

Patient HANDBOOK



Lane Regional
Medical Center

Care You Can Count On

A Message From Larry Meese

Chief Executive Officer



Dear Friends:

Lane Regional Medical Center has experienced phenomenal evolution, growing from a 40-bed hospital in 1960 to the 139-bed regional facility it is today.

Yet over the years, the hospital has retained the individual and personal attention that has always made it the comfortable choice for your healthcare needs.

Customer service and quality are our priorities. We offer a full range of services, such as cardiology, medical and radiation oncology, gastroenterology, orthopedic and general surgery, OB/GYN, and rehabilitation care.

We also provide a variety of outpatient services, including home health, wound care/hyperbaric oxygen therapy, physical/speech/occupational therapy, audiology, pediatrics, family medicine, and urgent care.

Our medical plaza offers easy access for laboratory and imaging services, such as MRI, CT scan, nuclear medicine, X-ray, bone density, mammography, and ultrasound. Our Emergency Department is always open and ready to handle virtually any emergency in a prompt and capable manner.

Meeting the healthcare needs of the 98,000+ residents of Zachary, Baker, Central, North Baton Rouge, the Felicianas and southern Mississippi is what we do best, and I hope you will continue to look to Lane as your number one resource for your wellness and medical services.

I appreciate the confidence you have shown by choosing Lane for your care, and I hope you are pleased with your stay.

Thank you,

A handwritten signature in black ink that reads "Larry Meese". The signature is written in a cursive, flowing style.

Larry Meese



TABLE OF CONTENTS

Welcome to Lane Regional Medical Center	4	Visitor Information	28
Qualified Care	4	Visiting Hours.....	28
Our Mission, Vision and Values	5	Staying Overnight.....	28
Interpreters Available	6	Lane Cafeteria	29
Non-Discrimination Policy.....	7	Lane Gift Shop	29
Patient Rights	8	ATM/Newspapers/Vending Machines	29
Patient Responsibilities	10	Parking.....	29
Safe Environment	10	Cell Phones	29
Additional Patient Information	11	Lost and Found	29
Patient Confidentiality	11	Tobacco-Free Campus.....	29
Organ Donation.....	11	Tips for Quitting Smoking.....	29
Advance Directives.....	11	During Your Stay	30
Living Will	12	Television Channels.....	30
Durable Power of Attorney	13	Telephones.....	31
Pain Management.....	14	Important Phone Numbers.....	31
Opioids for Acute Pain.....	15	Flowers.....	31
Non-Pharmacological Therapies for Pain	16	Pastoral Care/Chapel.....	31
Speak Up About Your Care	17	Patient Meals.....	31
Rapid Response Team.....	17	Referrals.....	31
Notification of Outpatient/Observation.....	18	Volunteering at Lane.....	31
Fall Prevention	18	Donations	31
Preventing Infections	19	Safety and Security	32
Speak Up to Prevent Infections	19	Security.....	32
Preparing for Surgery	19	Personal Belongings/Electrical Equipment	32
Surgical Site Infection FAQs	20	Patient Identification Band.....	32
Catheter-Associated Urinary Tract Infection FAQs.....	21	Staff Identification.....	32
Catheter-Associated Bloodstream Infection FAQs.....	23	Fire & Emergency Preparedness Drills	32
Multidrug-Resistant Organisms	24	Resolution of Complaints	33
Proper Antibiotic Usage	25	Going Home/The Discharge Process	33
When to Take (or Not to Take) Antibiotics	25	Understanding HCAHPS Survey.....	34
Speak Up About Antibiotics.....	26	Financial Information/About Your Bill.....	35
Infection Control Precautions	27	MyPatientPortal	35
Airborne Isolation Precautions	27	MHealth Web Portal App.....	35
Contact Precautions & Contact/Enteric Precautions...	27		
Droplet Precautions	27		
Hand Cleaning Standards.....	28		

Welcome To



Lane Regional Medical Center

As a patient and guest, we extend to you a sincere welcome on behalf of administration, the medical staff and all hospital personnel. It is our privilege to serve you!

