





Ochsner[™]

Healthcare With Peace Of Mind[™]



OchsnerTM
Medical Center

PATIENT HANDBOOK

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WELCOME

Thank you for choosing Ochsner Health System for your care. Our goal is to provide you with respectful, compassionate, quality care. Information in this manual will acquaint you with Ochsner Health System. If you have questions not answered in this handbook, please ask for assistance.

On April 2006, Ochsner Clinic Foundation became Ochsner Health System, the only fully integrated health care provider in the region, and the largest not-for-profit employer in the New Orleans private sector, with over 6,000 employees. This designation is more reflective of Ochsner's broad scope which includes the uniqueness of our coordinated, neighborhood-based health system of medical centers, hospitals, and health centers. By creating a stronger, more unified brand, Ochsner will continue to enhance our awareness, reputation, and prominence in the market and help reinforce the belief that "there is no healthcare organization in the region like Ochsner". Ochsner strives to help our patients achieve greater peace of mind. "Being a not-for-profit organization allows us to reinvest in the organization, focus on our patients' needs, and continue our commitment to the community," explains Dr. Pat Quinlan, CEO. At the heart of Ochsner Health System is an unshakable commitment to putting the needs of all patients first. Ochsner Health Systems continues with its revitalized commitment to making an ongoing difference in the health of our communities.

Ochsner Health System has been recently recognized by:

- The Consumers Choice Award, awarded by the National Research Corporation (NRC), which identifies the most-preferred hospitals in more than 100 US markets.
- City Business Magazine "2005 Best Place to Work".
- AARP "2005 Top 50 Best Employers for Workers Over 50".
- Modern Healthcare magazine recognized Ochsner's organizational success by naming it one of the "Top 100 Integrated Healthcare Networks" in the nation.
- Ochsner was named one of the country's Most Wired Hospitals, according to Hospitals and Health Networks, in 2003, 2004, and 2005.
- Ochsner's Emergency Department has been named Press Ganey's Success story for high patient satisfaction annually since 2003.
- Ochsner successfully passed an aggressive and highly competitive accreditation process by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) to gauge a health system's quality of care and patient safety.
- Ochsner has achieved Magnet Nursing Services Recognition designation. This status recognizes and rewards Ochsner for superlative care.

Continuing the tradition, Ochsner Health System will lead the way to bring you the finest health care.

We hope the information in this handbook will make your stay a little easier.

GENERAL INFORMATION

BLOOD BANK DONOR CENTER

The full-service Ochsner Blood Bank provides over 38,000 blood products for transfusion each year. If you or a family member needs blood during your hospital stay, please consider asking your family and friends to replace the blood transfused. Blood replacement removes some of the costs of blood, but more importantly it provides our patients with a safe and adequate blood supply and assures each of us that blood will be readily available should the need arise. The Blood Bank will be happy to discuss replacement with you and make any necessary arrangements.

The Blood Bank Donor Center is open:

Monday through Thursday, 8:30 a.m. - 5:30 p.m.

Friday, 8:30 a.m. – 3:30 p.m.

Every other Saturday from noon to 4 p.m.

Please do not hesitate to call us at 504-842-3375 for information about our services, or stop by the Blood Bank Donor Center in the Atrium Tower.

CELLULAR PHONES AND OTHER RADIO TRANSMITTING DEVICES & COMMUNICATION

The use of cellular telephones, digital telephones, and all other radio transmitting devices is limited to the 1st floor lobby areas because these devices can potentially interfere with sensitive electronic medical equipment. Because cellular phones can transmit sound waves even when in “standby,” these devices should be placed in the “off” position when carried away from the 1st floor lobby areas.

A wireless communication system (pocket telephone) is in use by the Ochsner staff. These phones do not interfere with medical equipment as regular cell phones do. These phones allow the Ochsner staff to respond in a more timely manner to your needs and requests in a quiet atmosphere to support recovery. You may notice a low ringing sound when the nurse or patient care assistant is in your room. Please feel free to obtain your nurse’s extension and dial directly for assistance.

CONTRIBUTIONS

The Ochsner Health System welcomes and appreciates donations from patients, friends, or organizations in support of Ochsner’s activities in patient care, medical education, and research. All gifts are tax-deductible.

For additional information about making a contribution to the Ochsner Health System, please contact or visit:

Ochsner Health System
Division of Philanthropy
1514 Jefferson Highway
Brent House, Suite 240
New Orleans, LA 70121
504-842- 7110

GENERAL INFORMATION

FACILITY DIRECTORY

The “facility directory” is the term Ochsner uses for its patient information system. It contains patient name, location, condition and religious affiliation. Limited number of departments may access this information, and then, they can access only the information needed for their job. For example, the Information Desk does not have access to religious preference or to a patient’s condition.

At the time of registration, the patient will be given an opportunity not to be included in the facility directory. If the patient does not appear in the facility directory, no information will be available to family members. This means, for example, the Information Desk cannot disclose the patient’s room number and the patient’s nurse cannot disclose medical status.

FOOD & NUTRITION

Proper nutrition is essential for your wellness and recovery. Our staff will make every effort to serve foods that are healthy, well prepared and attractive. Our Hospital Dietitians and Dietetic Technicians are specialists who are here to help you meet your nutritional needs. If you have any questions about your diet, please call 504-842-3361.

For your convenience, patient family members may obtain a debit card (food purchasing card) in Southport Café for a minimum deposit of \$1.00. All deposit made to the debit card will be credited with a 10% bonus which applies to purchases in the Southport Café and Tivoli Gardens Café in the Brent House Hotel.

For dining services’ hours, please refer to page 26-27 in this patient handbook.

FOOD AND NUTRITION – SPECIAL REQUESTS

To allow Food and Nutrition Services to accommodate your needs, advance notice is needed for kosher or vegetarian meals and other special food requests. When needed, interpreters are consulted to assist the Dietitian in translating nutritional information for non-English speaking patients.

HEARING IMPAIRED SERVICES

Ochsner Health System has many services for the hearing impaired. Telecommunication devices for the deaf (TDDs) are available at the Information Desks, Emergency Department, Clinic Appointment Desk and from Hospital Operators.

Information Desk (Guest Services)	TDD 504-842-3380
Emergency Department	TDD 504-842-3818
Appointment Desk	TDD 504-842-3155
Hospital Operations	TDD 504-842-3679

Phones with adjustable volumes are located in the Atrium lobby and are available for inpatients. For both outpatients and inpatients, interpreter services for the hearing impaired are available upon request. Requests should be made 24 hours in advance. Contact your nurse or have someone call the Interpreter Department at 504-842-3719, Monday through Friday 7 a.m. to 5 p.m. Dial “0” for hospital operator at other times.

GENERAL INFORMATION

IMPORTANT TELEPHONE NUMBERS

Within Ochsner Health System, dial the following phone numbers directly.

Administration	504-842-4002
Admit	504-842-3210
Billing	504-842-3160
Blood Bank Donor Center	504-842-3375
Brent House Hotel	66000
Care-line (Nursing Office)	62222
Care Management	504-842-3280
Cashiers	65890
Chaplin/Pastoral Care	504-842-3286
Day of Surgery Center	504-842-3549
Dietician	504-842-3361
Family Waiting Areas	
Cardiology	68362
Emergency	504-842-5266
Heart Transplant	504-842-3871
ICU	68972
Food/Nutrition Services	504-842-3361
Gift Shop	504-842-4438
Guest Services	504-842-6777
Information Desk	504-842-3380
Interpreters	504-842-3719
Kids Club	504-842-5437
Mail Center	61280
Medical Library	504-842-3760
Merrill Hines Surgery	504-842-3549
Nursing Administration	504-842-3240
Obstetrics	504-842-3594
Operator	0
Parking Services	504-842-4365
Patient Escort	62104
Patient Relations	504-842-3971
Patient Service Center	504-842-3000, ext 23361
Pharmacy (Ochsner)	504-842-3205
Philanthropy	504-842-7110
Release of Information	504-842-2832
Security	504-842-3770
Volunteer Services	504-842-5085

GENERAL INFORMATION

ORGAN DONATION

Thousands of adults and children are awaiting the donation of organs for a transplant operation to save their lives. Many organs and tissues, including kidney, heart, liver, pancreas, and cornea, can be donated. If you wish to become an organ donor, talk it over with your family members and fill out and carry an organ donation card. For additional information on organ donation, call the Louisiana Organ Procurement Agency at 504-837-3335.

