgery Unit (ASU)**
Adult patients may have one visitor at a time.
Pediatric patients may have one or both parents/ or one other adult.

Children under 14 years may not routinely visit in this unit.

If this presents a problem please speak with one of the nurses in your unit.

- **Critical Care Department**
Any time day or night for short visits. Immediate family only.
The Critical Care Department will give you their specific policy. No flowers or personal belongings are accepted.
- **Maternal Child Services ... Patient's Room**
Labor and delivery visitors will be restricted to husband/ partner, immediate family and labor coach. There are no specific visiting hours. All visitors must check in with the nurse prior to entering the patient's room.

For Your Visitors

- a. Visitors during labor and in attendance at delivery will be limited to three with the approval of the patient and physician.
- b. Siblings may visit in Labor/Delivery and post-partum. They must be free from infection and have an attendant with them. Children must remain in their mother's room; they may not run or wander in the hallways.
- c. Postpartum visiting hours are from 11 a.m. to 8 p.m. daily. Husband/ partner may visit at any time unless the patient is in a semi-private room. All visitors must be free from infections.
- d. Parents may visit in the Intermediate Intensive Care Newborn Nursery (IICNN) at any time, except during shift change at 7 a.m., 3 p.m., and 11 p.m., or when an emergency is in prog-

ress. Grandparents and siblings may visit the newborn in the IICNN with a parent. Visitors are limited to two at a time and must be free from infection. All visitors to the IICNN must wash their hands.

- *Pediatrics*
Parent/adult family members may visit at any time. Siblings may visit between the hours of 11 a.m. and 8 p.m. if accompanied by a parent or adult family member.

Other adults may visit between 11 a.m. and 8 p.m. Peer visiting is arranged with the Nursing Staff.

All visitors are asked to check with Nursing Staff before entering patient rooms.

Your Hospital Stay

Your Room

The day you are admitted, your nurse will acquaint you with your room, which has been designed for efficient medical and nursing care.

Your nurse will show you how to operate the call system for nursing assistance, controls for adjusting your bed, bedside telephone, and how to operate the television control. From time to time, the nursing staff may raise the side rails on your bed for protection. (Remember, hospital beds are higher than those at home.)

Some Tips For Your Stay

- Do not remove your hospital identification bracelet.
- Call for assistance, especially at night, when you need to get in or out of bed.
- Report any problems with equipment or furnishings to the nurse. Any spills, broken glass, or other accidents should be reported.
- Wear slippers or shoes when you are out of bed.

You may notice health care workers use gloves, plastic aprons, gowns, masks or protective eye wear whenever they anticipate a possibility of exposure to blood, body fluid or body substances. These procedures are recommended by the Center for Disease Control and the American Hospital Association. They assist health care workers in preventing the spread of disease.

Your Hospital Stay

Due to the operation of our service, we do use products (alcohol beverages served with meals, formaldehyde, ethylene oxide) known to the state of California to cause cancer or reproductive toxicity. We do closely monitor the use of these products to ensure workplace safety.

Occasionally, fire or disaster drills are announced over the paging system. Please stay in your room during the drill. Safety drills are routine in Kaiser Foundation Hospitals to help assure the safety of our patients and staff.

Infection Control

Hand hygiene (handwashing and waterless alcohol gel), by your health care provider and by you, the patient, is the best line of defense against germs that can cause infection. Once germs are on your hands, they can get inside your body through a wound or when you touch your eyes, nose, or mouth. You can also spread the germs on your hands to objects or people that you touch.

The best way to stop the spread of germs is to wash your hands. When you wash your hands, you remove most germs by using friction, soap, and water. Sometimes water is not available and you cannot wash your hands. The use of waterless alcohol products and cleaning wipes can help to control the spread of germs.

Your Hospital Stay

Clean your hands often. Wash your hands when they are dirty and at the following times:

- Before you eat
- After you use the restroom
- After contact with blood or body fluid

The right way to wash your hands is:

- Wet your hands with warm water. Do not use hot water, hot water can make your skin dry and itchy.
- Put soap on your hands. It is better to use a liquid soap because germs can live on wet bars of soap.
- Rub your hands together for 10-15 seconds. Wash longer if you can still see dirt on your hands. Make sure that you wash in between your fingers, the backs of your hands, your

thumbs and under your fingernails.