Please use this booklet as a resource for making your stay as comfortable and worry-free as possible. It is our job to provide you with all the information you need and to answer all your questions. If for any reason you need to know something not in this booklet, just ask. We are here to provide you with prompt, courteous and compassionate attention.

Lane Hotline
225-658-4484



If you experience exceptional care, or if your expectations of our services have not been met, we would like to know immediately. Please leave a message on our Lane Service Hotline, so we may contact you and address your concerns.



Qualified Care

**Lane Regional Medical Center
is fully accredited:**

- ✓ By the Joint Commission on Accreditation of Healthcare Organizations
- ✓ As a Cycle IV Chest Pain Center by the Society of Cardiovascular Patient Care
- ✓ As a Gift Shining Star hospital for breastfeeding by the Louisiana Department of Health

is a member of:

The Louisiana Hospital Association
The Southeastern Hospital Conference
The Southeast Louisiana District

is licensed by:

The State of Louisiana Department of Hospitals

is certified by:

The Department of Health and Human Services
for Participation in Medicare Program

Our Vision:

To be the best community healthcare system
in the nation

Our Mission:

To provide exceptional healthcare services
to every patient, every time

Our Values:

Quality:

Achieving the highest standard of care

Service:

Anticipating and exceeding expectations

Stewardship:

Managing resources responsibly and pursuing community service

Teamwork:

Respecting others, working as a group and holding
one another accountable

Innovation:

Taking initiative to explore new processes
to improve outcomes



**Lane Regional
Medical Center**

Care You Can Count On

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you.

This chart includes languages commonly spoken in your community, additional languages are available.

English: Do you speak [language]?

We will provide an interpreter at no personal cost to you.

<p>Arabic</p> <p><i>Arabic</i> هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك. اللغة العربية</p>	<p>Persian</p> <p><i>Persian</i> فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.</p>
<p>Cantonese</p> <p><i>Cantonese</i> 您講粵語嗎？我們將免費為您提供翻譯。 粵語</p>	<p>Portuguese</p> <p><i>Portuguese</i> Fala português? Vamos facultar-lhe um intérprete, sem custos para si. Português</p>
<p>French</p> <p><i>French</i> Parlez-vous français ? Nous vous fournirons gratuitement un interprète. Français</p>	<p>Russian</p> <p><i>Russian</i> Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика. Русский</p>
<p>German</p> <p><i>German</i> Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung. Deutsch</p>	<p>Spanish</p> <p><i>Spanish</i> ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted. Español</p>
<p>Japanese</p> <p><i>Japanese</i> 日本語を話しますか？個人的な負担なしで通訳を提供致します。 日本語</p>	<p>Tagalog</p> <p><i>Tagalog</i> Nakapagsasalita ka ba ng Tagalog? Magbibigay kami ng tagasalin nang wala kang personal na babayaran. Tagalog</p>
<p>Korean</p> <p><i>Korean</i> 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다. 한국어</p>	<p>Thai</p> <p><i>Thai</i> คุณพูดภาษาไทยได้หรือเปล่า เราจะหาการจดหาล่ามให้โดยไม่มีค่าใช้จ่าย ไทย</p>
<p>Lao</p> <p><i>Lao</i> ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຜູ້ແປພາສາໃຫ້ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າ. ພາສາລາວ</p>	<p>Urdu</p> <p><i>Urdu</i> کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔ اردو</p>
<p>Mandarin</p> <p><i>Mandarin</i> 您讲国语吗？我们将免费为您提供翻译。 中文</p>	<p>Vietnamese</p> <p><i>Vietnamese</i> Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị. Tiếng Việt</p>

American Sign Language (ASL)



Lane Regional Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Español (Spanish)

Lane Regional Medical Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Français (French)

Lane Regional Medical Center respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

Tiếng Việt (Vietnamese)

Lane Regional Medical Center tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

艾 ' 恠恠 (Chinese)

