

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 Medical Center-West Bank. If you have questions not answered in this handbook, please ask for assistance.

Ochsner Medical Center- West Bank is one of Ochsner Health System's community hospitals serving Southeast Louisiana. From our Nursery to Emergency Services to Heart and Intensive Care Services, Ochsner Medical Center-West Bank delivers advanced healthcare in many medical specialties. We are a community resource for the West Bank and beyond, promoting health and wellness for all our citizens.

The region is evolving, and our hospital is in a strong position to meet the challenges brought by change. We have advanced technology, equipped facilities, and a skilled medical staff representing many specialties. As a proud participant in many national quality initiatives, Ochsner Medical Center- West Bank is working to improve patient care, patient outcomes and safety in ways that can be documented and adopted as daily practice.

Whether you come to Ochsner Medical Center- West Bank for a diagnostic test, surgery, emergency care or to have a baby, everyone on our staff is dedicated to your satisfaction. To learn more, visit our website at www.ochsner.org or call 1-866-OCHSNER.

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

BLOOD DONATIONS

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 Bloodmobile is available at OMC-West Bank from 10 a.m. to 6:30 p.m every Tuesday. Blood donations are always welcome including replacement donations by family members and friends on behalf of patients that have used blood products in their care plan.

Please do not hesitate to call us at (504) 842-3375 for information about our services.

CELLULAR PHONES AND OTHER RADIO TRANSMITTING DEVICES & COMMUNICATION

The use of cellular telephones, digital telephones, and all other radio transmitting devices are limited to the courtyard, visitor waiting rooms, and the cafeteria 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 timelier 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

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. Every patient has a right to request a restriction on the use and disclosure of such information. Such requests for restriction may include: requesting a limit on the information published in the hospital directory or requesting that information be disclosed to certain family members or other individuals.

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) 391-5170.

For dining services' hours, please refer to page 31 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. To ensure effective communication with patients and their companions who are deaf or hard of hearing, OMC West Bank provides sign language interpreting services, telecommunication devices (TDDs), assistive listening devices (ALDs) and other aids and services to persons who are deaf or hard of hearing. These services are provided by the hospital free of charge. OMC West Bank has a dedicated 24-hour TDD. The TDD phone number is (504) 207-1226. This phone is maintained and answered at all times by hospital personnel who are trained in the specific use of the TDD and relay calls. TDD phones are also available for use in patient rooms. All patient rooms have phones with amplified sound and visual flashers. Each floor has a telephone that can be used free of charge. If you need a TDD phone or assistance using the TDD phone or other assistive listening devices, please ask your nurse or case manager. You may also call the ADA Coordinator at (504) 207-2555.

Televisions are equipped with closed captioning capabilities. If you need assistance activating closed captioning, ask your nurse or case manager. In addition, if you are in a common area and would like a television with close captioning capabilities, one can be provided upon request.

Sign language interpreting services are available 24 hours a day free of charge. Please contact your nurse or case manager to arrange these services. However, please provide us with as much advance notice as possible if you would like a sign language interpreter.

All hearing impaired patients and visitors are entitled to the full and equal enjoyment of the services, privileges, facilities, advantages and accommodations of OMC West Bank. No patient or visitor will be denied equal services, accommodations or other opportunities because of their known relationship with someone who is hearing impaired.

OMC West Bank has a policy for effective communications with persons who are deaf or hard of hearing. Upon request, a copy of this policy will be made available.

IMPORTANT TELEPHONE NUMBERS

Within Ochsner Medical Center-West Bank, dial the following phone numbers directly.

Patient rooms may be called directly by dialing 391-5 plus room number.

Main Line/Patient Information	504-392-3131
Administration	504-391-5128
Admitting	504-391-5151
Billing	504-391-5114, 1-888-377-4767
Blood Donations	504-842-3375
Cardiopulmonary	504-391-5470
Chaplin/Pastoral Care	Call Operator (0)
Diabetic Management Center	504-207-2654
Diagnostic Imaging	504-391-5600
Digestive Care Center	504-391-5600
Emergency Department	504-391-5454
Family Unit (Maternity)	504-366-BABY
Financial Counseling	504-212-7056
Food/Nutrition Services	504-391-5170
Gift Shop	504-391-5125
Guest Services	504-391-5571
Housekeeping	504-391-5167
Human Resources	504-391-5134
Interpreters	Call Operator (0)
Laboratory	504-391-5184
Mail Center	504-391-5126
Medical Library	504-391-5396
Medical Office Building	504-391-5131
Medical Records	504-391-5144
Patient Education	504-391-5137
Patient Escort	Call Operator (0)
Patient Relations	504-391-5571
Philanthropy	504-842-7110
Radiology	504-391-5177
Rehabilitation Services	504-391-5164
Release of Information	504-391-5144, option 1
Security	504-212-7015
Surgery Scheduling	504-391-5600
TDD Line	504-207-1226
Volunteer Services	504-391-5126

