



Patient Information Guide



Compassion



Excellence



Nurturing



Future



www.carthagehospital.com

1001 West Street
Carthage, NY 13619
315-493-1000

Dear Patient and Family:

On behalf of the governance, administrative staff, physicians and employees of Carthage Area Hospital, we welcome you to our facility.

We understand and appreciate that becoming an inpatient in a hospital is always a difficult period for both the patient and their loved ones. We will do everything possible to care for you in an environment of compassion, nurturing and encouragement. All of us will work diligently to ensure our patients receive appropriate and timely care.

Carthage Area Hospital considers itself to be a socio-healthcare ministry for our friends and neighbors living within Jefferson, northern Lewis and southern St. Lawrence Counties. We pride ourselves on retaining a qualified, capable and compassionate work force.

In summary, the Hospital is a meaningful resource for our community. We not only serve as a healthcare provider, but as a major economic stimulant for the region. We take this stewardship seriously. Thank you for choosing our facility for your healthcare needs and we hope you will have a speedy recovery and a positive experience while at Carthage Area Hospital.

Respectfully,

Administration

SCOPE OF SERVICE

INTRODUCTION

Carthage Area Hospital is a rural community hospital existing primarily for the purpose of providing emergency, acute and wellness healthcare services to the residents of its surrounding communities. Services also include a Skilled Nursing Facility, Outreach clinics to include Orthopedic and Behavioral Health.

IDENTIFICATION

Carthage Area Hospital is concerned with a holistic approach to health and healing - mind, body and spirit. The services of Carthage Area Hospital are available to all, regardless of national or ethnic origin, economic status, lifestyle, creed, or philosophical beliefs. This not-for-profit hospital is located in Carthage, New York.

SERVICES

Carthage Area Hospital is a 78 bed facility, fully licensed and accredited as a general acute care hospital. The hospital offers primary care services. These professional services are offered in a caring and compassionate manner to the well and to the sick. The hospital will continue its leadership role in meeting the community's needs through providing expanding emergency services, acute care, and community wellness in organizing, financing, and delivering innovative and creative alternatives to hospitalization. The hospital will maintain fiscal, physical and programmatic viability. As financial and other resources permit, health care shall be provided to the poor and underserved. The needs of those requiring emergency medical care will be met.

SERVICE AREA

Eastern Jefferson, western Lewis and southern St. Lawrence counties of northern New York State are served by Carthage Area Hospital. The hospital recognizes the advantages of sound planning and dynamic interrelationships among health care providers, and accepts and recommends referrals as appropriate for the best possible quality of patient care.

RESOURCES

The Hospital is committed to excellence in clinical practice. We recognize people to be our major resource, ever capable of growth. Professional competence and quality care are assured through the recruitment, retention, and continuing education of a highly skilled staff. Health related educational programs are also provided to the patient and the community. In addition, existing education affiliations are maintained, and new affiliations related to our expanding programs are encouraged.

INSTITUTIONAL RELATIONSHIPS

Carthage Area Hospital maintains and promotes positive relationships with the community and with community agencies. The Hospital establishes and coordinates programs and services with other providers, associations, public and private agencies, physicians and insurers. These relationships shall be consistent with our philosophy and the achievement of goals are reflected in the actualization of this Mission Statement.

MISSION: *Carthage Area Hospital provides quality, comprehensive health care services in a community setting*

VISION: *Carthage Area Hospital will provide personalized, quality healthcare in partnership with our communities*

VALUE STATEMENT:

INTEGRITY: We will fairly and accurately represent ourselves and our capabilities to our consumers, suppliers and coworkers. (ex. Be frank, open and honest).

UNITY: We will work collectively and cooperatively with our coworkers and consumers to achieve together what we could not achieve alone. Our goal is to be user friendly. Remember, what benefits the hospital - benefits you.

COMMITMENT TO QUALITY & EXCELLENCE: We will provide services to meet the identified needs of our consumers and will seek to avoid the provision of those services which are unnecessary or nonefficacious. We will adhere to uniform standards of care throughout the organization. We will provide services that meet or exceed the needs and expectations of our consumers. We will listen to our consumers and pursue improvement and innovation in our hospital.

COMPASSION & RESPECT: People are the key to our success and our most important resource. Our employees will have equal opportunity in an empowered "can do" environment that fosters communications and continuous improvement through employee involvement. We will treat our employees the way we expect them to treat our consumers. We will be respectful of our consumers and coworkers confidentiality rights and be considerate of other's feelings.

DEVELOPMENT: We are committed to obtaining, maintaining and applying knowledge, skills and abilities to do the job right. We will face and accept challenges. We will take pride in our accomplishments (ex. Give your best, Stand up for what you believe is right).

EXPECTATIONS: We will willingly and consistently support the hospital and its employees. We will act through a personal sense of obligation to the hospital. We will identify opportunities that will benefit our Consumers and will focus our resources to take advantage of those opportunities. We will be accountable and responsible - individually and as an organization - for our actions and results. We will handle our problems at the appropriate level and report problems as needed to the next management level.