Lane Regional Medical Center 閔帽冏碯穉董闐卨湔灸躑躅嶂 倌奩縮粮わ蕪舛わ漂粮賁臆わ惑い わ漼紓擯抵吧菴滄蹲僱兄僇ゐ

إعراب (Arabic)

لومومعملالةلإردفلالةلندملالقوقحلانلنلأوقبل Lane وأ نوللأ وأ قرعلل سأسأ كلع رل ملى الو اهب وأ ينطولل لصلأل مرزلل Lane Regional Medical Center سنلحلل وأ ةقاعللل وأ نسلل

Tagalog (Tagalog – Filipino)

Sumusunod ang Lane Regional Medical Center sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

한국어 (Korean)

Lane Regional Medical Center 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

Português (Portuguese)

Lane Regional Medical Center cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo.

ລາສາລາວ (Lao)

Lane Regional Medical Center ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມັດຂອງຊຸບານກາງທັງຄົບຖ້ວນ ແລະບໍ່ຈຳແນກໄດ້ຍັງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດ.

梶槽辨 (Japanese)

Lane Regional Medical Center 半冏碯ブ(金)木鐻闐卨湔洩灸(名)閔帽へわ臆縮わ夔ワ舛わ叶銷灯わ惑い わ紓卨(-)ム半抵吧レ膝ユバ恠吧(名)ヅムへ(-)ボ(特)ゐ

وڈ (Urdu)

کی کنی ناولق کے قوق ح کی رش ی ق ا ف و ق ا ل ط ا ل ب ا ق Lane Regional Medical Center سے ات ر ک ل ی م ع ت دای ن ب کی کی سن ج ای کی رود عم ، رم ع ، ت کی موق ، گ نر ، ل سن ات ر ک ی ی ن زای ت م ر پ

Deutsch (German)

Lane Regional Medical Center erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

کسراف (Farsi)

و دن ک ی م ت ی ع ب ت ه ط و ب ر م ل ا ر د ف ی ن د م ق و ق ح ن ی ن ا و ق Lane Regional Medical Center ه ن و گ ک ی ه ر ب ی ض ی ع ب ت ه ن و گ ک ی ه ن س ، ی ت ی ل م ت ی ل ص ا ، ت س و پ گ نر ، دا ژ ن س ا س ا دوش ی م ن ل ی ا ق دار ف ا ت ی س ن ج ای کی ن ا و ت ا ن

Русский (Russian)

Lane Regional Medical Center соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

ภาษาไทย (Thai)

Lane Regional Medical Center ได้ปฏิบัติตามรัฐธรรมนูญที่ค้ำประกันสิทธิที่เหมาะสม และไม่แบ่งแยกทางชาติพันธุ์ สีผิว เชื้อชาติ อายุ ความทุพพลภาพ หรือเพศ



Care You Can Count On



Patient Rights

Access to Care

You have the right to:

- Impartial access to treatment or accommodations that are available or medically indicated;
- Expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when care is no longer appropriate;
- Considerate and respectful care, at all times and under all circumstances, with recognition and personal dignity;
- Considerate and respectful care, including the consideration of the psycho-social, spiritual and cultural variables that influence the perceptions of illness;
- Refuse care, treatment and services, and to make informed decisions regarding care; and
- Appropriate discharge planning and transition of care services.

If you need additional information, please request a Social Service consultation.

Right to Information

You have the right to:

- Know the names of doctors, nurses and others who will care for you;
- Know when caregivers are students, medical residents or others in training;
- See your medical records and to have the information explained to you, except when restricted by law;
- Ask that your name and the name of your doctor not be posted outside your hospital room;
- Obtain information on your condition, treatment and outlook. This information must be appropriate, up-to-date and understandable;
- Know the risks involved, the possible length of time it will take you to heal and medically sound alternatives, risks and benefits;
- Refuse care, treatment and services, and to make informed decisions regarding care; and
- A discharge planning evaluation should you or your representative request one.