PARKING AND VALET PARKING

Parking at Ochsner Medical Center, 1514 Jefferson Highway, is provided in the seven-level parking garage which may be entered from Jefferson Highway or River Road. Parking for Elmwood Hospital, 1221 South Clearview Parkway, is provided next to the facility as well as in the parking garage located onsite.

Valet parking is available at Ochsner Medical Center by entering the garage at the valet parking gate on the river side of the parking garage.

Disabled persons with appropriate license plates will find reserved parking spots near the elevators on each floor of the garage.

A special parking area for Chemotherapy, Radiation Oncology, Physical Therapy and Magnetic Resonance Imaging(MRI) is available at the River Road side of the Medical Center near these facilities.

Emergency Department parking is located near Jefferson Highway and Betz Avenue, adjacent to the Emergency Department.

Oversized vans and recreational vehicles can be accommodated in a lot located at the river side of the Ochsner campus. For instructions and to gain entrance, push the Call Box to Security. Call Security at 504-842-3770 for information regarding motor homes.

Wheelchairs are available on request at the Information Desks or use the telephones located on each floor in the parking garage lobby waiting area to request a wheelchair.

We encourage you to allow extra time to park and get from the garage to your physician's office.

A parking card is available for frequent or long-term patients and families. You may apply at the garage office. For more inquiries, please contact Parking Services at 504-842-4365.

PASTORAL CARE SERVICES

Ochsner Health System recognizes that healing is a process involving mind, body and spirit. To help serve these needs, a chaplain is available to provide pastoral care to you and your family. Notify your nurse if you wish to speak to the chaplain. The Archdiocese provides Extraordinary (Eucharistic) Ministers to meet the sacramental needs of Roman Catholic patients. A nondenominational chapel and quiet space for prayer and meditation is available on the 1st floor of the Medical Center near the Hospital Information Desk and at Elmwood Medical Center, Building A, next to the Information Desk. Both are open 24 hours.

GENERAL INFORMATION

PERSONAL ITEMS

The hospital will provide you with a bath basin, water pitcher, cups and a box of tissue.

A pillow will be placed on your bed and another pillow will be located in the room closet. These are for your use during your stay with us. Please do not remove them as they are reusable.

We suggest you bring the following items from home for use while you are in the hospital:

- Sleeping gown or pajamas
- Slippers and robe
- Toothbrush and toothpaste
- A minimum of toiletries
- Stationery, address book, stamps and pens
- Books and magazines (a daily newspaper is provided)
- Holders for eyeglasses and dentures

A television set with remote control is in each room.

You may use an electric razor and/or a cordless radio.

We discourage the use of any other personal electric appliances, as they may not be approved for use in the hospital.

SMOKING POLICY

The Ochsner Health System facilities are smoke free. Smoking is not allowed in any buildings or on the grounds, except the designated Smoking Areas. At the Medical Center, these Smoking Areas are located at the River Road entrance near the parking garage and next to the Emergency Department. At Elmwood Hospital, the designated area is located at the Loading Dock in the rear of Building A. Cigarettes and other tobacco products are not sold on the Ochsner Health System campus.

TELEPHONES IN PATIENT ROOMS

The telephone in your room may receive incoming calls directly between the hours of 6 a.m. and 11 p.m. Please advise your caller:

- If you are in the bed closest to the door or in a private room, callers should dial 504-842-1 and the last three digits of your room number.
- If you are in the bed by the window, callers should dial 504-742-8 and the last three digits of your room number.
- Your phone number will be posted on the dry erase board in your room.

To make a local call, dial "9" to get an outside line before dialing the phone number. Calls within Ochsner can be made by calling a five digit extension. See "Important Telephone Numbers" on page 4.

See "Hearing Impaired Services" on page 3 for details on telephones for the hearing impaired. If you wish to block calls to your phone, lift the receiver and press *6. To clear the block, lift the receiver and press #6. The Operator cannot perform this function for you.

GENERAL INFORMATION

Difficulty with your phone should be reported to your nurse. If you are missing calls, check to make sure the bell volume dial has not been turned down or off.

Long distance or international call cannot be charged to your hospital bill. To use your long distance company's credit card, dial "9" for an outside line, then follow your company's instructions. For long distance calls that you wish billed to your home, dial "9" + "0" and the phone number. An AT&T operator will help with your call.

To make a toll-free phone call from your hospital room, dial "9" for an outside line and then dial the toll-free number.

Pay phones are available near the elevators on the 1st, 5th, 7th and 9th floors.

Room telephones are Ochsner Health Systems property and must be left in the room at discharge. The phones are programmed so that they will not function outside the building.

TV CHANNEL LISTINGS

2	WUPL-UPN	26	FX	58	CMTV
3	WWL-CBS	27	MTV	59	TMC
6	Government Access	28	USA	60	AMC
7	WDSU-NBC	29	CNN	61	Court
8	Education Access	30	Disney Channel	62	Hallmark
9	WVUE-FOX	31	Nickelodeon	63	History
10	COX Metro	32	Discovery Channel	64	Cartoon Network
11	WGNO-ABC	33	Headline News	65	ABC Family Channel
12	WYES-PBS	34	Lifetime	66	Travel Channel
13	WNOL-WB	35	ESPN	67	Food TV Network
14	LPB	36	ESPN2	68	Home & Garden Channel
15	Local 24 Hour News	37	Paid Programming (CST)	69	Animal Planet
16	WGN	40	Bravo	70	FOX News
17	WTBS (Atlanta)	41	VH1	71	MTV2
18	The Weather Channel	42	SPIKE	72	MSNBC
19	Learning Channel (TLC)	43	CNBC	73	Speed Vision
21	QVC (Shopping)	44	E! TV	74	Discovery (Health)
22	BET	45	Sci-Fi Channel	75	Shopping Channel
23	A&E	47	C-Span	76	Government Access
24	TV Land	50	Univision	78	TVSS
25	TNT	52	Lite Classical	99	Shop NBC

GENERAL INFORMATION

CARE™ Channel- Channel 20

This is an innovative service providing 24-hour audio and video programming for health care facilities which has been produced specifically to support the commitment of Ochsner Health System to healing and the recovery process. Our objective is to create supportive environments for you and your family as you spend time in the hospital.

This continuous closed-circuit television format provides nature images and instrumental music composed and produced specifically to support healing. Late night programming is produced to provide soothing music and a soft, subdued lighting for your room. Daytime programming runs from 6 a.m. to 8 p.m.; nighttime programming runs from 8 p.m. to 6 a.m. on Channel 16. Ochsner is committed to providing an environment that supports healing, health and care.

Channel 4 provides the Preview Guide and Channel Line Up. You may also consult your daily newspaper for program listings.

NOTE: If you have any difficulty accessing the CARE™ (Ch 16) channel, the Patient Education (Ch 20) or have any questions regarding these services, please contact the Center for Hospital Education at 504-842-7291.

VALUABLES AND PERSONAL PROPERTY

We request that you do not bring valuables to the hospital. Please send jewelry, credit cards, or other valuables home with a family member. If that is not possible, your nurse will bag and document your valuables, verify the contents with you before the bag is sealed, and take it to the Patient Service Center to be secured. When you are ready to leave, a nursing representative will return the belongings to your room.

With proper identification, you or a family member may retrieve the belongings from the Patient Service Center on the 1st floor of the Hospital, close to the Southport Café, between 6 a.m. and 11 p.m., daily. On departure, check the room carefully for personal property. The Patient Escort will be happy to assist. Should you find once you are home that you have forgotten an item, call the Patient Service Center at 504-842-3000 ext 23361.

To avoid loss or damage of personal property such as eyeglasses or dentures, we ask that you keep them in their appropriate containers. While Hospital personnel make every effort to safeguard patients' clothing and personal property, the hospital cannot assume responsibility for personal items lost or damaged during your hospital stay.