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Patients' Rights and Responsibilities

Confidentiality

On April 14, 2003, Federal Privacy Standards known as HIPAA became effective to protect patients' medical records and other health information provided to insurance companies, doctors, hospitals and other healthcare providers. The rule gives patients the right to access their medical records and provides patients more control over how their personal health information is used and disclosed. Exception to the privacy rule are payment activities, treatment, and healthcare operations.

The Hospital is committed to protecting the medical information of our patients. As such, there may be times when the information given to friends and family may be restricted in order to protect the patients' medical information. In order to assist us with disclosure to patients' family members and friends, each patient is encouraged to assign a healthcare proxy, in the event that the patient is unable to give consent to release medical information.

Upon admission, every patient is given a pin number. This pin number gives the authorization to release medical information. Anyone obtaining your pin # can have access to your current clinical status. Therefore, be careful of who you give it to.

Patient Responsibilities

You have a responsibility to:

1. Provide accurate and complete information related to your health.
2. Pain: Communicate and describe the severity of your pain, report new pain, collaborate with health care professional in regards to change in your pain relief.
3. Comply with instructions related to your care.
4. Assure that financial obligations of healthcare are fulfilled as promptly as possible.
5. Follow hospital rules and regulations affecting care and conduct.
6. Be considerate of the rights of other patients and personnel.
7. Be respectful of the property of other persons and of the hospital.
8. Be responsible for your actions if you refuse treatment or do not follow provider's instructions.
9. Inform the hospital of advance directives concerning designations of a surrogate/agent to make healthcare decisions.
10. Recognize the impact of your lifestyle on your personal health.

Patients' Bill of Rights

As a patient in a hospital in New York State, you have the right, consistent with law to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
7. A no smoking room.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Do Not Resuscitate Orders - A guide for Patients and Families."
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the NYS Health Department. The hospital must provide you with the State Health Department telephone number.
18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

[Public Health Law (PHL) 2803 (1) (g) Patient's Rights, 10 NYCRR, 405.7, 405.7 (a) (1), 405.7 ©]

Planning in Advance for Your Medical Treatment

Your Right to Decide About Treatment

Adults in New York State have the right to accept or refuse medical treatment, including life-sustaining treatment. Our constitution and state laws protect this right. This means that you have the right to request or consent to treatment, to refuse treatment, to refuse treatment before it has started and to have treatment stopped once it has begun.

Safety Measures for Everyone's Benefit

If an incident arises where the patient's immediate safety and/or the well-being of others could be in jeopardy, our goal is to make every effort to prevent physical restraint of the patient. However, if restraint becomes necessary, Carthage Area Hospital is committed to using the least restrictive mode for the least amount of time.

Planning In Advance

Sometimes because of illness or injury, people are unable to talk to a doctor and decide about treatment for themselves. You may wish to plan in advance to make sure that your wishes about treatment will be followed if you become unable to decide for yourself for a short or long period. If you would like assistance preparing Do-Not-Resuscitate documents, assistance from Hospital personnel will be provided upon your request. If you do not plan ahead, family members or other people close to you may not be allowed to make decisions for you and follow your wishes. In NYS, appointing someone you can trust to decide about treatment if you become unable to decide for yourself, is the best way to protect your treatment wishes and concern. You have the right to appoint someone by filling out a form called a Health Care Proxy.

A copy of the form and information about the Health Care Proxy are available from Carthage Area Hospital Social Work Department, Registration or Nursing Personnel or may be printed directly from the Department of Health Website at www.health.state.ny.us (click on Info for Consumers)

If you have no one you can appoint to decide for you, or do not want to appoint someone, you can also give specific instructions about treatment in advance. Those instructions can be written, and are often referred to as a Living Will.

You should understand that general instructions about refusing treatment, even if written down, may not be effective. Your instructions must clearly and convincingly cover the treatment decisions that must be made. For example, if you just write down that you do not want "heroic measures," the instructions may not be specific enough. You should say the kind of treatment that you do not want, such as a respirator or chemotherapy, and describe the medical condition in which you would refuse the treatment, such as when you are terminally ill or permanently unconscious with no hope of recovering. You can also give

instructions orally by discussing your treatment wishes with your doctor, family members or others close to you.

Putting things in writing is safer than simply speaking to people, but neither method is as effective as appointing someone to decide for you. It is often hard for people to know in advance what will happen to them or what their medical needs will be in the future. If you choose someone to make decisions for you, that person can talk to your doctor and make decisions that he or she believes you would have wanted or that are best for you, when needed. If you appoint someone and also leave instructions about treatment in a Living Will, in the space provided on the Health Care Proxy form itself, or in some other manner, the person you select can use these instructions as guidance to make the right decision for you.

Carthage Area Hospital has a "Rapid Response Team". If you, a family member or a visitor have concerns about a patient's condition and the staff is not aware and providing the assistance you feel is needed, you may dial 2000 and state "Rapid Response Team to a location".

Deciding About Cardiopulmonary Resuscitation (CPR)

Your right to decide about treatment also includes the right to decide about cardiopulmonary resuscitation (CPR). CPR is emergency treatment to restart the heart and lungs when your breathing or circulation stops.