Privacy and Confidentiality

You have the right to:

- Refuse to talk with or see anyone not officially connected with the hospital or directly involved in your care;
- Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures and treatment;
- Be examined and treated in a way that your security and privacy will be protected. All communication and records involving your care will be kept confidential except in cases of suspected abuse and public health hazards. In these cases, the hospital is required or permitted by law to report to authorities. When reporting, the hospital will still emphasize the private nature of this information;
- Have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and
- Not remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.

Ethical Issues

You have the right to:

- Participate in the consideration of ethical issues that relate to your treatment; and
- Seek the consult of the Hospital Ethics Committee. You may obtain this consult by contacting the Social Worker, your physician or the Chief Nursing Officer.

Decisions Regarding Medical Care

You have the right to:

- Make decisions about your treatment before it starts and while it is underway;
- Refuse a recommended treatment to the extent permitted by law and hospital policy. You have the right to be told how your decision may affect you medically;
- The information necessary to enable you to make treatment decisions that reflect your wishes; and
- Expect clear, concise explanation of your condition and any proposed treatment, problems related to recuperation and the likelihood of success.

Hospital Charges

You have the right to:

- Request and receive an itemized and detailed explanation of your total bill for services rendered in the hospital;
- A timely notice prior to termination of your eligibility for reimbursement by any 3rd party payer for the cost of your care; and
- Know the immediate and long-term financial implications of treatment choices, insofar as they are known.

Personal Safety

You have the right to:

- Expect reasonable safety insofar as the hospital practices and environment are concerned; and
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

Resolution of Complaints:

It is understood that there will be no retaliation toward the patient or his/her representative and hospital personnel will assist the patient in utilizing the right of patient complaints concerning the quality of care.

We Want to Hear From You

At Lane Regional Medical Center our mission is to provide exceptional healthcare services to every patient, every time.

If you experience exceptional care, or if your expectations of our services have not been met, we would like to know immediately.

- You should first discuss with your nurse and/or the social worker.
- If your concerns are not resolved, you should then contact the House Supervisor or Charge Nurse on your unit for assistance.
- **You may also leave a message on our Lane Service Hotline, so we may contact you and address your concerns. 225-658-4484.**

Withholding of Resuscitative Services/Forgoing or Withdrawing of Life Sustaining Treatment:

The decision-making process will be initiated between physician and patient or designated representative.

The staff can assist you with obtaining Pastoral Care to assist with meeting your spiritual needs for end of life issues or any time it is needed.

Listing of Protective Services:

Adult/Elderly Protective Services800-898-4910
Child Protective Services 855-452-5437
Domestic Violence225-389-3001

Patient Representative/ Legal Guardian:

The hospital recognizes the right to the patient's guardian, next of kin or legally authorized representative to authorize or refuse medical treatment to the extent permitted by law, when the patient has been found incapable of making medical decisions.

If you still have questions or concerns about your rights, staff are available to answer your questions.



Patient Responsibilities

Your Responsibilities as a Patient

The nature of healthcare requires that you, your family or representative take part in your care. The success of your treatment and your satisfaction depends, in part, on your responsibilities as a patient.

You Are Responsible For:

- Providing information about past illnesses; hospitalizations, medications and other health matters;
- Asking your doctor or caregiver to explain if you do not understand something;
- Telling your doctor and other caregivers if you think you will have problems following your treatments;
- Asking the healthcare professional what to expect regarding pain and pain management, discussing pain relief options, asking for pain relief when pain begins, and telling the healthcare professional if pain is not relieved;
- Accepting the consequences of not following instructions or refusal of treatment. If you or your family refuses treatment or fails to follow the practitioner’s instructions, you and/or your family members are responsible for the outcomes;
- Providing insurance information on how you will pay your bill and assuring that financial obligations are fulfilled;
- Understanding our policies. This means you may have to make reasonable adjustments to the needs of the hospital, other patients, medical staff, and hospital employees;
- Being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors; and
- Being an active part of your care transition.