Administration
504.391.5128

Emergency Room
504.391.5454

Main Number
504.392.3131

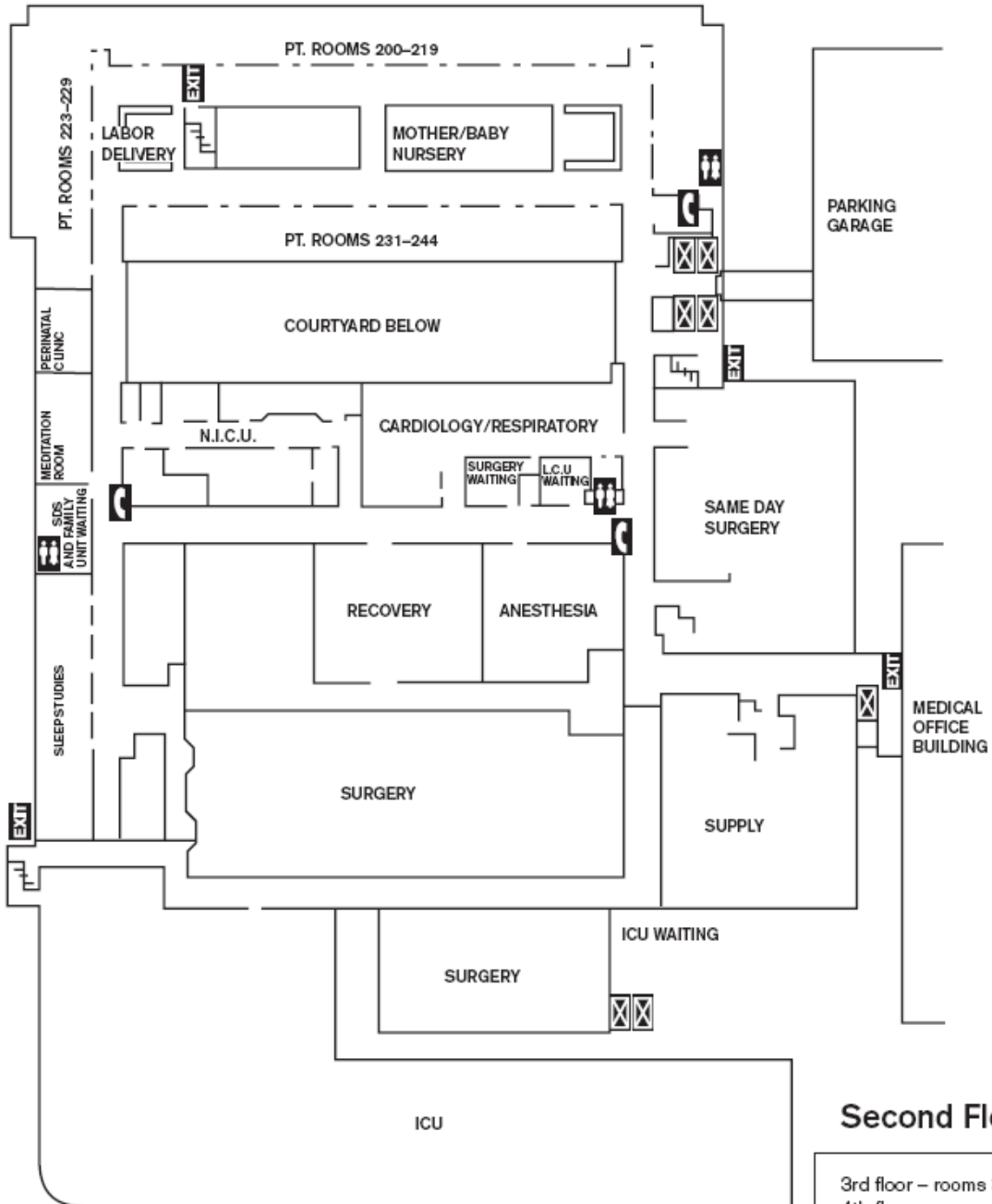
Admissions
504.391.5118

Family Unit
Prenatal Programs
504.366.BABY

Volunteers
504.391.5126

TDD
504.207.1226

Guest Relations
504.391.5571



Second Floor

3rd floor – rooms 301-341
4th floor – rooms 401-441

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

You may park in the hospital garage in front of the hospital free of charge. Emergency Department patients may park in the lot at the back of the hospital (near the Emergency and Patient Registration entrances). Ochsner Medical Center- West Bank is not responsible for the loss or damage to vehicles parked on hospital property.