We also request you do not bring medications from home to the hospital. If you bring your prescriptions with you to provide an accurate list of medications for your doctor or nurse, please send them home with your family member. If this is not possible, your nurse will bag and document your medications and send them to Hospital Pharmacy for safekeeping. At discharge, or upon request, the nurse can retrieve these medications for you.

If you have any security concerns, you may call the Security Office at 504-842-3770.

HOSPITAL SERVICES

ADMISSION

Whether your admission was scheduled or you arrived in an emergency, the goal of the Admitting and Emergency Registration staff is to get you registered and settled as quickly as possible.

Your physician requested your room accommodation according to your medical needs, personal preference and bed availability. If you have a room request, you may inform our nursing staff upon admission and we will try to accommodate you, if possible.

When you are admitted into the hospital, you or a family member will be requested to provide and verify information such as your address, phone number and nearest relative, as well as a copy of your insurance card and policy information. This information is necessary in order to complete your insurance claim and the admissions process. If you or a family member are unable to provide all of the requested information, please come to the Admit Department located on the 1st floor of the Hospital as soon as possible to complete the admission process.

We ask that you please leave your valuables at home or send them home with a family member. As you can understand, the hospital cannot be responsible for the loss of, or damage to, dentures, eyeglasses, jewelry, or other personal property. If you need a secure place to store valuables or cash, the hospital provides a safe-deposit box service.

Thank you for the confidence you have placed in Ochsner Health System. We sincerely hope that your stay is as pleasant and comfortable as possible and wish you a speedy recovery.

CARE MANAGEMENT

Coming into a hospital may be an unfamiliar experience. You may have concerns about being here, about your illness, and about how you will manage after discharge. We have found that discussing these concerns and planning for your post-hospital care are good ways to deal with any uncertainty you may have.

A social worker, together with physicians, nurses, and other health care personnel, can help you and your families develop a plan for post-hospital care that fits your needs and resources. It is best to begin planning for discharge as soon after admission as possible.

A social worker can discuss home health and rehabilitation services, nursing homes, skilled nursing facilities and community resources.

If you wish to speak with a social worker, ask your nurse or call Care Management at 504-842-3280 Monday through Friday, 8 a.m. to 5 p.m.

DISCHARGE

Getting ready for discharge from the hospital should begin prior to your admission, or as soon after as possible. You should decide if you will need someone with you for a few days and take the steps needed to arrange for that assistance. If you need help in locating community resources or determining the availability of nursing homes, rehabilitation services, or home health care, please ask your nurse or contact the Care Management Department, Monday through Friday, at 504-842-3280, 8 a.m. to 5 p.m.

Your hospital medical physician is the only person who can medically authorize your discharge from the hospital. Your doctor will try to have everything prepared so you can leave the hospital.

Once the doctor decides you can be discharged, he or she must write it in your chart so that the nursing staff can process your papers. Don't forget to phone your family prior to your actual discharge date so that they may be available to assist you.

HOSPITAL SERVICES

Once the doctor writes your discharge order, the following may occur:

- The doctor will write any prescriptions you may need.
- Your nurse will discuss your aftercare plans with you before you are discharged, including any medications that you need to take. Your nurse will complete an instruction sheet and will ask you or a family member to sign the sheet. You will be given two sheets of instructions. The first page contains general instructions; the second page lists all medications that should be taken. The medication list will include previous medications taken at home, newly prescribed medications and changes in medications that need to occur. Over-the-counter medications will be included.
- The unit secretary will receive your discharge order and will print your discharge papers from the computer.
- Once you have packed your belongings, tell the unit secretary that you are ready to leave and let him/her know if you need a cart. The unit secretary will call the Escort Service for a wheelchair.
- The patient escort will come to your hospital room and help you collect your belongings. The escort will stop with you at the nurses' station on the way out to get your final discharge papers.
- The patient escort will help you to the designated discharge area. If requested, someone will stay with you until your ride arrives and will place your belongings into your car and assist you into the car if needed. Tipping is not encouraged.

HOME HEALTH CARE

If you qualify and your physician orders home health, Ochsner Health System has a home health agency. You have a choice of home health agencies, but your insurance may limit payment for home health to specific agencies. Please contact a social worker for details.

INTERPRETERS – FOREIGN LANGUAGE

Foreign language interpreters are available to assist non-English speaking patients in all aspects of their care. Interpreter services may be obtained through your nurse or by calling the Interpreter Department at 504-842-3719, Monday through Friday 7 a.m. to 5 p.m. Dial "0" for hospital operator at other times (24-hour coverage). 24-hour advance notice is requested for languages other than Spanish.

MEDICAL RECORD AND RELEASE OF INFORMATION

The medical record is maintained for the benefit of the patient and the medical treatment team. Sometimes it becomes necessary to share contents of the record with medical care providers, insurance companies or other parties outside of the Ochsner system. The patient has a right to expect that records pertaining to his or her care will be treated as confidential. We honor that right.

HOW WE MAY USE AND DISCLOSE MEDICAL INFORMATION ABOUT YOU

- For treatment • For Payment • For Hospital • Clinic Operation
- Appointment Reminders • Treatment Alternatives • Health Related
- Benefits and Services • Fundraising Activities • Hospital Directory
- Individuals Involved in your Care • Research • As Required by Law
- To Avert a Serious Threat to Health or Safety

SPECIAL SITUATIONS

• Organ and Tissue Donations • Military and Veterans • Worker's Compensation • Public Health Risks • Health Oversight Activities • Lawsuits and Disputes • Coroner, Medical Examiner and Funeral Directors • Law Enforcement • Inmates • National Security and Intelligence Activities • Protective Services for the President and Others

OTHER USES OF MEDICAL INFORMATION

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. Ochsner is unable to take back any disclosures already made with your permission, and Ochsner is required to retain our records of the care that we provide to you.

OBTAINING YOUR MEDICAL RECORDS

To obtain copies of the medical record, the patient's written authorization must be signed and dated, and it must include the name and address of the individual who is to receive the copies of the record, the treatment dates that are to be copied and the reason for the request.

Hospitalized patients or their family members may pick up an authorized form from the Health Information Management Department on the 1st floor next to the Kids Club. These patients can also request the authorization form directly from their nursing staff.

Following the discharge of the patient, requests for release of information should be forwarded to the Release of Information Department. This department is located on the 1st floor in the Health Information Management Department.

Patients who request copies of their record for their personal use may receive an abstract of their record for a copy fee of \$1.00 per page up to 25 pages and \$.15 for every page over 25 pages. The fee schedule for these copies may be obtained from the Health Information Management Department or the Release of Information Department.

For additional information regarding Release of Information, call 504-842-2832.

MEDICATIONS AND PHARMACY

When you are admitted to the hospital, please bring a list of all medications and any herbal, natural products or vitamins that you are taking. Be certain to note the dosage and times you take each product.

In most cases, while you are in the hospital, your doctor will order your necessary medications from the Ochsner Health System Pharmacy and the nurses will give them to you as ordered. Please do not take any medications other than those given to you by your nurse. This will prevent harmful drug interactions and adverse effects. In some situations you will be allowed to give yourself medications. The doctor must give permission for this to occur and the nurse will observe you taking your medication. The nursing staff will explain this program to you if you are a candidate for self-medication.

Prescriptions written for you at the time of your discharge can be filed at the Ochsner Pharmacy, located in the Atrium Tower or at your local pharmacy. If you choose to purchase the prescription at the Ochsner Health System Pharmacy, you must pay for your prescription when it is filled. The charge cannot be added to your hospital or clinic bill. The Ochsner Health System Pharmacy, open Monday through Friday from 9:30 a.m. to 6 p.m., accepts all major credit cards. If you have any questions, please call 504-842-3205.

PAIN CONTROL

As a patient, you have the right to effective pain management. In order to assist in your pain relief, the nurse will be asking you to rate your pain using a 1-10 rating scale. A pain scale that contains facial expressions, along with the number from 1 to 10 is posted in the hospital room to assist you with adequately choosing a number. The nurse will explore the use of pain medications and other measures with you. Please do not ignore your pain. We want you to feel comfortable telling the nurse if you continue to have pain after medications or other measures have been tried.

PHYSICIANS AND YOUR MEDICAL TEAM

Ochsner Health System is a teaching organization. During your hospital stay you will be visited by various medical personnel, such as physicians, interns, nursing personnel and technicians.