Sometimes doctors and patients decide in advance that CPR should not be provided, and the doctor gives the medical staff an order not to resuscitate (DNR). If your physical or mental condition prevents you from deciding about CPR, someone you appoint, your family members or others close to you, can decide.

Deciding About Cardiopulmonary Resuscitation (CPR): Do-Not-Resuscitate (DNR) Orders

A Guide for Patients and Families

What do CPR and DNR Orders Mean?

CPR - cardiopulmonary resuscitation - refers to the medical procedures used to restart a patient's heart and breathing when the patient suffers heart failure

CPR may involve simple efforts such as mouth-to-mouth resuscitation and external chest compression. Advanced CPR may involve electric shock, insertion of a tube to open the patient's airway and injection of medication into the heart.

A Do-Not-Resuscitate (DNR) order tells medical professionals not to perform CPR. This means that doctors, nurses and emergency medical personnel will not attempt emergency CPR if the patient's breathing or heartbeat stops.

DNR orders may be written for patients in a hospital or nursing home, or for patients at home. Hospital DNR orders tell the medical staff not to resuscitate the patient if cardiac arrest occurs. If the patient is in a nursing home or at home, a DNR order tells the staff and emergency medical personnel not to perform emergency resuscitation and not to transfer the patient to a hospital for CPR.

Why Are DNR Orders Issued?

CPR, when successful, restores heartbeat and breathing and allows a patient to resume his/her previous lifestyle. The success of CPR depends on the patient's overall medical condition. Age alone does not determine whether CPR will be successful, although illnesses and frailties that go along with age often make CPR less successful.

When patients are seriously ill or terminally ill, CPR may not work or may only partially work, leaving the patient brain-damaged or in a worse medical state than before their heart stopped. In these cases, some patients prefer to be cared for without aggressive efforts at resuscitation.

Can I request a DNR orders?

Yes. All adult patients can request a DNR order. If you are sick and unable to tell your doctor that you want a DNR order written, a family member or close friend can decide for you. Close friend is only when family is not involved.

Is my right to request or receive other treatment affected by a DNR order?

No. A DNR order is only a decision about CPR and does not relate to any other treatment.

Are DNR orders ethically acceptable?

It is widely recognized by healthcare professionals, clergy, lawyers and others that DNR orders are medically and ethically appropriate under certain circumstances. For some patients, CPR offers more burdens than benefits and may be against the patient's wishes.

Is my consent required for a DNR order?

Your doctor must speak to you before entering a DNR order if you are able to decide, unless your doctor believes that discussing CPR with you would cause you severe harm. In an emergency, it is assumed that all patients would consent to CPR. However, if a doctor decides that CPR will not work, it is not provided.

How can I make my wishes about DNR known?

During hospitalization, an adult patient may consent to a DNR order (in writing); orally or if two adult witnesses are present. When consent is given orally, one of the witnesses must sign in the presence of two adult witnesses. In addition, the Health Care Proxy Law allows you to appoint someone you trust to make decisions about CPR and other treatments if you become unable to decide for yourself.

Before deciding about CPR, you should speak with your doctor about your overall health and the benefits and burdens CPR would provide for you. A full and early discussion between you and your doctor will assure that your wishes will be known.

If I request a DNR order, must my doctor honor my wishes?

If you don't want CPR and you request a DNR order, your doctor must follow your wishes or:

- Transfer your care to another doctor who will follow your wishes, or
- Begin a process to settle the dispute if you are in a hospital or nursing home

If the dispute is not resolved within 24 hours, your doctors must enter the order or transfer you to the care of another doctor.

If I am not able to decide about CPR for myself, who will decide?

First, two doctors must determine that you are unable to decide about CPR. You will be told of this determination and have the right to object.

If you become unable to decide about CPR, and you did not tell your doctor or others about your wishes in advance, a DNR order can be written with the consent of the person highest on the following list:

Choose from the following list:

- Spouse (If not legally separated from the patient)
- Adult Child
- Parent
- Adult Sibling
- Close Friend
- If no one is available, physicians at facilities are allowed by law to make any type of decision without going to court.

How can I select someone to decide for me?

The Health Care Proxy law allows adults to select someone they trust to make healthcare decisions for them when they are no longer able to do so themselves, including decisions about CPR. You can name someone by filling out a healthcare proxy form.

Under what circumstances can a family member or close friend decide that a DNR order should be written?

A family member or close friend can consent to a DNR order only when you are not able to decide for yourself and you have not appointed a healthcare agent to decide for you. Your family member or friend can consent to a DNR order when:

- you are terminally ill; or
- you are permanently unconscious; or
- CPR will not work (would be medically futile); or
- CPR would impose an extraordinary burden on you given your medical condition and the expected outcome of CPR.

Anyone deciding for you must base the decision on your wishes, including your religious and moral beliefs, or if your wishes are not known, make decisions in your best interest.

What if members of my family disagree?

In a hospital or nursing home, your family can ask that the disagreement be mediated. Your doctor can request mediation if he or she is aware of any disagreement among your family members.

What if I lose the ability to make decisions about CPR and do not have anyone who can decide for me?

A DNR order can be written if two doctors decide that CPR would not work or if a court approves of the DNR order. It would be best if you discussed your wishes about CPR with your doctor in advance.