PASTORAL CARE SERVICES

Recognizing that spiritual and emotional support is vital to providing holistic care to our patients, the hospital has a full-time Chaplain, available for prayer support and counseling for patients and families. The Chaplain can be reached by dialing 0 for the hospital operator. If you would like to speak with a spiritual advisor of your own faith, the Chaplain will arrange a call or visit. If you desire a place of quiet and peace to pray, there is an ecumenical Meditation Room on the second floor, adjacent to the Same Day Surgery waiting room.

On the first Friday of the month and every Friday during Lent there is a Eucharistic Prayer Service at 11 a.m. for family members and staff. The Pastoral Care staff also offers the Eucharist to all Catholic patients Monday through Friday and one day of the weekend. For detail on these services, please dial 0 for the hospital operator.

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. Any electrical equipment such as hair dryers or razors must be cleared for use by Plant Operations. Only battery-operated equipment is permitted in patient areas.

We discourage the use of any other personal electric appliances as they may not be approved for use in the hospital. Do not bring cash or valuables. The hospital is not responsible for personal belongings and valuables unless they are deposited in our safe upon your arrival. Ask the admitting representative or your nurse about depositing items in the safe.

The hospital pharmacy will supply all medications while you are here.

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. Visitors and guests are asked not to smoke in front of the hospital, or within 50 feet of doors leading into the building. Smoking is permitted in the back of the courtyard on the first floor and in the designated areas of the parking garage on the second, third, and fourth floors. Please use the ash cans provided so as to keep smoking areas clean. Cigarettes and other tobacco products are not sold on Ochsner Medical Center-West Bank campus.

TELEPHONES IN PATIENT ROOMS

Telephones are conveniently provided in all patient rooms. To make a local call, dial 9 and wait for the dial tone before calling. Long distance calls must be either collect or billed to your home or business phone. No calls are permitted to patients in the Intensive Care Unit or Coronary Care Unit. Ochsner Medical Center- West Bank's main number is 504-392-3131. See "Important Telephone Numbers" on page 4.

See "Hearing Impaired Services" on page 3 for details on telephones for the hearing impaired. If you would like a TDD, please ask your nurse. 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.

TV CHANNEL LISTINGS

Channel Service	37	Paid Programming (CST)
2 WUPL-UPN	39	Comedy Channel
3 WWL-CBS	40	Bravo
6 Government Access	41	VH1
7 WDSU-NBC	42	SPIKE
8 Education Access	43	CNBC
9 WVUE-FOX	44	E! TV
10 COX Metro	45	Sci Fi Channel
11 WGNO-ABC	47	C-Span
12 WYES-PBS	50	Univision
13 WNOL-WB	52	Lite Classical
14 LPB	58	CMTV
15 Local 24 Hour News	59	TMC
16 WGN	60	AMC
17 WTBS (Atlanta)	61	Court
18 The Weather Channel	62	Hallmark
19 Learning Channel (TLC)	63	History
21 QVC (Shopping)	64	Cartoon Network
22 BET	65	ABC Family Channel
23 A&E	66	Travel Channel
24 TV Land	67	Food TV Network
25 TNT	68	Home & Garden Channel
26 FX	69	Animal Planet
27 MTV	70	FOX News
28 USA	71	MTV2
29 CNN	72	MSNBC
30 Disney Channel	73	SpeedVision
31 Nickelodeon	74	Discovery (Health)
32 Discovery Channel	75	Shopping Channel
33 Headline News	76	Government Access
34 Lifetime	78	TVSS
35 ESPN	99	Shop NBC
36 ESPN2		

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. Ochsner Medical Center- West Bank will only be responsible if these items are deposited in our safe upon your admission to the hospital.

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 you have any security concerns, you may call the Security Office at (504) 212-7015.

VISION IMPAIRED SERVICES

It is the goal of OMC West Bank to ensure reasonable access to information and services when a patient, family member or visitor is blind or visually impaired. Every reasonable attempt will be made to accommodate the special needs of the blind or visually impaired when relevant to the care and comfort of the patient. This may include syringe magnifiers and flat magnifiers, large print materials such as communication cards and pictographs, diabetes education materials, and DVDs with detailed audio content for diabetic education, Braille indicators throughout the facility for elevators and directional signage, and handicapped parking spaces. OMC West Bank also uses Lighthouse for the Blind at (504) 899-4501 as a resource.

Community services for the visually impaired include:

Lighthouse for the Blind at (504) 899-4501 or (888)792-0163

Radio for the Blind as WRBH 88.3 FM

ADMISSION

Whether your admission was scheduled far in advance 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. Private rooms require a deposit of the charges for three days, with remaining charges to be billed upon discharge.