- Rinse your hands thoroughly with warm water.
- Pat your hands dry with paper towels.
- Use the towel to turn off the water.

Clean your hands often, and clean them the right way, and you can prevent infections in yourself and others close to you. Your healthcare providers have also been instructed to clean their hands during the provision of health care services to you, the patient.

Your Hospital Stay

Smoking

This Kaiser Permanente Medical Center is a smoke free campus. Please do not smoke while on the premises. (Smoking in private vehicles is permitted.) Advise your visitors, also, that smoking is not allowed.

Electrical Information

Your Kaiser Permanente Medical Care Program has established a uniform electrical standard which prohibits the use of personally owned electrical devices in the medical centers by patients, visitors, or employees.

The use of personally owned electrical devices in the medical center may threaten the well-being and even the life of critically ill patients.

Your personally owned electrical device may operate safely at home, but may interfere with the operation of sensitive life-support equipment used in the hospital. Even battery-operated appliances, such as shavers, radios and cell phones may disturb the accuracy and performance of critical care medical equipment such as heart monitors.

This regulation has been established for your safety and protection; your compliance is appreciated.

Notification in Accordance with the California Safe Drinking Water and Toxic Enforcement Act of 1986 - Proposition 65

Proposition 65 requires the Governor to publish a list of chemicals "known to the State to cause cancer, birth defects, or reproductive harm." It also requires California companies, including health care providers, to warn the public of potential exposures to these chemicals. Please be assured that Kaiser Perma-

nente is committed to providing a safe environment for patients and members. However, some chemicals used in health care facilities, including Kaiser Permanente facilities, are on the Governor's list. You may be exposed to the following chemical during your stay in a Kaiser Permanente facility:

CHEMICAL	HAZARD	SOURCE(S)
Di(2-ethylhexyl)phthalate (DEHP)	Reproductive toxicant for males under three months of age.	Plastics, including plastic tubing.

In addition to this chemical, some drugs prescribed to patients include chemicals known to the State to cause cancer, birth defects, or reproductive harm. Please consult your health care provider or pharmacist for specific information about any drugs prescribed for you.

A Patient's Guide to Blood Transfusions

- Ask your physician about new developments in transfusion medicine.
- Check with your insurance company for their reimbursement policy.

DONOR BLOOD - Using Someone Else's Blood

Donor blood and blood products can never be absolutely 100% safe, even though testing makes the risk very small.

Option	Explanation	Advantages	Disadvantages
VOLUNTEER BLOOD From the community blood supply	Blood and blood products donated by volunteer donors to a community blood bank.	Readily available. Can be life-saving when your own blood is not available.	<ul style="list-style-type: none"> • Risk of disease transmission (such as hepatitis or AIDS), and allergic reaction.
<p>NOTE: You may wish to check whether donors are paid or volunteer, since blood from commercial (paid) donors may not, in some cases, be as safe as blood from volunteers.</p>		<p>NOTE: Care should be taken in selecting donors. Donors should never be pressured into donating. Donations from certain family members may require irradiation of blood.</p>	
DESIGNATED DONOR BLOOD From donors you select	Blood and blood donors you select must meet the same requirements as volunteer donors.	You can select people with your own blood type who you feel are safe donors.	<ul style="list-style-type: none"> • Risk of disease transmission (such as hepatitis or AIDS), and allergic reaction. • May require several days of advanced donation. • Not necessarily as safe or safer, than volunteer donor blood.

PLEASE NOTE: Your options may be limited by time and health factors, so it is important to begin carrying out your decision as soon as possible.

AUTOLOGOUS BLOOD - Using Your Own Blood

The methods of using your own blood can be used independently or together to eliminate or minimize the need for donor blood, as well as virtually eliminate transfusion risks of infection and allergic reaction.