Safe Environment

Lane Regional Medical Center is committed to providing a safe and healing environment that is free from threatening or aggressive behavior. Examples of aggressive behavior include:

- **Physical assault**
- **Abusive language**
- **Threats**
- **Sexual language**
- **Verbal harassment**
- **Failure to respond to staff instructions**

Accordingly, all patients are expected to:

- Demonstrate respect and consideration for staff, patients and visitors, even when other patients may have more urgent needs than your own.
- Maintain civil language and conduct with staff.
- Accept responsibility for your actions while in our care.
- Respect hospital property and act in a safe and responsible way.
- Advise staff of anything that may cause you to become aggressive during your stay.

There is ZERO TOLERANCE for all forms of aggression.

Incidents may result in removal from this facility and possible prosecution and imprisonment. – La. R.S. 14:34:8. All persons are subject to search and seizure of any unauthorized weapons or property.

Staff is supported in pressing charges for aggressive behavior encountered while caring for patients.



Additional Patient Information

Patient Confidentiality

Lane Regional Medical Center is dedicated to maintaining the privacy of your health information. You will be given a Privacy Notice of our legal duties and privacy practices concerning your health information. This notice is required by the Health Insurance Portability and Accountability Act (HIPAA).

In general, whenever we need to release your information, we must only release specific, limited information to achieve the purpose for which the information is being used or disclosed. According to Federal law, state statutes, and as healthcare professionals, Lane must follow the privacy practices described in this Privacy Notice.

If you have any questions regarding the Privacy Notice, or have a HIPAA complaint or privacy issue, please contact the Privacy Officer at 225-658-6788, or call the Compliance Hotline at 225-658-6789.

Organ Donation

Did you know that one organ donor can save up to eight lives?

Many families who have lost loved ones find comfort in knowing that a better quality of life for someone critically ill has been made possible through organ donation and transplantation.

There is no cost to the donor family for organ/tissue donation. Organ donation does not prevent an open casket funeral, and all major religious organizations officially support the humanitarian value of organ donation as the ultimate act of caring for our fellow man. You will be asked at the time of your admission if you are an organ donor.

To sign up for the Legacy Organ & Tissue Donor Registry or for more information about organ and tissue donations, ask any member of our staff or contact the Louisiana Organ Procurement Agency (LOPA) at 800-521-GIVE (4483). You may also visit LOPA's website at www.lopa.org.

Advance Directives

Louisiana's state law recognizes that all people have the right to control the decisions that relate to their own medical care. This control includes those decisions a person 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.

Both the State of Louisiana and Lane Regional Medical Center recognize the use of a Living Will and/or Durable Power of Attorney for Healthcare, commonly referred to as "Advance Directives." Please note: DNR (Do Not Resuscitate) wishes are not honored in surgical or outpatient procedure areas, including special procedures and the heart cath lab.

Living Will: A Living Will is a written, oral or nonverbal communication in which a person makes a personal declaration regarding their wishes to have life-sustaining procedures withheld or withdrawn if their condition is diagnosed as terminal or irreversible. This document must be dated, signed and witnessed by two persons unrelated to the patient.

Durable Power of Attorney: A Durable Power of Attorney for Healthcare will designate another individual to make treatment decisions on your behalf in the event that you are unable to do so yourself. This document must also be signed, dated and witnessed in the same manner as the Living Will.

Upon admission to Lane Regional Medical Center, we will ask if you have prepared a written document stating your wishes about your medical care. If you have any questions regarding Advance Directives or need assistance with preparing one, please ask any member of our staff to assist you, and they will refer you to the appropriate social worker or patient representative to accomplish your wishes.

If you need additional information, please request a Social Service consultation.

Living Will

STATE OF LOUISIANA FOR PROPER IDENTIFICATION

Parish of _____ Date of Birth _____

Declaration made this day of _____, _____.