You will have a primary care physician(PCP) who is in charge of your care. He/she will be assisted by interns and residents(normally referred to as House Staff Physicians). The House Staff Physicians have completed medical school and have chosen to continue additional years of specialized medical training at Ochsner Health System. As part of their training, they will participate in different aspects of you care which will enhance your treatment and afford more individualized care. It may seem that these physicians ask you a lot of questions. Please remember that this is part of their training. At any time, if you would like to talk with the primary physician who is in charge of your care, inform your nurse. Please notify the Admit Department at 504-842-3210, if you would like your PCP notified of your hospital stay.

Nursing personnel include Registered Nurses(RN's), Licensed Practical Nurses(LPN's), Patient Care Technicians(PCT's), and Patient Care Coordinators(PCC's). There will be a board in your room where the nursing assigned to your care is listed.

Additionally, you may receive care from specialty departments such as Physical Therapy or Respiratory Therapy and may have tests taken by a variety of technicians from the Laboratory or Radiology.

ROOMS

Ochsner Health Systems offers private and semi-private rooms, except in critical care areas such as the Intensive Care Units(ICU), Coronary Care Unit(CCU), and intensive care areas for infants and children.

Patient rooms are assigned daily by Nursing Services, based on the medical needs of our patients and the availability of rooms.

At Ochsner Health System, we are committed to providing the best care possible. Part of that commitment is to meet your special requests. We will make every effort to provide a private room upon request. However, because we cannot predict how many patients will want or need a private room, we may not always be able to furnish one to you. It may be necessary to place you in a semi-private room or move you from one room to another to provide the type of care your condition requires. In the event that a room transfer is required and a private room is not available, we will place your name on a waiting list and move you into a private room as soon as one is available. We are unable to make reservations for private rooms in advance. We apologize for any inconvenience this may cause you and your family.

SKILLED NURSING FACILITY (SNF)

You may be moved to the Skilled Nursing Facility(SNF) at some point during your stay. SNF (pronounced "sniff") is an area for patients who need less intensive care than that provided elsewhere in the hospital, but still require treatment and assistance before going home.

Some patients may be directly admitted to SNF. Others may be informed ahead of time that they will be sent to SNF on the third or fourth day of their stay. We may not be able to predict whether SNF will be an option during your stay at Ochsner Health System. Your doctor, nurse, or social worker should discuss this option with you if it is appropriate for you to be placed on the Skilled Nursing Facility. A SNF brochure is available at our Skilled Nursing Facility for more information.

PATIENTS RIGHTS & RESPONSIBILITIES & INFORMATION DISCLOSURE

BIOETHICS COMMITTEE

The Bioethics Committee is a group of health professionals at Ochsner Health System and members of the community who may be convened to review serious bioethical issues not resolved through the usual channels. You may access the Bioethics Committee by calling the operator to page the Chaplain on call.

DISCLOSURE

In emergency situations or patient incapacity, where the opportunity to object cannot practicably be provided, we shall honor the patients most recent preference if known and upon determination by the attending physician or house supervisor. The disclosure is in the patient's best interest. No directory information will be disclosed unless asked for by name, with the exception of bonafide members of clergy.

No further information will be provided without the patient's written authorization.

INVOLVEMENT IN PATIENT CARE

Ochsner Health System will provide patients an opportunity to identify individual(s) not otherwise involved in the patients' care to assist with their care and/or payment process. This involvement in care role is generally limited to incidental actions to aid the patient, such as administering medications, changing dressings, receiving instructions from healthcare providers and other activities of daily living. Ochsner will give protected health information to the assigned individual(s) to the extent necessary for the level of involvement as requested and authorized by the patient.

The patient may request that individuals other than Ochsner Health System or physicians/care providers be involved in their care and/or payment process. This request should be in writing. The request will be filed in the patient's medical record and referenced as needed.

Ochsner Health System will disclose protected health information to assigned individuals if the patient is:

- Unavailable
- Not able to make decisions on his/her own
- Incapacitated

The protected health information disclosed by Ochsner Health System will be minimum necessary to accomplish the intended purpose or to identify or locate a family member or personal representative.

PATIENTS RIGHTS & RESPONSIBILITIES & INFORMATION DISCLOSURE

PATIENT RIGHTS AND RESPONSIBILITIES

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health care professionals, you help make your care as effective as possible. Ochsner Health System encourages respect for the personal preferences and values of each individual.

PATIENT RESPONSIBILITIES

- To the limit of capability, the patient is responsible for providing accurate and complete information relevant to the provision of services, including but not limited to present complaints, past illnesses, hospitalization, medications, pain relief and advance directions.
- To the limit of capability, the patient is responsible for making a reasonable attempt to understand the options, processes of care and pain relief.
- To the limit of capability, the patient is responsible for making a reasonable attempt to understand what is expected of the patient including asking questions as needed.
- The patient is responsible for entrusting valuables for safekeeping, when other options are impractical.
- The patient is responsible for complying with safety regulations, operational policies and financial policies, and for helping the caregiver provide a safe patient care environment.
- The patient, to the limit of capability, is responsible for making choices about alternatives of care and pain management, or the continuance of care; and having made choices, is responsible for compliance with the process of care, including asking for pain relief when pain first begins, and telling the health professional if pain is not relieved.
- The patient, to the limit of capability, is responsible for accepting the consequences for the outcomes if he/she does not follow the care, treatment and service plan.
- The patient is responsible for being considerate and respectful of hospital staff and property as well as other patients and their property.

PERSONAL REPRESENTATIVES DEFINED

Ochsner Health System will treat a “personal representative” as defined below, as the individual (patient) for and provide to the personal representative rights given to individuals (patients) regarding PHI (protected health information) will be a person that has authority under applicable law to act on behalf with related to such personal representation.

Adults and emancipated minors: If a patient is unable to act for himself, a personal representative of the patient in making decisions related to health care.

Unemancipated minors: Any parent, guardian, or other person acting in “loco parentis” who has the authority to act on the behalf of an individual who is an unemancipated minor in making decisions related to health care. At the time that consent is obtained for treatment of a minor, any minor of suitable age will be required, as a condition of consent, to designate the persons authorized to act on his/her behalf as his/her personal representative.

PATIENTS RIGHTS & RESPONSIBILITIES & INFORMATION DISCLOSURE

Deceased individuals: If under applicable law an executor, administrator, or other person has authority to act on behalf of a deceased individual or of the individual's estate, Ochsner Health System must treat such person as a personal representative with respect to protected information relevant to such personal representation.

PATIENT RIGHTS

- The patient has the right to a reasonable, timely response to his/her request or need for care, as well as the right to considerate and respectful care including an environment that preserves dignity and contributes to a positive self image.
- The patient has the right to information regarding patient rights, advocacy services and complaint mechanisms and the right to prompt resolution of any complaint. The patient or a designee has the right to participate in the resolution of ethical issues surrounding the patient's care. The patient or designee has a right to file a complaint if he/ she files that his/her rights have been infringed without fear or penalty from Ochsner or the federal government. Grievances may be lodged with the LA Department of Health and Hospitals by calling 1-888-810-1819.
- The patient has the right to understandable information on his/her health status, treatment and progress in order to make decisions. The patient has the right to know the nature, risks and alternatives to treatment. The patient has the right to be informed, when appropriate, regarding the outcome of the care that has been provided.
- The patient, in collaboration with his/her physician, has the right to make decisions regarding care and the right to participate in the development and implementation of the plan of care and managing pain effectively.
- The patient has the right to refuse treatment to the extent permitted by law, and the right to be informed of the alternatives and consequences of refusing treatment.
- The patient has the right within legal guidelines to have a guardian, next-of-kin or legal designee exercise patient rights when unable to do so. The patient has the right for his/her wishes regarding end-of-life decisions to be addressed by the hospital through advance directives.
- The patient has the right to personal privacy and confidentiality and to expect confidentiality of all records and communications pertaining to his/her care. The patient has the right to request a paper copy of our complete Notice of Privacy Practices, which we are required to provide to you and follow.
- The patient has the right to know if his/her physician wishes to include clinical investigation as part of his/her care or treatment. The patient has the right to refuse to participate in such research.
- The patient has the right to information about charges and available payment methods before services are rendered; immediate and long-term financial implications of treatment choices, insofar as they are known; explanation of bill for charges; and to be given timely notice of non-coverage of services by his/her payor.