When you are admitted into the hospital, you or a family member will be requested to provide and verify information such as your name, address, phone number and nearest relative, as well as a copy of your insurance card and policy information, valid identification, and a copy of your living will. This information is necessary in order to complete your insurance claim and the admission process. During the admitting process, one must supply financial information such as the 1) insurance plan name, address, and benefit phone number, 2) policy number and/or group number, 3) primary policyholder's name and date of birth, 4) primary policyholder's employer's name, address and phone number, and any other relevant 5) secondary insurance information. If you or a family member are unable to provide all of the requested information, please come to the Admit Department located behind the hospital near the Emergency Department which has entrances from inside and outside the hospital and features private admitting booths as soon as possible to complete the admission process. Hours are from 7 a.m. to 5 p.m. Monday through Friday. After hours, the Emergency Department handles admitting. For more information about Admissions, call 504-391-5151.

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 Medical Center- West Bank. We sincerely hope that your stay is as pleasant and comfortable as possible and wish you a speedy recovery.

CARE MANAGEMENT/SOCIAL SERVICES

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 family 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, please dial 0 for the hospital operator.

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.

Your hospital medicine 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.

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

The doctor will write any prescriptions you may need.

- Your physician will write a discharge order on your chart when you are medically ready to leave the hospital.
- Your doctors and nurses will discuss with you important information you will need to remember upon your release, including medications, diet, what activities you can do and when you need to visit the doctor again.
- If you need special equipment or services after discharge, the Case Manager will help arrange them.
- You will then receive discharge instructions. Make arrangements for a family member or friend to pick you up. If you are released in the morning, we ask that you leave the hospital by 11 a.m.
- Check your room for personal belongings and reclaim any valuables from the hospital safe.
- The Financial Counselor will collect any outstanding insurance co-payments and deductibles. Self-pay patients must complete financial clearance or set up payment arrangements.
- When your transportation arrives, please allow us to escort you from the hospital.
- Emergency Department patients must complete the same discharge process at the discharge window of the department.

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.

HOUSEKEEPING

If you need assistance with housekeeping or linen service in your room, ask your nurse or call 504-391-5167.

INTERPRETERS—FOREIGN LANGUAGE

Foreign language interpreters are available 24 hours a day to assist non-English speaking patients in all aspects of their care. These services are provided free of charge. Please contact your nurse or case manager for assistance.

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 Operations • 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 provided 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 authorization form from the Health Information Management Department on the main floor (1st floor) across from Case Management. 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 (main floor) across from Case Management.

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 \$.50 for every page over 25 pages, and thereafter \$.25. 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) 391-5144 option 1 (Release of Information)..

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. 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 medications. The nursing staff will explain this program to you if you are a candidate for self-medication.

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. In order for the doctor or nurse to help control the pain, you need to tell us what kind of pain you are having, where the pain is located, and the amount of pain using a scale of 0=no pain and 10= worst pain. 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. You will receive a "Pain Tip" brochure at the time of your admission with more information.

PHYSICIANS AND YOUR MEDICAL TEAM

The main hospital of Ochsner Health System is a teaching facility that utilizes interns, residents and other allied health students (e.g., nurses, respiratory therapists, lab technicians). However, at Ochsner Medical Center Westbank, we do not have a formal medical teaching program. This means that your care will be provided by your physician, or a member of his/her physician group without interns or residents. The physician may be an independent community physician or an employee of Ochsner Health System.

Because Ochsner believes in the value of education for healthcare providers, you may see students from various schools, particularly schools of nursing, on the units. These students will be monitored by preceptors or instructors from the school.

Nursing personnel providing your care include Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNA's), and Patient Care Coordinators (PCCs). There will be a board in your room where the nursing staff 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

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

At Ochsner Medical Center- West Bank, 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 nor 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.

SPECIALIZED SERVICES

Cardiology: Advanced Heart Care

Ochsner Medical Center- West Bank is a local leader in advanced, comprehensive heart care. From diagnostics to minimally invasive procedures, surgery to rehabilitation, cardiology services include advanced technology and skilled staff. Cardiologists, surgeons, technologists, and support staff have specialty training and experience.

The spectrum of diagnostic care includes the cardiac catheterization laboratory, which is equipped for angioplasty. Advanced electrophysiology technology and fellowship-trained specialists diagnose and treat arrhythmias. Cardiac surgeries are supported by the Coronary Intensive Care Unit. A team of specialists can help patients undergo rehabilitation, which can help speed recovery from heart disease and lower the risk for future heart disease. To learn more, call 504-391-5470.