Who can consent to a DNR order for children?

A DNR order can be entered for a child with the consent of the child's parents or guardian. If the child is old enough to understand and decide about CPR, the child's consent is also required for a DNR order.

What happens if I change my mind after a DNR order has been written?

You or anyone who consents to a DNR order for you, can revoke consent for the order by telling your doctor, nurses or others of the decision.

What happens to a DNR order if I am transferred from a nursing home to a hospital or vice versa?

Upon admission to the facility, you will be examined by a practitioner who will discuss your DNR status with you to decide whether the order should remain or be cancelled. If the doctor decides to cancel the DNR order, you or anyone who decided for you will be told and can ask that the DNR order be entered again.

If I am at home with a non-hospital DNR order, what happens if a family member or friend panics and calls an ambulance to resuscitate me?

If you have a non-hospital DNR order and family members show it to emergency personnel, they will not try to resuscitate you or take you to a hospital emergency room for CPR.

What happens to my DNR order if I am transferred from a hospital or nursing home to home care?

The order issued for you in a hospital or nursing home will not apply at home. You, your healthcare agent or family member must specifically consent to a non-hospital DNR order. If you leave a hospital or nursing home without a non-hospital DNR order, a DNR order can be issued by your primary care physician for you at home.

Meals

While you are a patient, your meal times or choices may be altered due to laboratory tests or other procedures. If you are placed on a special diet, your menu will be adjusted to reflect your dietary needs. Your nurse or a dietitian will discuss these changes with you. Please be assured that your suggestions and comments about the dietary service will be appreciated. Please inform your nursing staff when outside food is brought in to ensure compliance of food regulations.

Telephone Service

Local telephone service is provided free. If you have a problem with the bedside telephone, dial 0 and the operator will assist you. Relatives and friends may call you by dialing the switchboard at 493-1000. The operator will connect callers to your extension. In order to protect your privacy, Carthage Area Hospital operators will not furnish your direct number to callers.

Public telephones are available in the front lobby and can be used by visitors for outgoing calls. Use of cellular phones is not allowed in areas where there are patient monitoring systems. Cell phones are permitted in main lobbies and outside the facility.

Television Service

Carthage Area Hospital offers patients and families free television services.

Each television is equipped with a portable speaker for your personal use. Please keep the television volume low in consideration of others around you.

If you have a broken portable speaker, television or telephone, please let the staff know and they will assist you. Basic cable is available.

Pain Management

As a patient at Carthage Area Hospital, you have the responsibility to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses
- Help your doctor and nurse assess your pain by using the pain scale.
- Ask for pain relief when pain first begins.
- Help your doctor and nurse assess your pain.
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication

Environmental Services (Housekeeping)

Those who perform Hospital Services at Carthage Area Hospital are committed to your satisfaction. It is important that your room is clean and pleasant.

Our staff members understand your concerns and will conduct themselves with respect and compassion at all times.

Should you have any questions, or feel you would like to speak with a representative from Environmental Services, please feel free to contact us. Please arrange this through the staff.

Special Services / Patient Advocate

A professional Social Worker is available to assist you and your family with personal problems during your hospitalization and to help plan your discharge. If you are interested in these services, ask your nurse to contact the Hospital's Social Work Services Department.

We want to provide our patients and families with the best care and services to make their stay as comfortable as possible. We value your feedback and suggestions to improve our service. Our Patient Advocate is available to discuss your concerns or suggestions regarding your care. To speak with the Patient Advocate - please ask your nurse for assistance.

Pastoral Care

The Pastoral Care Department is dedicated to providing spiritual and emotional support for patients and families. Pastoral care representatives make regular visits to each patient. Clergy of all faiths are welcome to visit patients and families.

Chapel

The Hospital has an interfaith chapel located in the same hallway as the cafeteria. It is open for prayer daily. Roman Catholic patients can arrange to receive Sacraments during their hospitalization.

Free Interpretation Services

Carthage Area Hospital offers free interpretation services around the clock for patients who are unable to speak, write and/or understand the English language. A qualified interpreter fluent in the patient's primary language will be available in person or by telephone. This service may be requested through Nursing, Social Work or physician. Questions and concerns may also be addressed to the Director of Social Work at extension 2322.

Health Education

Carthage Area Hospital offers numerous education opportunities for patients and families. Throughout your stay, you will be receiving information regarding your treatments, medications and diet. In addition, Carthage Area Hospital has specific individualized education for many medical diagnoses.

Your Hospital Stay : What You Will Need

Carthage Area Hospital will provide most of the things that you need during your stay. The items listed below are the only things you need to bring from home:

- Personal toiletries
- Robe, slippers and sleeping apparel
- Eye wear, hearing aid, dentures, etc. These items should all be placed in their proper containers and kept in the drawer of your bedside stand when not in use. Please be careful not to leave any of these items on your meal tray, in your bed linens or under the pillow.
- Clothing to wear home
- Copies of Advanced Directives, Living Wills, Healthcare Proxies, etc.

BE AN ACTIVE MEMBER OF YOUR HEALTHCARE TEAM

* If your physician prescribes any new medication for you while you are a patient in the hospital, ask the physician to tell you the name of the medication and why you are taking them.