PATIENTS RIGHTS & RESPONSIBILITIES & INFORMATION DISCLOSURE

- The patient has the right to be provided with interpretation services if he/she does not speak English; to alternative communication techniques if he/she is hearing or vision impaired; and to have any other resources employed on his/her behalf to ensure effective communication.
- The patient has a right to personal safety (free from mental, physical, sexual and verbal abuse, neglect and exploitation). The patient has the right to access protective and advocacy services. The patient has the right to protection of personal possessions entrusted to Ochsner Health System for safekeeping.
- The patient has the right to know the name and professional status of those responsible for the delivery of his/her care and treatment.
- The patient has the right to receive communications about their health information confidentially. The patient has the right to request restrictions on the uses and disclosures of his/her health information. The patient has the right to inspect, copy, request amendments and receive an accounting of to whom Ochsner has disclosed his/her health information.
- The patient has the right to consent and rescind consent to recording or photographic, video, electronic or audio filming for purposes other than identification, diagnosis or treatment.

SHARING YOUR CLINICAL INFORMATION

We would like to remind you that when you are admitted to the hospital you are asked to sign a release of information authorization. If you sign this, it allows us to share necessary clinical information about you with your insurance company and any of their case reviewers. Most insurance companies require this information before they will pay their share of your bill. If you choose not to sign, we will be unable to release your records, and you will probably be responsible for your entire hospital bill. If you have any concerns or questions about this, please call the Health Information Management Department at 504-842-3000 ext. 23830 and ask to speak with a supervisor. See “Medical Record and Release of Information” on page 10 & 11.

“It is the policy of Ochsner Health System to provide service to its patients in a non-discriminatory fashion in accordance with the provisions of Title VII of the Civil Rights Act of 1973, the Age Discrimination Act of 1975 as well as any other applicable Federal and State laws and regulations.”

“Services for vision/hearing impaired individuals are provided free of charge.”

PALLIATIVE CARE

ADVANCE DIRECTIVES AND LOUISIANA LAW

Louisiana law recognizes that all persons have the right to control the decisions that relate to their own medical care. This control includes decisions an individual can make to have “life-sustaining procedures” maintained, withheld or withdrawn in the event the person is diagnosed as having a terminal and irreversible condition. In Louisiana, the way an individual makes such decisions and communicates these decisions to others is called a “Declaration”.

Each competent adult (18 years or older) has the right to make Declaration. A Declaration is a written, oral or non-verbal communication which expresses the person’s wishes regarding the maintaining, withholding or withdrawing of life-sustaining procedures in the event the person is diagnosed as having a terminal or irreversible condition. In other words, you can make a Declaration and instruct your physician, friends and family to maintain life-sustaining procedures and thereby maintain your life or you can instruct them to withhold or withdraw such procedures and allow you to die. You may also use a Declaration to designate another individual to make treatment decisions on your behalf in the event you are unable to do so. Because you may not be able to communicate your desires in the event you have a terminal and irreversible condition, the law allows you to make your Declaration before such unfortunate circumstances exist.

Although it could include many things, basically a life-sustaining procedure is the kind of procedure (including the giving of food and water) which would only prolong the dying process. Such procedures do not include any measure which is necessary to provide comfort.

A terminal and irreversible condition means:

- A continual “profound” comatose state with no reasonable chance of recovery, or
- A condition because of injury, disease or illness which will result in death and for which life-sustaining procedures would only postpone death.

If for any reason you do not make Declaration, the law will not assume that you desire life-sustaining procedures. In fact, the law allows certain other people to make a Declaration for you if you are diagnosed as having a terminal and irreversible condition, unable to act on your own behalf and have not made a Declaration. Such a Declaration could authorize the withholding or withdrawing of life-sustaining procedures.

Sometimes a Declaration or advance directive is referred to as a “**living will**”. Louisiana law provides a suggested form, but it is only that. You are free to use your own words and you can make your instructions as specific as you desire. Here at Ochsner, we provide you with an additional resource: FIVE WISHES. This document provides you with a structure for thinking through your personal health care choices. Free copies may be obtained from the Information desk, (Guest Services), Patient Relations, Pastoral Care, or your nurse. For assistance in completing FIVE WISHES, call 842-9474 or 842-wish. The form is not as important as the content of your Declaration – that is, the law is more concerned with your desires and instructions than with the form of the Declaration. Your Declaration may be written or it may be made through any nonverbal communication. However, if you choose to make your declaration, **you must make it in the presence of two witnesses.**

Any adult person may act as a witness as long as that person is not related to you by blood or marriage and as long as the person is not entitled to inherit any portion of your estate.

PALLIATIVE CARE

If you make a Declaration, you must notify your physician. It is your responsibility to take care of giving this information to your physician. In addition, you may register your Declaration with the Office of the Secretary of State. However, you are not obligated to do this. To register your Declaration you should send either a certified copy or the original Declaration itself to:

Office of the Secretary of State
P.O. Box 94125
Baton Rouge, LA 70804-9125
Attention: Publications

The Secretary of State currently charges a fee for registration. If you have any questions, you may call the Office of the Secretary of State at (225) 922-0309 or publications@sos.louisiana.gov.

You may revoke a Declaration at any time. To revoke a Declaration, you may:

- Cancel, deface or destroy the Declaration
- In writing, express your desire to revoke
- Through verbal or non-verbal communication, express your desire to revoke
- File a written notice of revocation with the Secretary of State, in the event you registered your Declaration (a charge fee applies).

Another form of Declaration recognized by Louisiana is the **“Durable Power of Attorney for Health Care Decisions”**. You may also use this to appoint someone to make health care decisions on your behalf, but you must expressly state that this is your wish and intent. Ideally, this should be done in the presence of a Notary Public, but it is not required. In order for a Durable Power of Attorney for Health Care Decisions to be used to withhold or withdraw life support, the authority to do so must be expressly given in the document.

You have a right to make a complaint against a health care provider relative to advance directives requirements. Complaints regarding non-compliance by a hospital should be directed to the Department of Health and Hospitals, Health Standards Section toll free at 1 (866) 280-7737.

The State of Louisiana, through the Department of Health and Hospitals, has developed this statement of your rights under Louisiana law. This is not meant to be legal advice, nor is it intended to take the place of the counsel, which can be provided by an attorney.

ADVANCE DIRECTIVES AND OCHSNER

Health System respects your desire, as a patient, to direct your medical care and treatment. Ochsner Health System will honor all valid Living Wills and Durable Powers of Attorney for Health Care Decisions properly brought to the attention of an appropriate Ochsner representative. The honoring of such declarations shall be done in, and strictly in accordance with, state provision of care based upon the execution of an advance directive. A situation might arise, however, when your advance directive will not be implemented due to the medical judgment or conscience of individual health care providers. In these cases, Ochsner Health System will attempt to resolve the disagreement or develop other options.

If you are an outpatient who wishes to file or revoke an advance directive in your medical record, contact the Patient Relations Department at 504-842-3971. If you are an inpatient who wishes to file or revoke an advance directive in your medical record, contact your nurse.

Any questions you may have regarding the hospital policy on this issue can be directed to the Patient Relations Department at 504-842-3971.

SERVICE EXCELLENCE

ART EXHIBIT

Each month a new art exhibit is displayed in the corridors that connect the Atrium to the hospital and the clinic. The “Art Walks” feature artists, photographers and sculptors. The purpose is to support the healing process. For more information about this Healing Healthcare Environment Committee project, contact Guest Services at 504-842-6777.

COMMENT BOXES/PATIENT SATISFACTION SURVEYS

The comment boxes located at the Medical Center Atrium, Hospital and Elmwood Information Desks are for your observations, concerns, and praises of employees and departments. We encourage you to use this means of communicating with us. In addition, a number of our patients will receive a patient satisfaction survey in the mail after discharge. If you receive one, please take the time to respond so we can continue to improve service to patients and their families.