Option	Explanation	Advantages	Disadvantages
PRE-OPERATIVE DONATION Donating Your Own Blood Before Surgery	The blood bank draws your blood and stores it until you need it, during or after surgery. For elective surgery only.	Eliminates or minimizes the need for someone else's blood during and after surgery.	<ul style="list-style-type: none"> • Requires advance planning. • May delay surgery. • Medical conditions may prevent pre-operative donation.
INTRA-OPERATIVE AUTOLOGOUS TRANSFUSION Recycling Your Blood During Surgery	Instead of being discarded, blood lost during surgery is being filtered, and put back into your body during surgery. For elective and emergency surgery.	Eliminates or minimizes the need for someone else's blood during surgery. Large amounts of blood can be recycled.	<ul style="list-style-type: none"> • Not for use if cancer or infection is present.
POST-OPERATIVE AUTOLOGOUS TRANSFUSION Recycling Your Blood After Surgery	Blood lost after surgery is collected, filtered and returned. For elective and emergency surgery.	Eliminates or minimizes the need for someone else's blood during surgery.	<ul style="list-style-type: none"> • Not for use if cancer or infection is present.
HEMODILUTION Donating Your Own Blood During Surgery	Immediately before surgery, some of your blood is taken and replaced with IV fluids. After surgery, your blood is filtered and returned to you. For elective surgery.	Eliminates or minimizes the need for someone else's blood during and after surgery. Dilutes your blood so you lose less concentrated blood during surgery.	<ul style="list-style-type: none"> • Limited number of units can be drawn. • Medical conditions may prevent hemodilution.
APHERESIS Donating Your Own Platelets and Plasma	Before surgery, your platelets and plasma, which help stop bleeding, are withdrawn, filtered and returned to you when you need it. For elective surgery.	May eliminate the need for donor platelets and plasma, especially in high blood-loss procedures.	<ul style="list-style-type: none"> • Medical conditions may prevent apheresis. • Procedure has limited application.

Patient Safety

Speak up when you have questions or concerns

It is OK to ask questions and to expect answers you can understand. Always ask questions before agreeing to any medical test, medication, or treatment.

Make sure you understand what will happen if you need surgery.

Make sure that you, your physician, and your surgeon all understand and agree on exactly what will be done. By discussing the plan ahead of time, you can help prevent rare mistakes.

Wash your hands

After you move around your room, touch things, or use the bathroom, always remember to wash your hands. It is OK to ask your caregivers whether they have washed their hands.

Make sure that all medical professionals involved in your care have important health information about you.

Several health care professionals may ask you the same questions (e.g., do you have any allergies). That's all part of helping to make sure that you receive safe care. Be sure to share your health and medication history with your care team.

Compare Expectations

Tell your physician what you expect from the treatment and ask if that is realistic. If appropriate, discuss side effects, pain, recovery time, and long term limitations. Make sure you discuss your advance directive, —designating someone to speak on your behalf if you can no longer speak for yourself, and giving specific instructions about your future medical care.

Patient Safety

Request that your wristband be checked when you are given medications, have blood drawn, or when procedures are performed.

Occasionally, a patient is mistaken for another patient. You can help prevent mistakes by having your identification wristband checked.

Make sure you know who is taking care of you.

If a caregiver attempts to care for you without an identification badge, ask them who they are, and tell a properly identified caregiver about the matter.

Before you take any medication in the hospital, look at it.

If it doesn't look like what you usually take, ask why.

When you are discharged from the hospital, ask your physician to explain the treatment plan you should use at home.

This includes learning about your medications and finding out when you can get back to your regular activities.

Professionals Who Care

Physicians

A hospital based specialist physician is responsible for coordinating your care while you are hospitalized. Other licensed hospital personnel who may provide services to you are under the supervision of our medical staff.

Nurses

The nursing staff is responsible for determining your needs for nursing care and for coordinating and providing the care directed by your physician. Nurses also coordinate patient care service from other health care professionals, and provide education and discharge information. The hospital nursing staff is composed of Registered Nurses (RNs) and Nursing Assistants (NAs) who together provide your nursing care. Clerical functions are handled by unit assistants. Special needs for education or discharge planning may be managed by a Clinical Nurse Specialist or Patient

Care Planning Coordinator. Each clinical area is supervised by a Nurse Manager who is available to you or your family to address any questions or concerns.

Chaplaincy Services

Hospital Chaplaincy Services
P.O. Box 1948
Santa Rosa, CA 95402

Hospital Visiting Chaplains Schedule

Tuesday 4 -7 p.m.

Wednesday 4 -7 p.m.