Diabetes Management Center

Diabetes is more common than most people realize. Seven percent of the population suffers from diabetes. The alarming fact is that nearly one-third of these do not know they have the disease.

The Diabetes Management Center, accredited by the American Diabetes Association, works to inform our community about the disease, prevent diabetes and help persons manage diabetes so they can live as healthfully as

possible and avoid complications. While there is no cure, diabetes can be managed. Education is key to helping people with diabetes stay healthy from head to toe.

The staff, which includes a diabetes nurse clinician, registered dietitian, and experienced diabetes staff nurses, lead classes that serve as a comprehensive self-management program covering topics such as keeping blood sugar at safe levels. A physician referral is necessary for the center. To learn more, call 504-207-2654.

Diagnostic Imaging Services

This outpatient radiological department equipped with advanced technology provides a comprehensive range of services, including fluoroscopy, CAT scans, MRI, mammography, ultrasound, vascular ultrasound, nuclear medicine, and bone densitometry. To learn more or schedule an appointment, call 504-391-5600.

MRI

Magnetic resonance imaging (MRI) uses radio waves and a strong magnetic field to provide detailed pictures of internal organs and tissues. Ochsner Medical Center- West Bank's advanced technology, adjacent to the Emergency Department, expands diagnostic capabilities while shortening the time required for each test. Advanced image resolution helps diagnose heart and vascular disease, stroke, abdominal illnesses and brain disorders.

CAT Scans

Computerized Axial Tomography (CAT) is a noninvasive technology that enables physicians to see interior images that can help diagnose illness and injury. CAT scan technology available includes spiral scanning.

Mammography

This X-ray of the breast tissue is recommended as an annual screening tool for breast cancer for all women 40 and above. Screening and advanced diagnostic mammography is available.

Bone Densitometry

This test helps diagnose osteoporosis and helps physicians evaluate the impact of treatments for this disabling condition. The hospital's densitometer completes a scan in minutes, measuring bone mineral content and density of specific sites.

Digestive Care Center

This 5,000 square footage outpatient endoscopy center is dedicated to diagnosing and treating digestive disorders. These include heartburn, ulcers, pain, constipation, diarrhea, irritable bowel syndrome, hiatal hernia, gallstones, hemorrhoids, hepatitis, inflammatory bowel disease, and various abdominal cancers.

The center has four endoscopy suites, dedicated recovery area and waiting room for family members. One suite is devoted to bronchoscopy for diagnosing lung and bronchial diseases. A conference room gives the doctor a private place to talk with family members.

Patients report directly to the center for their scheduled procedures. The center obtains its admissions information directly from the doctor's office so patients usually do not have to go through patient registration. For more information call 504-391-5600.

Emergency Services

Ochsner Medical Center-West Bank's full service, Level II Emergency Department, is always open. Physicians specializing in emergency medicine work with a qualified nursing staff to provide care. The Emergency Department has grown to serve patients. Call **504-391-5454**.

Family Unit

Ochsner Medical Center- West Bank has been making special deliveries to area families since 1984 and is a leading birthplace in the New Orleans region.

From early pregnancy to delivery to life with a newborn, the Family Unit provides advanced medical care, education, and support. Family-centered care is the hallmark of all we do. The Family Unit has all private rooms. Skilled obstetricians, obstetrical specialists, neonatologists, nurses with specialty training and support staff are all dedicated to delivering advanced medical care and making each birth a meaningful family experience.

Couplet Care

The Family Unit offers Couplet Care, an approach which provides one nurse to care for both mother and newborn. Nursery and postpartum nurses have been specially trained to deliver couplet care, which gives mothers and babies more individualized attention to their own special needs. Mothers are encouraged to have their babies at their bedside. The nursing staff helps mothers and newborns get the right combination of rest, baby-bonding time and visits with family and friends.

Support During Pregnancy

The Family Unit offers a variety of classes to prepare couples for childbirth and life with a newborn. New couples can get instruction on the Lamaze method of prepared children and breastfeeding, among other topics. There are classes for grandparents and siblings, too. Ochsner Medical Center- West Bank's website, www.ochsner.org, has an entire section on pregnancy resources that provide education and information for this special time. Certified lactation specialists are available for mothers interested in breastfeeding their infants.

To learn about pregnancy classes, schedule a tour or get more information about our services, call **504-366-BABY**.

High-risk mothers receive prenatal care and monitoring in the Perinatal Unit. The goal of staff members who care for high-risk mothers is to help achieve as normal a delivery as possible and keep the baby from needing NICU care.

Labor and Delivery

With 16 Labor-Delivery-Recovery (LDR) suites, expectant mothers can complete the entire birthing process in one homelike yet fully equipped setting. In addition to LDR suites, there are dedicated delivery rooms for Cesarean section deliveries and emergency deliveries. The unit has advanced monitoring for mothers and babies.