I, _____, being of sound mind, willfully and voluntarily hereby make known my express wish and directive that my dying shall not be artificially prolonged under circumstances set forth below and do hereby declare that if, at any time, I should have an incurable injury, disease or illness, and be certified by two (2) physicians who have personally examined me (one of whom shall be my attending physician) to be suffering from a terminal and irreversible condition, or to be in continual and profound comatose state with no reasonable chance of recovery, and the said physicians determine that the application of life-sustaining procedures would serve only to prolong artificially, the dying process. I direct that, except to the extent necessary, to give full effect to the provisions of any valid document executed by me providing for the donation of any of my organ(s) such life-sustaining procedures be withheld or withdrawn or that I be permitted to die naturally with only the administration of medication or the performance of any medical procedures deemed necessary to provide me with comfort care.

The life-sustaining procedures that I choose to have withheld or withdrawn include but are not limited to: (initial all that apply.)

- _____ Surgery
- _____ Heart-Lung Resuscitation (CPR)
- _____ Mechanical Ventilator (Respirator)
- _____ Tube Feeding (Food and water delivered through a tube)
- _____ Intravenous Feeding (Nutrition or fluid through an IV tube)
- _____ Blood / Blood Products
- _____ Invasive Diagnostic Tests

In the absence of my ability to give directions regarding the use of such life-sustaining procedures, it is my intention that this declaration be honored by my family and physician(s) as the final expression of my legal right to refuse medical or surgical treatment and accept the consequences of this declaration.

I understand the full impact of this declaration and I am emotionally and mentally competent to make this declaration. This declaration is made and signed by me in the presence of the undersigned witnesses who are not related to me by blood or marriage.

Signature of Declarant

Print Name

This declarant is known to me and I believe the declarant to be of sound mind.

Witness

Print Name

Witness

Print Name

Lane Regional Medical Center | 6300 Main Street | Zachary, LA | 225-658-4000

Durable Power of Attorney for Healthcare

STATE OF LOUISIANA

I, _____, being of sound mind, do hereby designate _____, to serve as my attorney-in-fact for the purpose of making treatment decisions for me should I be diagnosed and certified as having a terminal and irreversible illness and be in a continual profound comatose state with no reasonable chance of recovery, or otherwise mentally or physically unable to make such decisions myself.

Signed: _____ Date: _____

Print Name: _____

City and Parish of Residence: _____

This declarant is known to me and I believe the declarant to be of sound mind.

Witness

Print Name

Witness

Print Name

Sworn and subscribed before me, this day of _____, _____.

Notary Public

My commission is for life.

For additional information on Advance Directives, try searching the Web with these key words:
advance directives, dying, living wills, or organ procurement.

Pain Management

The hospital's staff is dedicated to providing proper pain management to patients experiencing pain. There are many safe and effective methods for treating pain, ranging from relaxation techniques to strong medication. We will work with you to develop a plan of pain management that is specific to your needs.

In order to successfully manage and control your pain, please let us know:

- when you have pain
- what your pain feels like
- where the pain is located
- how long you have been in pain
- how bad you are hurting (we will show you a pain scale for this)
- if your pain is better, worse or the same after being treated

Pain Scale

Severe	10	Unable to Move	I am in the bed and can't move due to my pain. I need someone to take me to the Emergency Room to get help for my pain
Severe	9	Severe	My pain is all that I can think about. I can barely talk or move because of the pain
	8	Intense	My pain is so severe that it is hard to think of anything else. Talking and listening are difficult
Moderate	7	Unmanageable	I am in pain all the time. It keeps me from doing most activities
	6	Distressing	I think about my pain all of the time. I give up many activities because of my pain
	5	Distracting	I think about my pain most of the time. I cannot do some of the activities I need to do each day because of the pain
Mild	4	Becoming Distracting	I am constantly aware of my pain, but I can continue to do most activities
	3	Uncomfortable	My pain bothers me, but I can ignore it most of the time
	2	Mild	I have a low level of pain. I am aware of my pain only when I pay attention to it
	1	Minimal	My pain is hardly noticeable
	0	No Pain	I have no pain

Opioids for Acute Pain—What You Need to Know

Types of Pain

Acute pain usually occurs suddenly and has a known cause, like an injury, surgery, or infection. You may have experienced acute pain, for example, from a wisdom tooth extraction, an outpatient medical procedure, or a broken arm after a car crash. Acute pain normally resolves as your body heals. Chronic pain, on the other hand, can last weeks or months—past the normal time of healing.