Thursday 10 a.m. - 1 p.m.

On Call Chaplains: 537-6809
24 Hours a Day
7 Days a week

Professionals Who Care

Ancillary Services

Some patients may require the services of other specially trained hospital professionals, who are licensed to administer their skills upon the request of your doctor.

- *Laboratory technologists* are licensed specialists who are directed by a pathologist. They perform laboratory tests required by your physician to determine your diagnosis and treatment.
- *Physical therapists*, after referral from your physician, provide evaluation and treatment for physical problems with resulting pain, weaknesses, or loss of mobility. Physical therapy is available in the hospital and outpatient medical offices.
- *Radiologic technologists* are specialists in the use of X-ray. A doctor will order only those X-rays which are necessary.

- *Respiratory therapists*, under orders from your physician, provide diagnostic tests and therapeutic procedures for various respiratory and heart conditions.
- *Clinical social workers* can help you plan for your convalescence, cope with hospital problems and secure economic assistance. M-F 8:30 a.m. – 5 p.m. 571-4692

Business Office

The Business Office (Hospital, Floor 1) is open Monday through Friday from 8:30 a.m. to 5 p.m. to answer questions regarding anticipated charges, deposit, and insurance and financial forms related to your hospitalization. State Disability Claim forms are available in the Business Office. Questions may be directed to the Business Office at 571-4690.

Patient Services

Occupational Medicine

If you are hospitalized due to a work-related injury/illness, please notify your physician. Questions regarding Workers' Compensation benefits and forms may be directed to this department at 571-3000.

Ethics Committee

The Ethics Committee can help you understand life or death decisions. These hospital and community representatives are dedicated to assisting you with compassion and respect. To contact the committee call Hospital Administration at 571-4820 Monday through Friday 8:30 a.m. to 5 p.m. Evenings, weekends and holidays contact the Nursing Supervisor.

Quality Care Management

If you have concerns about the quality of your care or treatment, please contact the Nursing Supervisor who is available 24 hours a day. If your concerns are not satisfactorily addressed please contact the Member Service Call Center, toll

free, seven days a week, 7 a.m. to 7 p.m., at 1-800-464-4000 (English), 1-800-788-0616 (Spanish) or 1-800-777-1370 (TTY).

Nutritional Services

Your physician has prescribed your diet as an integral part of your treatment. Meals are served three times a day and snacks are available upon request. At breakfast, a menu is provided for you to make your selections for the next day. Please complete your menu by 9 a.m. and give your completed menu to your nurse. Registered dietitians specialize in evaluating and monitoring your nutritional status during your stay. They will consult with you about your meals when appropriate. Upon your physician's request, the dietitian may also instruct you on a specific diet for home. Outpatient nutrition education classes and counseling are available after you leave the hospital.

Patient Services

Telephone

A telephone for your personal use has been placed near your bed. If for any reason the telephone is missing or in need of repair, please inform your nurse. Also, advise your friends and family of your room number and the telephone number, so that they may call you direct. If you are transferred to a new room, please advise your callers of this change of room and telephone number.

In the interest of your health, we ask that you make or receive calls between the hours of 7 a.m. and 10 p.m. If there are specific times that you do not wish to receive phone calls, inform the hospital operator by dialing "0."

You may make an unlimited number of local calls within the Santa Rosa city limits. Calls outside of Santa Rosa city limits cannot be charged to your room. You must charge these calls to your home telephone number or calling card. Please follow dialing instructions on your phone or call the facility operator for assistance.

Telephone service for hearing impaired patients is available by calling the Teletypewriter (TTD) phone number at 523-1734. For patients with limited hearing who would like an amplified hand set, please call the operator between 9 a.m. and 5 p.m., Monday through Friday.

Television

A color television is provided for your use without charge. The speakers are located in your bed rails to minimize noise; nonetheless, we ask you to be considerate of other patients in your viewing.

Patient Services

Health Education

During your hospital stay, you and those who care about you will need information in order to understand your diagnosis and cope with the stresses that normally accompany hospitalization. To help provide that information, educational videos and pamphlets are available on each hospital unit; ask your nurse for assistance.