COMPLAINTS AND GRIEVANCES

The hospital has established a process for prompt resolution of patient complaints or grievances. If at any point in your stay you have any concerns, please notify the employees where the problem arose. They will address your concerns and make the appropriate changes in a timely manner. If the front line staff does not address your concerns, you may contact the Department Manager. If the issue is still not resolved by the Department Manager, you may contact the Patient relations Department at 504-842-3971. The Patient Relations Department should also be contacted if you believe your privacy rights have been violated. If a situation arises after-hours or on a weekend, the Hospital Administrator on-call can be contacted by calling the Hospital Operator (“0”).

You may also lodge a grievance with the Louisiana Department of Health and Hospitals (DHH) and/or Joint Commission on Accreditation of Healthcare Organizations (JCAHO). You may lodge a grievance with DHH regardless of whether you have first used the hospital’s internal grievance process. You may contact DHH or JCAHO in writing or by telephone.

Louisiana Department of Health and Hospital
Health standards Section
Post Office Box 3767
Baton Rouge, LA 70821-3767
Toll Free: 1 (866) 280-7737

Office of Quality Monitoring
Joint Commission on Accreditation
of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Toll Free: 1 (800) 994-6610

FAMILY ADVISORY BOARD

The Family Advisory Board and the Pediatric Family Advisory Board seek to enhance the delivery of healthcare at Ochsner Health System by providing a vehicle of communication through cooperative efforts between the families and the entire staff. The board’s goal is to continue the belief of Dr. Alton Ochsner that, “in this hospital, the patient and the patient’s family come first.”

SERVICE EXCELLENCE

GUEST INFORMATION AND SERVICES

The following services are available for the special needs of our guests.

SERVICE/LOCATION

AUTOMATIC TELLER MACHINE

Hospital (1st Floor)
Near Hospital Elevators
Brent House (1st Floor)

HOURS

Open 24 hours

BLOOD BANK DONOR CENTER

Atrium Tower (1st Floor)
504-842-3375

Monday through Thursday

8:30 a.m. to 5:30 p.m.

Friday

8:30 a.m. to 3:30 p.m.

Saturday (every other)

Noon to 4 p.m.

Blood donation by appointment preferred.

CASHIERS

Clinic Lobby (1st Floor)

Monday through Friday

8 a.m. to 5 p.m.

For patients paying bills.

CHAPELS

Hospital (1st Floor)
Hospital Main Entrance
504-842-3286

Open 24 hours

A quiet space and chapel
for meditation.

Elmwood Medical Center

Near Information Desk

GIFT SHOP

Atrium Tower (1st Floor)
504-842- 4438

Monday through Friday

8 a.m. to 5 p.m.

Saturday

10 a.m. to 3 p.m.

INFORMATION DESKS

Atrium (next to the Gift Shop)

Call 504-842-6777 for
patient information

Hospital (next to the Chapel)

Elmwood (Building A)

ED, ICU, Surgery

Monday through Friday

7:30 a.m. to 8 p.m.

Saturday and Sunday

8 a.m. to 8 p.m.

LOST AND FOUND

If you are an inpatient, contact your nurse.

If you are a visitor or outpatient, contact the
Security Department at 504-842-3770.

MAIL-OUTGOING

Hospital:

Brent House Hotel:

Elmwood Medical Center Mail Room:

1st floor near hospital elevators

Entrance to the Brent House Hotel

2nd floor, Building A, for delivery and pickup

SERVICE EXCELLENCE

Mail Pick-ups are made at approximately 11 a.m. and 3 p.m.
Monday through Friday; 2 p.m. on Saturday.

MAIL-INCOMING

Mail for patients should be addressed to the patient's name,
Ochsner Health System
1514 Jefferson Hwy.
New Orleans, LA 70121.

NEWSPAPER

The Times-Picayune and USA Today vending machines are located in the Atrium Tower, first floor hospital elevator lobby, Emergency Department entrance, and the Brent House Hotel lobby. The Times-Picayune is delivered to patient rooms with breakfast.

PARKING AND VALET SERVICES

Ochsner offers garage parking and valet services. To inquire regarding rates and special arrangements, please contact Parking Services at 842-4365. A parking card is available for frequent or long-term parking. Special parking areas have been designated for the Emergency Department, Magnetic Resonance Imaging, Radiation Oncology, and Pediatric Center.

PHARMACY

Atrium Tower 1st Floor

Monday through Friday
9:30 a.m. to 6 p.m.

For prescriptions and personal toiletries

OUTPATIENT PHARMACY:

504-842-3205

RESTROOMS

Restroom facilities are located:

- Hospital 1st floor (near the hospital elevators, accessible for people with disabilities)
- Clinic Lobby 1st floor (near the elevators, next to Cashiers)
- Atrium Tower 1st floor (next to the Gift Shop, accessible for people with disabilities)
- Brent House Hotel Main Corridor (next to the Beauty Salon)
- Near Southport Café
- Elmwood Medical Center, Building A (next to Information Desk)

There are also restroom facilities on each patient floor of the hospital and in the clinic near the elevators. Infant changing stations are located in several men's and women's restrooms. If you have other special needs, contact the Information Desk as 504-842-3380.

SAFETY AND SECURITY

If you have a concern about security, contact your nurse or the Security Department at 504-842- 3770.

STAMPS AND POSTAL SUPPLIES

Machine available 24 hours daily:

Hospital 1st floor (near the hospital elevators)

TELEPHONES

Public telephones are available 24 hours a day on the 1st floor of the hospital and the Atrium Tower.

Telephones in the clinic lobby are available for use during clinic hours (8a.m. to 5:30p.m. Monday through Friday). Local calls are \$.50.

See Cellular Phones and Other Radio Transmitting Devices” on page 2 for information on cell phone use.

See “Hearing Impaired Services” on page 3 for information on telephone services for the hearing impaired.

To direct dial to patient rooms, see “Telephone in Patient Rooms” on page 6.

For assistance with Relay System: 1 (800) 846-5277

KIDS CLUB

A short-term supervised childcare program is available for children 18 months through 14 years. From 8 a.m. to 5 p.m. Monday through Friday (we are closed from noon to 1 p.m. daily). This service is designed for patients with clinic appointments, and we also offer guests an opportunity for childcare during a hospital visit. The fee for this service is \$5 and you may leave your child up to 3 hours per session (2 sessions in a day). Please call ahead at 504-842-5437 to make a reservation.

PET VISITATION

Request and approved pet therapy animals are available to visit patients.* This volunteer program is designed to help patients adjust to the stresses associated with hospitalization by providing familiar contacts in the patient’s environment. The program’s objective is to support the healing process and maximize coping ability. For information, call 504-842-5085.

*With request and approval of patient’s physician.

QUIET ENVIRONMENT

Maintaining a quiet environment is important to support healing. The hospital staff is committed to creating as quiet an environment as possible. Do not hesitate to share your expectations with your nursing staff.

SITTERS

In the event that it is in the patient’s best interest not to be left alone, we will ask for a family member or friend to stay with them. If that is not possible, agencies that provide sitters can be hired by the family to provide this kind of support. Your nurse can provide a list of agencies to use as a resource. The cost for sitters is the responsibility of the patient/family and cannot be added to the hospital bill.

If you have any questions regarding fall prevention, please ask one of our team members. At Ochsner Health System, we believe that fall prevention is everyone’s responsibility. We desire to do all we can to ensure your safety and comfort during your stay!

For more information on fall prevention, contact out Geriatric Clinical Nurse Specialist at 504-842-6193

VISUALLY IMPAIRED SERVICES

The preferred entrance to the building is the River Road entrance which, like the Parking Garage entrance, is open 24 hours a day, seven days a week. Ochsner provides an audio tape containing patient rights and responsibilities, advance directives and the Ochsner mission statement.

All patient elevators and many public areas have Braille signage.

Community services for the visually impaired include:

Lighthouse for the Blind at 504-899-4501

Radio for the Blind as WRBH 88.3 FM

VOLUNTEER SERVICES

At Ochsner Health System, volunteers are an integral part of the service system. We have volunteer opportunities in assisting with patient and non-patient needs in a professional atmosphere throughout the institution. We have flexible volunteer shifts, with morning and afternoon times available to match your schedule. Our volunteer benefits include free parking, discounts at our campus restaurants and gift shop and the use of our medical library. We also offer you attendance at many of our educational workshops and events.