Prescription Opioids

Prescription opioids (like hydrocodone, oxycodone, and morphine) are one of the many options for treating severe acute pain. While these medications can reduce pain during short-term use, they come with serious risks including addiction and death from overdose when taken for longer periods of time or at high doses.

Acute pain can be managed without opioids

Ask your doctor about ways to relieve your pain that do not involve prescription opioids. These treatments may actually work better and have fewer risks and side effects.

Ask your doctor about your options and what level of pain relief and improvement you can expect for your acute pain.

Nonopioid options include:

- Pain relievers like ibuprofen, naproxen, and acetaminophen
- Acupuncture or massage
- Application of heat or ice

If You Are Prescribed Opioids

Know your risks

It is critical to understand the potential side effects and risks of opioid pain medications. Even when taken as directed, opioids can have several side effects including:

- Tolerance, meaning you might need to take more of a medication for the same pain relief
- Constipation
- Nausea and vomiting
- Dry mouth
- Sleepiness and dizziness
- Physical dependence, meaning you have withdrawal symptoms when a medication is stopped—this can develop within a few days
- Confusion
- Depression
- Itching

Know what to expect from your doctor

If your doctor is prescribing opioids for acute pain, you can expect him or her to protect your safety in some of the following ways.

Your provider may:

- Prescribe the lowest effective dose of immediate-release opioids
- Prescribe treatment for 3 days or less, which is usually enough for most acute conditions
- Ask you to follow up if your pain is not resolving as quickly as expected
- Check your state's prescription drug monitoring program
- Conduct urine drug testing during the course of your therapy
- Provide instructions on how to taper opioids to minimize withdrawal symptoms

Know your responsibilities

It is critical to know exactly how much and how often to take the opioid pain medications you are prescribed, as well as how to safely store and dispose of them:

- Never take opioids in higher amounts or more often than prescribed
- Do not combine opioids with alcohol or other drugs that cause drowsiness, such as:
 - Benzodiazepines, also known as “benzos” including diazepam and alprazolam
 - Muscle relaxants
 - Sleep aids
- Never sell or share prescription opioids
- Store opioids in a secure place and out of reach of others (including children, family, friends, and visitors)
- If you have unused opioids at the end of your treatment:
 - Find your community drug take-back program;
 - Find your pharmacy mail-back program; or
 - Flush them down the toilet following guidance from the Food and Drug Administration:
<https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

[cdc.gov/drugoverdose](https://www.cdc.gov/drugoverdose)

Non-Pharmacological Therapies For Pain

What are non-pharmacological therapies for pain?

Non-pharmacological therapies are ways to decrease pain in addition to medicine. Your healthcare provider will help you choose therapies that are right for you. Your provider will explain the advantages for each treatment and which may work best for the cause of your pain. Each person may respond to these therapies differently.

Why is pain control important?

If pain is not treated, it can decrease your appetite and make it difficult for you to sleep. You may feel that you lack energy or the ability to do things. Pain can also affect your mood and relationships with others. Non-pharmacological therapies may help decrease your pain or give you more control over your pain. This can improve your quality of life.

What therapies are used with medicine to help control pain?

- Heat helps decrease pain and muscle spasms. Apply heat to the area for 20 to 30 minutes every 2 hours for as many days as directed.
- Ice helps decrease swelling and pain. Ice may also help prevent tissue damage. Use an ice pack, or put crushed ice in a plastic bag. Cover it with a towel and place it on the area for 15 to 20 minutes every hour, or as directed.
- Massage therapy may help relax tight muscles and decrease pain.
- Physical therapy teaches you exercises to help improve movement and strength, and to decrease pain.
- A transcutaneous electrical nerve stimulation (TENS) unit is a portable, pocket-sized, battery-powered device that attaches to your skin. It is usually placed over the area of pain. It uses mild, safe electrical signals to help control pain.
- A spinal cord stimulator (SCS) is an electrode implanted near your spinal cord during a simple procedure. The electrode is connected to a stimulator (a small box). The stimulator sends mild, safe electrical signals to the electrode. The electrical signals help relax the nerves that cause your pain.