Neonatal Intensive Care Unit

Ochsner Medical Center- West Bank's Level III Neonatal Intensive Care Unit provides comfort to families who can rest assured that advanced care is close at hand for premature and ill newborns. The Level III Neonatal Intensive Care Unit provides highly specialized care. A step-down unit is available for babies who improve and require less intensive care.

Staffed by physicians, neonatal nurse practitioners, nurses, and technologists with specialized training, the NICU has a board-certified neonatologist always on call. The team of professionals also includes dietary, pastoral care, lactation, respiratory care, and social services.

The staff encourages parents to touch and bond with their babies in the NICU. They help parents to learn how to care for their babies once they get home. Certified lactation specialists can help mothers provide breast milk, even if their babies are not strong enough to nurse. Parents and grandparents are encouraged to do as much as possible to nurture their babies.

Intensive/Coronary Care Unit

This is a combined medical and surgical unit with 26 beds on the second floor. It can be reached from inside the hospital or from the Emergency Department entrance behind the hospital.

The ICU combines sophisticated medical technology with a highly trained staff to serve critically ill patients. We welcome visitors, who are important to patient's recovery. Please review the visitation hours that are allocated for this purpose.

Surgical Services

Our array of surgical services provides advanced care. Surgery benefits from the combination of skilled surgeons and experienced nurses and technicians. For outpatient and inpatient scheduling, call 504-391-5600.

Services include:

Cardiovascular, thoracic surgery

Ear, nose, throat surgery

Endoscopic surgery

General surgery

Lithotripsy

Neonate (surgery on neonates from NICU)

OB/GYN surgery

Ophthalmic surgery

Orthopedic surgery

Plastic and reconstructive surgery

Podiatry

Pulmonary surgery

Surgical oncology

Urological surgery

Vascular surgery

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 asking your nurse.

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 physician/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 the 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 the minimum necessary to accomplish the intended purpose or to identify or locate a family member or personal representative.

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 more effective. 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 directives.
- To the limit of capability, the patient is responsible for making a reasonable attempt to understand what is expected of him/her, 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 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 the 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.

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 health information relevant to such personal representation.

PATIENT RIGHTS

- The patient has a right to be provided services in a non-discriminatory manner in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act as well as any other applicable Federal and State laws and regulations.
- 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 is responsible for being considerate and respectful of hospital staff and property as well as other patients and their property.
- The patient has a 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 feels that his/her rights have been infringed without fear of penalty from Ochsner or the federal government. You may file a complaint with Guest Services by calling (504) 391-5126. Grievances may also be lodged with the LA Department of Health and Hospitals by calling 1-866-280-7737, or the Joint Commission on Accreditation of Healthcare Organizations at 1-800-994-6610.
- 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 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, 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 effective pain management.
- The patient has a 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 receive communications about his/her 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 who Ochsner has disclosed his/her health information.
- 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; the patient has the right to know about immediate and long-term financial implications of treatment choices, insofar as they are known. The patient has the right to request an explanation of his/her bill charges and to be given timely notice of non-coverage of services by his/her payor.
- 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. All of these services are provided free of charge.

- To ensure effective communication with patients and their companions who are deaf or hard of hearing, OMC Westbank provides sign language, interpreting services, telecommunication devices (TDDs), assistive listening devices (ALDs) and other aids and services to persons who are deaf or hard of hearing. These services are provided by the hospital free of charge. For assistance, please ask your nurse or case manager. You may also call the ADA Coordinator at (504) 207-2555 or the Patient Representative at (504) 391-5126.
- 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 the Ochsner Health System for safekeeping. If you have a safety concern, we encourage you to report it to a department manager or to Guest Relations.
- 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 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) 391-5144 and ask to speak with a supervisor. See “Medical Record and Release of Information” on page 12.

ADVANCE DIRECTIVES AND LOUISIANA LAW *(tab PALLIATIVE CARE)*

Louisiana law recognizes that all persons have the right to control the decisions that relate to their own medical care. This control includes those decisions which 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 a 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 and 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 a 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 that person is not entitled to inherit any portion of your estate.

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

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 and federal laws governing such declarations. Ochsner will not discriminate on admission or 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 inpatient who wishes to file or revoke an advance directive in your medical record, contact your nurse or the Admissions Department at 504-391-5151.

Any questions you may have regarding the hospital policy on this issue can be directed to the Patient Relations Department at (504) 391-5126

PATIENT SATISFACTION SURVEYS

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. Your comments and feedback are important to us to strive for continued excellence.

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) 391-5126. 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 Director of Guest Services and/or the House Supervisor can be contacted via the Hospital Operator at 504-392-3131.