If you or someone you know is interested in volunteering at our hospital, clinic or neighborhood clinics, please call our Volunteer Service Team at 504-842-5085.

FINANCIAL SERVICES

BILLING

If you have any questions after you receive your hospital statement, you may contact Billing Patient Services via our email address billing@ochsner.org or 504-842-3160 or 1-888-842-8402.

The clinic will send you a separate bill for physician services associated with your hospital stay.

FINANCIAL PREPARATION

With a little planning, your financial arrangements can be handled smoothly. Because insurance policies can vary widely, it would be wise to take a minute to review your policy. We will try to keep you informed of any charges your insurance policy will not cover, as well as your deductible, co-payments and co-insurance amounts.

If you have insurance coverage, you should provide the insurance company name, your policy number and your identification card to the Admit Department. Your coverage and benefits will be verified upon admission. In addition, you may be asked to make a deposit for amounts not covered by your insurance upon admission.

If you have Medicare coverage, you must provide your Medicare card and any supplemental insurance card at the time of admission. You are responsible for paying any Medicare deductible and coinsurance amounts not covered by other insurance.

Many group insurance require patients to obtain pre-certification before entering the hospital. If your insurance company requires pre-certification, you must notify the company in advance of your admission. If you are admitted through the Emergency Department, you or a family member should notify your insurance company within 24 hours of the admission. For specific guidelines on notification of your admission, refer to your insurance company handbook. If pre-certification is not obtained according to your insurance company's procedure, your policy benefits can be reduced. Ochsner Health System is not responsible if your benefits are reduced because you fail to obtain pre-certification or a second opinion.

FINANCIAL SERVICES

If you do not have insurance coverage, you will be asked to make a deposit by cash, check or credit card. The amount of the deposit will be estimated based on the reason you are entering the hospital and depending on how long your physician expects you to stay in the hospital. Please be prepared to pay any estimated patient portion when you are discharged from the hospital. At any time during your hospital stay, our Registration Coordinators are available to assist you with insurance questions or financial arrangements. You may call 504-842-3210, if you have questions.

The hospital will file your insurance claim once your medical record is complete. Shortly after discharge you will receive a statement showing the total charges, the estimated amount due by the patient and insurance (if covered). Patients will continue to receive monthly statements showing the account balance, payments received, insurance adjustments and estimated responsibility. Patients generally find it helpful to follow up with the insurance company within 60 days of discharge if no insurance payment has been made.

SAFETY, HEALTH & PREVENTION

CONNECTING AND DISCONNECTING DEVICES

In consideration of patient safety, we request that patients, family members and visitors call for assistance when there is a need to connect or disconnect any devices or infusions that may be in use. Dangerous effects can occur when medical equipment is manipulated unknowingly. Even if the patient, family member or visitor is a healthcare worker, Ochsner still encourages you to call for assistance rather than connecting or disconnecting any device or infusion.

EVALUATING AND GUIDELINES FOR FALL PREVENTION

EVALUATING THE RISK OF FALLS:

An important piece of fall prevention is evaluating all patients for their risk of falling. Upon admission, our nurse evaluates whether you may have an increased risk of falling. The patient and their family members can give us valuable information about how we can anticipate special needs that may increase fall risk (such as the need to get up several times a night to go to the bathroom). The more information, the better!

There are a number of factors that increase the risk of patient falls, and we want to do all we can to decrease these risk factors.

Some examples are:

1. SIMPLY BEING IN A NEW AND UNFAMILIAR ENVIRONMENT CAN INCREASE A PATIENT'S FALL RISK.

2. MEDICATIONS:

- Tranquilizers, muscle relaxants, sleeping pills and pain relievers may make you feel dizzy, disoriented and/or unsteady on your feet and increase fall risk.
- Diuretics ("water pills") can cause a strong urge to urinate that leads to frequent trips to the bathroom and occasional urine leakage that can cause slips on the floor.
- A recent reduction in alcohol or nicotine can cause restlessness, anxiety and difficulty walking.

3. PROCEDURES AND THEIR PREPARATIONS:

- Enemas and laxatives can make you feel weak and cause strong urges to make frequent trips to the bathroom.
- Fasting for diagnostic tests or procedures can leave you feeling weak and unsteady.
- Sedation that you have been given for a procedure may make you feel groggy.

4. PHYSICAL OR MENTAL IMPAIRMENTS SUCH AS:

- An unsteady gait, use of crutches or walkers
- Sight or hearing problems
- Confusion or disorientation
- Previous history of falls
- Strong urges to urinate or urine leakage (incontinence).
- Diarrhea

Please feel free to discuss these and any risk-of-fall concerns with your nurse.

GUIDELINES FOR PATIENT AT RISK FOR FALLS

If your nurse determines, or if you feel that you may be at an increased risk to fall, a plan of care will go into effect designed to do all we can to ensure your safety. The plan may include any of the following elements:

1. Parts of the care plan might be posted on the white board in your room.
2. A special band might be placed on your wrist to identify your special needs to all staff members.
3. A small flag might be posted near your doctor door to encourage staff members to check your room frequently.
4. You will be asked to use your call light to ask for help in getting out of bed. It is important to remain lying or sitting while you are waiting; someone will assist you as soon as possible.
5. When you do get up, sit on the edge of the bed for a while before standing. Then rise carefully and walk slowly.
6. Wear footwear that is non-slip, has closed heels and fits securely.
7. Do not remove or readjust side rails or other protective devices. They are for your safety and protection
8. Family members can be very helpful by maintaining a clear pathway in your room.

HAND HYGIENE

Hand hygiene is the number one defense against the spread of germs that can cause infections. Hand hygiene can be achieved with soap and water or an alcohol-based hand sanitizer.

Traditional hand washing with soap and water lifts germs off of hands. This action allows the germs to be removed by rinsing. Proper hand cleaning with soap and water takes at least 15 seconds of scrubbing all surfaces or lathering hands together.

Hand cleaning with alcohol-based hand sanitizer kills or stops the growth of germs with the exception of *Clostridium Difficile*. Waterless alcohol based hand sanitizer is now accepted as a proper form of hand hygiene. Ochsner provides this product in dispensers in each patient room and in hallways.

Ochsner has partnered with the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) and other agencies to encourage you to Speak Up. This program is designed to empower you to play an active role in your healthcare. The administration and your healthcare team are in support of this effort.

Make hand hygiene a habit of everyday life and help your family members and healthcare providers understand the importance of this practice. Remember that you are an equal partner in ensuring you own wellness.

PARTICIPATION IN RESEARCH STUDIES

In support of the academic mission for the Ochsner Health System, many of the physicians and other care providers participate in research activities. During the course of your care and treatment, your physician may approach you about participating in a clinical trial. Clinical trials may involve the use of a new drug, device or treatment. Some research activity involves completing surveys, questionnaires or collecting information about

SAFETY, HEALTH & PREVENTION

your condition. All research at Ochsner is reviewed in detail by the Ochsner Institutional Review Board, which provides an ongoing oversight of the conduct of our research and the safety of those participating. Prior to any research activity your physician or a research coordinator will review a detailed consent document and should fully inform you of the potential benefits, as well as, risks and costs of participation. You may refuse to participate or decide to withdraw from a clinical trial at any time without jeopardizing your ongoing cure.

For more information about research at Ochsner you may contact the Research Operations office at 504-842-3562 or the Institutional Review Board as 504-842-3535.

SMOKING CESSATION

The leading cause of preventable death in the United States is cigarette smoking. The connection between cigarette smoking, lung cancer and chronic lung disease has been well documented. Cigarette smoking is also a major cause of heart and blood vessel disease.

Tobacco use is the cause of about 30% of all cancer deaths in this country. In addition to lung cancer, cigarette smoking is a major cause of the mouth, voice box, larynx and swallowing tube (esophagus). Cigarette smoke is the major cause of a disease that destroys the ability to breathe called emphysema.

Your tobacco smoke affects others. Passive (or involuntary) smoke happens when non-smokers have to breathe the tobacco smoke of others; this may cause serious health problems for nonsmokers.