Four closed circuit television channels are programmed with the needs of hospitalized patients in mind. RxTV, Channel 6, is your "Prescription for Relaxation." Channel 19, OBTV is our continuous programming for new parents. Med Ed TV, Channel 17, is designed to provide you health information that will assist you in coping with your illness. Channel 15 provides information in Spanish.

The Health Education Center in Medical Offices West (floor 1) offers you a variety of resources: classes,

brochures, videos, audios, reference guides and popular health books available for sale. Come see us before and after your hospital stay. Family and visitors are welcome. Open Monday, Tuesday, Thursday and Friday, 9 a.m. to 5 p.m., Wednesday, 9 a.m. to 6 p.m. and Saturday 9 a.m. to 12:30 p.m.

The "Presents Plus" Gift Shop

The volunteers operate a gift shop in the hospital lobby on the first floor, where they sell most of the items you may need during your hospital stay, plus gifts, flowers, toys and sundries.

Persons interested in doing volunteer work at the medical center are invited to contact the Volunteer Services Office at 571-4651 or from within the hospital, extension 4651.

Patient Services

Interpreter Service

A Volunteer Interpreter Program is available for patients who have difficulty speaking or understanding English. If you need an interpreter or a sign language interpreter, please let us know at the time of your admission.

Patient Assistance

While you are hospitalized, if you have a concern, complaint, or question about the care or treatment you are receiving, you should contact your nurse. Further assistance is available from the nursing manager. Making a complaint will not compromise your current or future care.

Volunteer Services

Volunteers are women, men, and young adults who serve in our medical center because of their concern for others. You can recognize volunteers by

the blue smocks or jackets they wear. The Junior Volunteers wear blue and white striped pinafores. Volunteers will direct visitors to your room, deliver flowers, mail, and bring you books, newspapers or other reading materials. They are also available to do errands within the Medical Center, help you write a letter or just spend a few minutes visiting. Should you need volunteer services, please feel free to call extension 5738 from 9 a.m. to 8 p.m.

Volunteers staff the family waiting rooms on the second floor. They are there to assist family members needing information about the surgery schedule or to assist in communicating with the operating room or the recovery room. They will notify physicians that family is present for a meeting after surgery is performed.

Going Home

Discharge

Discharge time is 11 a.m. or 2 hours after discharge paperwork has been completed. The Health Plan does not cover the cost of your stay past 11 a.m., unless requested by your physician. Patients who stay beyond this time may be billed for the use of a hospital room. Before you leave the hospital, your doctor, nurse, or another health care provider will give you information needed to continue your recovery at home. If you have questions about medications, when your next doctor's appointment is, or what to expect during recovery, be sure to discuss these concerns with your physician or nurse.

We suggest that a friend or family member be available at the time of your discharge to drive you home, because under most circumstances, transportation from the hospital to your home is not a covered benefit. It would also be beneficial to have a friend or family member be avail-

able to help you complete transactions in the Business Office and pick up prescriptions in the Pharmacy.

Discharge Medications

Medications prescribed by your physician are available from the Hospital Pharmacy located on the first floor of the hospital. The Hospital Pharmacy is open 9 a.m. to 5:30 p.m. Monday through Friday (closed weekends and holidays). When this pharmacy is closed, discharge medications may be picked up at the MOB 1 West Pharmacy which is open till 9 p.m. on weekdays, and 9 a.m. to 5:30 p.m. on weekends. To refill a prescription originally filled at the Hospital Pharmacy, call 571- 4200, 48 hours in advance for pick up at the MOB 1 West Pharmacy. If your prescription is not refillable allow 3 working days for processing.

Going Home

Home Health Care

Your doctor may prescribe home care for you following your discharge. The Home Health Program provides intermittent short-term nursing care, physical therapy, and other services for home-bound patients. Your doctor will discuss this program with you, if it is required.

Physician offices of The Permanente Medical Group, Inc., are adjoining the hospital. You will be scheduled for a return appointment with your physician.

Skilled Nursing Facility

A Skilled Nursing Facility (SNF) is a home health care facility providing room, board, and 24 hour a day nursing services. It is designed for persons who no longer need acute hospital treatment, but who require extensive skilled nursing service as prescribed by a physician. If this type of care is required, your doctor and other members of the medical team will discuss this care with you and assist you with necessary arrangements.



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