* If you are a diabetic, be sure the nurse examines the condition of your feet.

* If you are having a surgical procedure, ask to have the surgical site marked with a permanent marker and to be involved in the site selection.

* Before taking any medications, look at it. If it doesn't look familiar, ask why. The medication might be a generic form of the drug or it might be the wrong drug. By speaking up you can prevent a medication error.

For safety reasons, we specifically ask that you not bring the following items:

- Valuables (cash, credit cards, jewelry etc.)
- Cellular phones cannot be used in areas where there are patient monitoring systems and inpatient rooms.

Carthage Area Hospital is not responsible for lost or stolen items

Your Admission to Carthage Area Hospital

You and your physician have chosen Carthage Area Hospital for your care and treatment. As a member of Carthage Area Hospital's medical staff, your physician will prescribe treatment and instructions for your care during your stay. At Carthage Area Hospital, each staff member is dedicated to providing you with the highest quality care.

The Admission Process

You will be admitted through the Central Registration Department which is located just off the main entrance of the hospital. Even before you arrive, our staff is working to serve you. You may receive a call from a member of the admissions' staff to obtain information that will enable us to streamline your admission. This may include obtaining demographic and insurance information. Your cooperation in providing complete and accurate information is greatly appreciated. **Note:** If you are coming in for ambulatory surgery (ASU), report directly to ASU.

You will be given an identification bracelet that contains information about you that will help the Hospital staff. Please wear this bracelet at all times: otherwise lab work, X-rays, various tests and treatments cannot be performed.

Accommodations

Your physician will arrange for accommodations. The hospital offers air conditioned rooms. Every effort is made to have your room available on the scheduled date of admission. However, alternate arrangements may be necessary due to high occupancy, emergency admissions, or doctor's order. There is an additional charge for private rooms, usually not covered by insurance. In the event a bed is not available, your admission may be delayed.

Services for your comfort and convenience

Meals

Carthage Area Hospital operates a full service Dietary Department offering a wide variety of nutritional menu items to meet your special dietary needs. Registered Dietitians are available to speak with you about special dietary requirements or to counsel you on matters of nutrition. If you have any concerns about your diet, please contact your nurse.

During your stay, menus will be distributed each morning so that you can select your meals for the following day. You can make food selections by circling your choices on the menu. A representative from the Dietary Department will visit your room each morning to answer any questions and to collect your completed menu.

Consent and Release Forms

We will ask you to sign a general consent and release forms for treatment before being admitted to the Hospital. Parents or guardians must sign for dependent minors. A legal or other responsible person will be asked to sign for patients who are unable to sign.

For Your Safety

A Few Safety Tips

- Always follow your doctor's orders and the nurse's instructions regarding whether you must stay in bed, require assistance to go to the bathroom, etc.
- Ask a nurse for help if you feel dizzy or weak getting out of bed. Remember you are more likely to feel faint or dizzy after sitting or lying for a long time.
- Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as soon as possible.
- If you must get up without waiting for help, sit up in bed for a while before standing up, rise carefully and slowly begin to walk.
- Make sure you wear non-skid slippers whenever you walk in the hospital. Rubber or crepe soled slippers are recommended.
- Do not tamper with side rails or restraints that may be in use. If restraints need adjustment, ask a nurse to help. Side rails and restraints are reminders to stay in bed and are designed to ensure your safety and protection.
- If necessary, and whenever possible, we will encourage your family to assist in matters pertaining to your safety.

Infection Control

Multidrug-Resistant Organisms (MDROs)

Certain germs have become resistant to the medications (antibiotics) commonly used to treat them. Germs that resist treatment with more than one antibiotic are called multidrug-resistant organisms (MDROs for short). MDROs are found mainly in hospitals and long-term care facilities. They often affect people who are older or very ill, and can cause severe and even fatal infections.

What Causes MDROs?

Hard-to-kill (resistant) germs such as MDROs develop when antibiotics are taken longer than necessary or when they are not needed. At first, only a few germs may survive treatment with an antibiotic. But the more often antibiotics are used, the more likely it is that resistant germs will develop.

What Are The Risk Factors For MDRO Infections?

People in the hospital or long-term care facility are most likely to get an MDRO infection. The chance of infection is greater for those who receive long-term antibiotic therapy, have a weakened immune system, have had a recent operation, or have a medical device such as a urinary catheter (a soft tube placed in the bladder to drain urine).

How Do MDROs Spread?

Most often, MDROs spread from patient to patient on the hands of healthcare workers. The germs can also be spread on objects such as bed rails, cart handles, TV remotes, telephones, and catheters.

What Types of Infections Do MDROs Cause?

MDROs can cause infections in almost any part of the body, including:

- Skin
- Lungs
- Urinary Tract
- Bloodstream
- Wounds

How Are MDRO Infections Treated?

MDRO infections are hard to treat because they don't respond to many common antibiotics, even the most powerful ones. But certain antibiotics can still help to control MDROs in most people. The doctor will try to find the type of MDRO causing the illness by ordering certain tests. The results of these tests can help them to choose the best antibiotic to treat the infection. Treatment with the wrong antibiotic can slow recovery and make the infection harder to cure.