If you would like to ask a question or report a grievance anonymously, Ochsner's 24-hour Anonymous Hotline is available to you at 504-842-2667 or toll free at 1-888-273-8442. If you believe your privacy requests have been violated, you may submit a complaint form, available upon request, to the following:

Ochsner Medical Center- West Bank, 2500 Belle Chasse Highway, Gretna, LA 70056, 504-207-1280

Any person who believes s/he has been subjected to discrimination on the basis of disability may file a grievance. The Law and Regulations may be examined in the office of the Manager of the Patient Relations Department at (504) 391-5126 who has been designated to coordinate the efforts of Ochsner Medical Center – Westbank to comply with Section 504 of the Rehabilitation Act. Ochsner will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance. Grievances involving claims of disability discrimination must be submitted to the Section 504 Coordinator within 10 days of the date the person filing the grievance becomes aware of the alleged discriminatory action. A complaint must be in writing, containing the name and address of the

person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought. The Section 504 Coordinator (or her/his designee) shall conduct an investigation of the complaint. The Section 504 Coordinator will issue a written decision on the grievance no later than 30 days after its filing. The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to the Patient Relations Department within 5 days of receiving the Section 504 Coordinator's decision. A written decision in response to the appeal will be issued no later than 30 days after its filing.

Ochsner will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings.

You may also lodge a grievance with the Louisiana Department of Health & Hospitals (DHH), the U. S. Department of Health and Human Services, Office for Civil Rights 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 seeks 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." For interest in joining, please contact Guest Services at 504-391-5571.

GUEST INFORMATION AND SERVICES

At Ochsner Medical Center- West Bank, complete patient satisfaction is our goal. We are here to provide you with the highest quality medical care in a comfortable atmosphere. The Director of Guest Relations is an advocate for patient and is available to help patients and families understand their care or discuss issues of importance. Always on call, the Director may be reached at 504-391-5571 or dial 0 for the operator and ask for Guest Relations. For information about a patient's room number call 504-391-5124.

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

SERVICE/LOCATION

HOURS

AUTOMATIC TELLER MACHINE

Open 24 hours

Hospital (1st Floor)

Near Hospital Elevators

Brent House (1st Floor)

BLOOD BANK DONOR CENTER

Blood Mobile

Tuesday, 10 a.m.- 6:30 p.m.

(504)842-3375

Blood donation by appointment preferred.

CASHIERS

Patient Registration (1st Floor)

Monday through Friday

8:00 a.m. to 5:00 p.m.

For patients paying bills.

CHAPELS

Hospital (2nd Floor)

Open 24 hours

A quiet space and chapel for meditation.

GIFT SHOP

504-391-5125.

INFORMATION DESKS

Atrium

Call (504) 391-5124 for patient information

LOST AND FOUND

If you are an inpatient, contact your nurse. If you are a visitor or outpatient, contact the Operator

MAIL-OUTGOING

For outgoing mail, call Volunteer Services at 504-391-5126.

MAIL-INCOMING

Incoming mail is delivered directly to your room. Mail received after you have been discharged will be forwarded to your home address. The mailing address for Ochsner Medical Center- Westbank is: Patient Name, Ochsner Medical Center- West Bank, 2500 Belle Chasse Highway, Gretna, LA 70056.

NEWSPAPER

The Times-Picayune and USA Today vending machines are located in the front of the hospital, 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 SERVICES

You may park in the hospital garage in front of the hospital free of charge. Emergency Department patients may park in the lot at the back of the hospital (near the Emergency and Patient Registration entrances). Ochsner Medical Center- West Bank is not responsible for the loss or damage to vehicles parked on hospital property.

RESTROOMS

Restroom facilities are located:

- Hospital 1st floor (near the hospital elevators, accessible for people with disabilities)

There are also restroom facilities on each patient floor of the hospital. Infant changing stations are located in several men's and women's restrooms. If you have other special needs, contact the Operators at 0.

SAFETY AND SECURITY

A prime concern is the safety of our patients, visitors, and employees. You can help us ensure safety by observing the following regulations:

- Leave all medications at home. Your physicians and hospital's pharmacy will tend to your medical needs during your stay.
- Please do not bring electrical equipment to the hospital. Only battery-operated equipment is allowed in patient areas. Any electrical equipment you bring such as electric razors or hair dryers must be approved by Plant Operations before use in the hospital. A nurse on your unit will contact Plant Operations to check the equipment.
- To prevent accidental falls, please call a nurse and ask for help before getting in and out of bed.
- Please use cellular phones in designated areas only: the courtyard, visitor waiting rooms, and cafeteria.

Security is available to you at all times. Security will walk you to your car or take reports of suspicious activity.