There are no forms of tobacco that are safe. Chewing tobacco and snuff contain nicotine, the same addictive drug found in cigarettes.

Stop smoking now. If you are a smoker, it is never too late to quit. Regardless of how long you have been smoking, quitting will reduce your risk of lung cancer and other diseases tied to smoking.

Escape the smoking habit and look forward to a healthier smoke-free future. Ask your health care provider for more information about how to quit smoking.

FOR OUR VISITORS & SERVICES

DINING SERVICES AND VENDING MACHINES

HOSPITAL DINING FACILITIES

Southport Café (Cafeteria)	Monday through Sunday
Hospital 1st floor	6 a.m. – 10 a.m., 11 a.m. – 3 p.m. 4:30 p.m. – 8:30 p.m.

The café offers a variety of choices, including a deli, grill, soup and salad bar, and hot food. Our pastry chef has created treats to complement dining or for snacks.

Espresso Coffee Shop	Monday through Friday
Atrium 1st floor	(Closed open weekends and holidays.) 6 a.m. – 5 p.m.

Offering a variety of coffees and teas as well as specialty coffee drinks. Enjoy a pastry with your coffee or a small sandwich or salad.

FOR OUR VISITORS & SERVICES

BRENT HOUSE HOTEL DINING FACILITIES

Tivoli Gardens Café
Atrium 1st floor
Monday through Friday
(Closed on weekend and holidays.)
6 a.m. – 5 p.m.

Choose from a variety of hot entrees, prepared salads, and fresh fruits and vegetables. Cold sandwiches, hot food, beverages, salad bar, and desserts are also available. For questions, food service can be reached at 504-842-3361.

ELMWOOD MEDICAL CENTER

Café Zucchini
2nd floor, Building A
Monday through Friday
11 a.m. – 2 p.m.

Serving a heart healthy meal, soup, salads, sides, and desserts.

SOFT DRINK AND VENDING MACHINES

Hospital: Vending machines are located in the Southport Café, and on floors 3 through 11 (accessible 24 hours.)
Brent House Hotel: There is a vending room on the 1st floor (accessible 24 hours.).
Elmwood Medical Center: Vending machines are located on the 2nd floors of Building A & B.

GIFT SHOP

Located on the 1st floor of the Atrium Tower, this fundraising enterprise carries a unique selection of gifts such as baby items, jewelry, and decorative home accessories. It also carries cards, magazines, candy, cut flowers, plants, and made-to-order balloon bouquets. The Gift Shop also offers a flower preparation and delivery service to Ochsner patients. Birthday or anniversary? The staff can assist you with gift selection. Call 504-842-4438

Monday through Friday, 8 a.m. to 5 p.m.

Saturday, 10 a.m. to 3 p.m.

Closed on Sundays

HOTEL ACCOMMODATIONS-BRENT HOUSE

Family Sleeping Accommodations

Ochsner Health System recognizes that having a loved one in the hospital is inconvenient and uncomfortable for family members, especially those living out of the area. For this reason, we offer several options for assistance with sleep arrangements for out-of-town guests. Please feel free to discuss your family's needs with your social worker who will be happy to make arrangements that can meet your needs.

The full-service Brent House Hotel located in the Ochsner Health System Medical Center offers comfortable accommodations at a reasonable price. It is connected by a climate-controlled walkway to the clinic and hospital. All guest rooms are furnished with a color television featuring free cable access, in-room movies, and a music channel. Room service and maid service are provided. Accommodations include rooms equipped for guests in wheelchairs, an outdoor patio with heated swimming pool and whirlpool, a beautifully planted atrium, a barber shop and a beauty salon. For reservations, call 504-835-5411. Long distance, call toll-free (800) 535-3986

LAUNDRY FACILITY FOR PATIENTS AND FAMILIES

The laundry room in the Brent House Hotel is available to hospital patients and families. Personnel at the hotel reception desk will issue the key and give instructions. The charge is \$1.25 per load to wash and \$1.25 for the dryer. Detergent and bleach are available from a dispenser in the room. Change is available at the hotel reception desk.

MEDICAL LIBRARY

The Medical Library welcomes patients and visitors to use its electronic and textbook resources Monday through Thursday, 7:30 a.m. to 5 p.m., Friday, 7:30 a.m. to 4 p.m. The library is located on the first floor of the hospital on the Art Walk. Professional medical librarians are available to guide users through the medical literature. For more information, call 504-842-3760 or Email: infodesk@ochsner.org.

QUESTIONS AND CONCERNS

We want to make your stay at Ochsner Health System as pleasant and comfortable as possible. However, it is natural to have concerns while in the hospital. We believe that your questions and concerns are best addressed by those closest to your care. We encourage you to discuss concerns with your NURSE, the Charge Nurse, Patient Care Coordinator, your Physician or the Unit Director of the area in which your care is provided.

There are several resources available to you and your family, if it is not possible to discuss or resolve a problem with those immediately around you.

- Every hospital floor has a Unit Director who is available should you have questions or concerns. The Unit Director works flexible hours, but is usually available during the day. During the late evening, night and weekend hours, a Nursing Administrative Coordinator is on the premises. This person can be reached through the hospital operator.
- A Patient Relations Specialist can be reached at 504-842-3971 Monday through Friday from 8 a.m. to 5 p.m. The Patient Relations Department provides patients with the opportunity to share compliments, questions, or concerns regarding the quality of the medical care service provided for them at Ochsner.
- A Hospital Administrator can be reached by dialing 504-842-3311 from 7:30 a.m. to 5 p.m., Monday through Friday. An administrator on call can be reached through the operator.
- The State of Louisiana assigns an Ombudsman to Skilled Nursing Facility (SNF) patients and families. The name and phone number of this contact person is posted in the Skilled Nursing Facility.

VISITORS

The hospital recognizes that visitors provide valuable support for patients. Each nursing area has its own policies regarding numbers and types of visitors, including children. Please check with the patient's nurse for visiting guidelines. At any time, visitors may be limited to ensure continuity and quality of care.

VISITING HOURS

Regular hospital room visiting hours are 9 a.m. to 9 p.m. At times, the number of visitors and the length of visiting times may be limited by nursing staff.

Specialized units may have varied times as follows:

CARDIAC UNIT (8TH FLOOR SOUTH)

Individual visiting. At times, the number of visitors and the length of visit may be limited by nursing staff.

CORONARY CARE UNIT (CCU) (3RD FLOOR)

Individual visiting. Check with nursing staff.

FOR OUR VISITORS & SERVICES

DAY OF SURGERY CENTER WAITING ROOM (2ND FLOOR)

6:30 a.m. to 9 p.m. Monday Through Friday. Number of visitors may be restricted. Children under 12 are not permitted.

INTENSIVE CARE UNIT (ICU) (6TH FLOOR, HOSPITAL WEST TOWER)

Visitation from 9 a.m. to 11 a.m., 1 p.m. to 6 p.m. and 8 p.m. to 9 p.m. Three may visit at a time. Only under special circumstances may a designated family member or significant other stay with patient. Written Visitation Guidelines for ICU Unit are available in the department for more specific information.

MERRILL HINES SURGERY CENTER (1ST FLOOR)

Up to two visitors per patient. No children under 12.

MOTHER/BABY/ UNIT (3RD FLOOR)

9 a.m. to 9 p.m. for family and friends.

NEONATAL INTENSIVE CARE INTI (NICU NORTH & WEST, 10TH FLOOR)

24-hour visiting for parents, grandparents and siblings over the age of three except during shift changes and rounds, or special circumstances. Check with nurse for details.

PEDIATRICS (4TH FLOOR)

24-hour visiting for parents. Other visitors should consult with the family or nursing staff. After 9 p.m.: parents only.

PEDIATRICS INTENSIVE CARE UNIT (PICU) 4TH FLOOR)

24-hour visiting for parents and grandparents, except during physician rounds and shift changes. Other visitors with parental consent. Two visitors per visit. Ask your nurse about the sibling visitation program.

REHABILITATION PROGRAM (5TH FLOOR AT ELMWOOD MEDICAL OFFICE BLDG.)

4 p.m. to 9 p.m. weekdays: 12 a.m. to 9 p.m. weekends.

FOR OUR VISITORS & SERVICES