What Is The Hospital Doing To Prevent MDROs?

Many hospitals and nursing homes take these measures to help prevent MDRO infections:

- **Handwashing:** This is the single most important way to prevent the spread of germs. Healthcare workers wash their hands with soap and water or use an alcohol-based cleaner before and after treating each patient. They also clean their hands after touching any surface that may be contaminated and after removing protective clothing.
- **Protective Clothing:** Healthcare workers and visitors wear gloves, a gown, and sometimes a mask when entering the room of a patient with an MDRO infection. The clothing is removed before leaving the room.
- **Careful use of antibiotics:** Using antibiotics only when needed and for the shortest time possible helps prevent the growth of more antibiotic-resistant germs.
- **Private rooms:** Patients with MDRO infection are placed in a private room or share a room with others who have the same infection.
- **Daily Cleaning:** All patient care items, equipment, and room surfaces are properly cleaned and disinfected every day.
- **Vaccination:** People living in long-term care facilities may receive vaccines to help prevent complications of MDRO infections, such as pneumonia.

- **Monitoring:** Hospitals monitor the spread of MDROs and educate caregivers on the best ways to prevent it.

What Patients Can Do:

- Ask all hospital staff to wash their hands before touching you.
DON'T BE AFRAID TO SPEAK UP!!
- Wash your own hands often with soap and water or use an alcohol-based hand gel containing at least 60 percent alcohol.
- Ask that stethoscopes and other instruments be wiped with alcohol before they are used on you.
- If you have a urinary catheter, ask to have it removed as soon as it is no longer needed.
- Ask the nurse to clean the hub of the IV catheter before she accesses it.

Tips For Good Handwashing:

- Use warm water and plenty of soap. Work up a good lather.
- Clean the whole hand, under your nails, between your fingers, and up the wrists.
- Wash for at least 15-20 seconds. Don't just wipe. Scrub well.
- Rinse, letting the water run down your fingers, not up your wrists.
- Dry your hands well. Use a paper towel to turn off the faucet and open the door.

Using Alcohol-Based Hand Gels:

Alcohol-based hand gels are also a good choice for cleaning your hands. Use them when you don't have access to soap and water or your hands are not visibly dirty. Follow these steps:

- Spread about a tablespoon of gel in the palm of one hand.
- Rub your hands together briskly, cleaning the backs of your hands, the palms, between your fingers, and up the wrists.
- Rub until the gel is gone and your hands are completely dry.

For Family and Friends:

Take these precautions when caring for someone who has an MDRO illness;

- Wash your hands well with soap and water or use an alcohol-based hand gel before or after any contact with the patient.
- Wear gloves if you touch body fluids. Discard the gloves after wearing them.
Then wash hands well.
- Wash the patient's bed linen, towels, and clothing in hot water with detergent and liquid bleach.
- Clean the patient's room often with a household disinfectant. Or, make your own cleaner by adding 1/4 cup of liquid bleach to one quart of water.

Preventing Surgical Site Infections:

One risk of having surgery is an infection at the surgical site (any cut that the surgeon makes in the skin to perform the operation). Surgical site infections can range from minor to severe or even fatal. Germs are everywhere. They are on your skin, in the air, and on things you touch. Some germs are good and some are harmful. Surgical site infections occur when germs enter your body through the incision in your skin. Some infections are caused by germs that are in the air or on objects. Most are caused by germs that are on or in your body.

How Are Surgical Site Infections Treated?

- Most infections are treated with antibiotics. The type of antibiotics that you receive will depend on the germ causing the infection.
- An infected skin wound may be re-opened and cleaned.
- If an infection occurs where an implant is placed, the implant must be removed.
- If you have an infection deeper in your body, you may need an operation to treat it.

What the Hospital is Doing to Prevent Surgical Site Infections:

- **Handwashing:** Before the operation, your surgeon and all operating room staff scrub their hands and arms with antiseptic soap.
- **Clean skin:** The site where your incision is made is carefully cleaned with an antiseptic solution.
- **Sterile clothing and drapes:** Members of your surgical team wear medical uniforms (scrub suits), long sleeved surgical gowns, masks, caps, shoe covers, and sterile gloves. Your body is fully covered with a sterile drape (a large sterile sheet) except for the spot where the incision is made.
- **Clean air:** Operating rooms have special air filters and positive pressure air flow to prevent unfiltered air from entering the room.
- **Careful use of antibiotics:** Antibiotics are given no more than 60 minutes before the incision is made and stopped shortly after surgery. This helps kill germs but avoids problems that can occur when antibiotics are no longer taken.
- **Controlled blood sugar levels:** After surgery, a patient's blood sugar level is watched closely to make sure that it stays in a normal range. High blood sugar delays wound healing.
- **Controlled body temperature:** A lower than normal temperature during or after surgery prevents oxygen from reaching the wound and makes it harder for your body to fight infection. Hospitals may warm the IV fluids, increase the temperature in the operating room, and provide warm-air blankets.
- **Proper Hair Removal:** Any hair that must be removed is clipped, not shaved with a razor. This prevents tiny nicks and cuts through which germs can enter.
- **Wound care:** After surgery, a closed wound is covered with a sterile dressing for a day or two. Open wounds are packed with sterile gauze and covered with a sterile dressing.