TELEPHONES

Each floor has a telephone that can be used free of charge.

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 8.

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

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!

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 the use of our medical library. We also offer you attendance at many of our educational workshops and events. Daily complimentary meals are provided to active volunteers.

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) 391-5126 or visit Ochsner's website at <http://www.ochsner.org> to fill out an application.

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) 363-7603.

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. Coverage for patients admitted through Emergency Department after hours will be verified before they are discharged. 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 companies 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.

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 Financial Coordinators are

available to assist you with insurance questions or financial arrangements. You may call (504)212-7056 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.

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 use of a new drug, device or treatment. Some research activity involves completing surveys, questionnaires or collecting information about your condition. All research at Ochsner is reviewed in detail by the Ochsner Institutional Review Board, which provides on going 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 care.

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

PATIENT EDUCATION

Ochsner Medical Center-West Bank offers a variety of patient education. Many departments such as Diabetes Management Center, Radiology, Dietary, Outpatient Surgery, and Endoscopy provide materials on their particular specialties. Ask your nurse if you would like to learn more about a particular topic. The hospital website has a wealth of easy-to-access health information about hospital services and health topics in general. Visit www.ochsner.org. There, you will find detailed information on diagnostic tests, surgeries, procedures, drugs, and diseases. Health tools help you assess your risks for disease, calculate your baby's due date or your body fat index.

The Education Department has a resource library of materials on a variety of health topics available to the community. Call 504-391-5137 to learn more. Our goal is to provide excellent care to our patients and promote the health of our community. We invite you to help us promote good health by participating in our series of health fairs, preventive screenings, and community education lectures that cover a wide range of topics. To learn more about upcoming events visit our website at <http://www.ochsner.org>.

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.

DINING SERVICES AND VENDING MACHINES

HOSPITAL DINING FACILITIES

The Cafeteria is on the first floor near the courtyard and is open seven days a week with limited hours on weekends and holidays. Nutritious, reasonably priced hot meals are available during the following hours:

Morning- Monday-Friday, 7:30 a.m.-9a.m.

Afternoon- Every day, 11 a.m.-2 p.m.

Evening- Monday-Friday, 4 p.m.-7 p.m.

Free coffee is available. Snacks may be purchased 24 hours a day in vending machines located on the first floor near Radiology. Please do not bring food into the lobby, waiting areas, or patient rooms. For more information, call 504-391-5170. An ATM machine is available in the main lobby.

SOFT DRINK AND VENDING MACHINES

Hospital: Vending machines are located on the 4th floor in the waiting room.

GIFT SHOP

Le Petite Boutique in the Lobby has a wide range of merchandise- snacks, plants, sundries, baby items, balloons, bouquets, and more. Hours are posted. It is operated by the Friends of JoEllen Smith Scholarship Fund. All proceeds fund annual scholarships for students pursuing healthcare careers. For more information, call 504-391-5125.

MEDICAL LIBRARY

The Library and Archives is open to the public and has a collection of consumer health books, reference materials, and access to online consumer health materials. Professional medical librarians are available to guide users through the medical literature. For more information, call (504) 842-3760 or Email: infodesk@ochsner.org. The library can also be accessed via <http://www.ochsner.org/medical-library/> as a gateway to health research tools and links, library catalog, online forms, patient education materials, Ochsner history and much more.

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 8:00 a.m. to
 - 5:00 p.m. The Patient Relations Department provides patients with the opportunity to share compliments, questions, or concerns regarding the quality of the medical care and service provided for them at Ochsner.
- A Hospital Administrator can be reached by dialing (504) 391-5128 from 8:00 a.m. to 5:00 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**.

TIPPING

Employees are not permitted to accept money from patients or families.

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 GUIDELINES/HOURS

General Visiting Hours

6:30 a.m.-9 p.m.

Specialized units may have varied times as follows:

Family Unit

Family and friends are encouraged to visit, but only two visitors are permitted in the room at a time. To protect new mothers and babies, children and adults who have fever, cough, rash, sore throat, nausea, diarrhea, or recent exposure to a contagious disease are not allowed to visit.

ICU/CCU

Two family members are allowed to visit the patient at a time. We ask that you please use the buzzer outside the ICU/CCU doors prior to entering the unit. Admittance to the ICU/CCU is at the discretion of the charge nurse. No food or drinks allowed in rooms by visitors. All visitors must be at least 12 years of age or older. Flowers or plants are not allowed in patient rooms.

6 a.m.- 6:30 a.m.

9 a.m.-10 a.m.

Noon- 1 p.m.

2 p.m.- 2:30 p.m.

5 p.m.- 6 p.m.

8:30 p.m.- 9 p.m.