What You Can Do to Prevent Surgical Site Infections:

- Ask questions.
- If you smoke, stop or cut down. Ask your doctor about ways to quit.
- Take antibiotics only when told to by a healthcare provider. Using antibiotics when they're not needed can create germs that are harder to kill. Also, finish all your antibiotics, even if you feel better.
- Be sure that healthcare workers clean their hands with soap and water or an alcohol-based hand cleaner before and after caring for you, especially when caring for your wound. Studies have shown that when a patient asks staff to wash their hands, the staff washed their hands more often and used more soap.

DON'T BE AFRAID TO REMIND THEM.

- After surgery, eat healthy foods.
- When you return home, care for your incision as directed by your doctor or nurse.
- Ask your family and friends not to visit if they feel ill.

CALL YOUR DOCTOR IF YOU HAVE ANY OF THE FOLLOWING:

- A red streak, increased redness, or puffiness near the incision.
- Increased soreness, pain, or tenderness at the surgical site.
- Yellowish or bad smelling discharge from the incision
- Fever of 101° F or higher.
- A tired feeling that doesn't go away.

Carthage Area Hospital wants you to know that we work very hard to provide the kind of environment that reduces the risk of developing a hospital-acquired infection. Please do your part by performing hand hygiene. Even with the use of barrier devices such as gloves, gowns and masks as a means of reducing the spread of infection, your cooperation with performing hand hygiene is essential.

If you have any questions or concerns relating to Infection Control, please ask your nurse to contact the Infection Control Department.

Information On A Patient's Condition

Friends and family members can check on a patient's condition by calling 493-1000 and asking for the unit your loved one resides on. They will be asked to provide the patient's pin number prior to any information given out.

Tobacco-Free Policy

Because tobacco is a substantial obstacle in our quest for good health, we ask for your support of our Tobacco-Free Policy on all Carthage Area Hospital properties. This applies to all CAH staff, patients, visitors, medical staff, students, volunteers, contractors, subcontractors and non CAH employees assigned to position on CAH owned and/or leased property.

Complaints/Grievances

If you have a complaint, grievance or concern regarding your inpatient stay or concerns regarding patient safety issues that occur before, during or after your care is received you may communicate your concern by one of the following methods:

1. Report it to a Staff Member on duty.
2. Report it to the Nurse Manager or the Nursing Supervisor.
3. Report it to the Administrator of Patient Care Services @ x 2332.
4. Report it to the Human Resources Administrator @ x 2342.
5. Report it to the Quality Management Director @ x 2425.
6. Fill out a written grievance form. (Ask a staff member to get this for you) and submit it to the Quality Management Department.
7. Write your grievance on any paper and submit it to the Quality Management Department.
8. If you are not satisfied with the hospital's response you may contact the Department of Health at 1-800-804-5447 or The Joint Commission at 1-800-994-6610.
9. You will receive a written response to your grievance.

Parking

Visitor and handicapped parking is available either on the West Street entrance of the Hospital or Hospital Drive entrance. Several handicapped parking spots are located next to the Emergency Department entrance. Carthage Area Hospital is not responsible for any damage caused to a private vehicle and/or for any loss of personal articles from a private vehicle parked in the Hospital lots.

Carthage Area Hospital Auxiliary/Gift Shop

The Gift Shop is located next to the Skilled Nursing Facility. Directed by the Carthage Area Hospital Auxiliary, the Gift Shop offers a variety of gifts, personal items, reading materials, greetings cards and much, much more. The Gift Shop is staffed by volunteers so times of operation vary. Please stop by to check out this unique store. The Auxiliary welcomes new membership; anyone interested in joining should contact the Administration office.

For your convenience, there is a 24 hour automated teller machine (ATM) located near Central Registration.

Visiting Hours

Visits from friends and family can be an important part of a patient's recovery. We know how comforting it can be to have loved ones and visitors, including children, nearby.

1. Carthage Area Hospital will respect the patient's visitation rights.
2. Visitation Rights include the right, subject to patient consent, to receive the visitors whom he/she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member or a friend and the right to withdraw or deny such consent at any time.
3. Visitation shall only be restricted when it has been determined to be clinically necessary or:
 - * to protect the patient or others from injury
 - * to prevent deterioration of the patient's condition
 - * to prevent infringement on the rights of others
 - * to prevent damage to the environment
 - * to support the wishes and requests of the patient
4. Patients shall be informed of their visitation rights, including any clinical restriction or limitation on such rights, upon admission.
5. Visitors shall not be restricted, limited or otherwise denied on the basis of race, national origin, religion, sex, gender identify, sexual orientation or disability.
6. Visitors shall enjoy full and equal visitation privileges consistent with patient preferences.

Cafeteria Services—Monday - Friday and Weekends

7 a.m. - 10:30 a.m. - Breakfast

11:00 a.m. - 1:30 p.m. - Lunch

4:30 p.m. - 6:00 p.m. - Dinner

Even though cafeteria hours are stated above, staff will try to accommodate you as best as possible. The cafeteria is located in the same hall as the Chapel

Going Home

Discharge Planning Services

The staff at Carthage Area Hospital believes that a well-planned discharge is essential for a successful recovery. With the help of your physician, Social Work will coordinate arrangements for your post-hospital care. These plans begin within one working day, or as soon as possible, after you are admitted. Our staff may visit your bedside or contact your family during your stay to determine your needs. Your physician will discuss with you your discharge from the Hospital. When you are notified of the discharge, make arrangements for a family member or a friend to accompany you home.

Patients (and family) can select their physician, home care provider and provider of durable medical equipment.

Social Work staff can be reached at 315-493-1000, extension 2322 or 2323 Monday through Friday from 8 a.m. - 4 p.m. A Social Worker is available on weekends and off-shift hours, for emergencies, and can be contacted through the nursing supervisor .

Home Care

As part of the continuum of care, some patients may need home care services to help their recovery. Your discharge planner will discuss any services that are recommended for you, such as skilled nursing care, respiratory care, physical therapy, occupational therapy, personal care and housekeeping services. Carthage Area Hospital will give you a choice of agencies in your area.

Schedule Follow-up Tests Before Leaving

If your doctor wants you to have any follow-up testing done after you are discharged, you may schedule your tests before leaving the Hospital by calling 493-1000. Follow-up outpatient testing could include blood work, X-rays, CAT scan, EKG, ultrasound, etc.

Billing and Insurance

It will be necessary for you to make arrangements for paying your Hospital bills during your admissions interview. Deposits may be requested for deductibles and coinsurance. If you are covered by Blue Cross, Medicare, Medicaid, or a commercial insurance company, most of the charges of your room, routine nursing services, meals, laundry, operating room time, anesthesia, lab tests, physical therapy, drugs, etc. will be covered.

If you do not have any insurance, you will be offered several options, from providing a deposit to applying for financial assistance. All patients are always held responsible for their bills, and a deposit covers some initial costs of services provided.

In the event that an Admitting representative can detect that your insurance policy will not cover a particular charge, you may be asked to pay in advance. For example, the extra charge for a private room as opposed to a semi-private room is usually not paid by insurance companies. The sum of the requested advanced payment is based on the patient's projected length of stay in the hospital.

The Billing Process

In order to assist you, with the billing process we have prepared the following outline.

At the time of service, payment is requested for estimated deductibles, co-pay and non-covered items. Accepted forms of payment are: cash, major credit cards or personal checks made payable to Carthage Area Hospital.

Steps for billing your insurance:

Step 1 - Carthage Area Hospital will send your primary insurance carrier an itemized bill approximately ten to fifteen days after services are provided (Primary insurance carriers include: Medicare, Medicaid, Blue Cross, HMOs, commercial insurance, worker's compensation or no-fault).

Step 2 - After receipt of payment from the primary carrier (approximately 30 days after billing), your secondary insurance carrier will be billed for any balance. Upon receipt of this payment, your bill may be paid in full. *If account is not paid in full, step 3.*

Step 3 - There may still be an amount due to the Hospital that has not been covered by insurance. The Hospital may be notified by your insurance carrier anywhere from 30 to 60 days after service regarding amounts not covered and payable by the patient. Upon notification, the hospital will bill the patient or responsible party. If you have any questions regarding services, there will be a telephone number listed on all correspondence from the Hospital. Please feel free to call that number with any questions you may have (also, see Physician fees and Patient Financial Services in the following section).

Physician Fees

Carthage Area Hospital's bill does not include any fees for the professional charges of your physician, surgeon or consulting physicians. In addition, the bill does not reflect any fees for the professional services of the anesthesiologist, radiologist, pathologist and some physician services. These services will be billed to you separately by the individual physicians or physician group.

Patient Financial Services and Charity Care

If there are any questions before, during or after your inpatient stay, or if difficulty in settlement of your account is anticipated, a Patient Financial Representative is available to assist in making arrangements. Methods of payment include insurance, checks, cash, VISA, etc.

As a socio-healthcare ministry to our community caring for those in need, Carthage Area Hospital provides a reasonable amount of care without or below charge to people who cannot afford care. For information about this service or other financial options, please contact our Patient Accounting Office at (315) 493-1000, extension 3000 or 3344.

Emergency Response System in the Home

There are medical communications and personal security system that assure a quick response to any emergency that might occur in the home. These systems can provide senior citizens, those who live alone and those at medical risk with a sense of security and independence through the availability of help summoned at the push of a button.

Each subscriber has a small communications unit in his/her home. The shoe-box-sized unit has a separate button for fire, police, and medical emergencies. By pressing one of these buttons, or by pressing a necklace-type pendant, the user can send a signal to a 24 hour emergency response care center. Within seconds, a user can listen to and talk to an operator at the response center through the unit's speaker/microphone. This operator will arrange for immediate assistance appropriate to the situation. The system provides peace of mind to subscribers and their families, assuring that help is available 24 hours a day, 365 days a year.

For more information about a system, please contact Carthage Area Hospital's Social Work Department at extension 2332 or 2323, Monday through Friday, 8 a.m. - 4 p.m.

DC 12/22/11

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