What other therapies may help control or reduce pain?

- Relaxation techniques can help you relax, relieve stress, and decrease pain. Common relaxation techniques include any of the following:
 - Aromatherapy is a way of using scents to relax, relieve stress, and decrease pain. Aromatherapy uses oils, extracts, or fragrances from flowers, herbs, and trees. They may be inhaled or used during massages, facials, body wraps, and baths.
 - Deep breathing can help you relax and help decrease your pain. Take a deep breath in and then release it slowly. Do this as many times as needed.
 - Tense your muscles and then relax them. Start with the muscles in your feet then slowly move up your leg. Then move to the muscles of your middle body, arms, neck and head.
 - Meditation and yoga may help your mind and body relax. They can also help you have an increased feeling of wellness. Meditation and yoga help you take the focus off your pain.
- Guided imagery teaches you to imagine a picture in your mind. You learn to focus on the picture instead of your pain. It may help you learn how to change the way your body senses and responds to pain.
- Music may help increase energy levels and improve your mood. It may help reduce pain by triggering your body to release endorphins. These are natural body chemicals that decrease pain. Music may be used with any of the other techniques, such as relaxation and distraction.
- Biofeedback helps your body respond differently to the stress of being in pain. Healthcare providers may use a biofeedback machine to help know when your body is relaxed. You will learn what your breathing and heart rate are when you are relaxed. When you are in pain, you practice getting your breathing and heart rate to those levels. This may help you feel more control over your pain.
- Self-hypnosis is a way to direct your attention to something other than your pain. For example, you might repeat a positive statement about ignoring the pain or seeing the pain in a positive way.
- Acupuncture therapy uses very thin needles to balance energy channels in the body. This is thought to help reduce pain and other symptoms.

When should I contact my healthcare provider?

- Your pain does not get better, or you have new pain.
- You have questions or concerns about your condition or care.

Speak Up About Your Care



Speak up...

- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like a translator.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.



Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.



Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.



Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.

- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.



Use a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.



Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.
- Ask if there is a support group for people with your condition.
- Tell your doctor and your family about your wishes for life-saving actions, like resuscitation.

Rapid Response Team

Lane Regional Medical Center has a Rapid Response Team in place to assist when the patient's condition is deteriorating or needs immediate medical attention. If you, or a visitor, sees this happening, immediately:

- Use the call button to notify the charge nurse, or
- Call the operator from the room phone at extension 3555 and say, "Rapid Response Team to Room # _____"



Fall Prevention

Notification of Outpatient/ Observation Program Services

If you have been placed into an outpatient status for Outpatient/Observation services, you are still considered an “outpatient” of the hospital even though you may be cared for on a nursing unit. Within 24 hours your physician will likely make a decision to either:

- Continue outpatient/observation services;
- Admit you for acute inpatient treatment; or
- Discharge you for continued outpatient follow-up care.

While you are here you may be placed in a bed on a nursing unit. Nurses and case management staff will keep in close contact with your physician regarding your care. It is important for you to understand that as an outpatient you may be responsible for certain out-of-pocket expenses, such as co-payments and deductibles as determined by your specific insurance plan. If you have specific questions about these insurance plan requirements, please contact your insurance plan directly. If you are a Medicare recipient, please contact Medicare at 1-800-MEDICARE (1-800-633-4227).

If you are a traditional Medicare patient, please be advised your outpatient/observation stay does not count towards your three-day inpatient stay requirement to qualify for admission to a skilled nursing facility. Should you have discharge planning needs, a case manager is available to assist you.

Your safety is our FIRST concern. Please be our partner in keeping you safe and ask for help EVERY time you need to get out of bed, go to the bathroom, reach for something, or get dressed. Trying to do these things by yourself can lead to a fall which may cause serious injury. This is true for ALL patients, even when you feel just fine, so make sure you **CALL DON'T FALL.**

There are many things that can affect your safety while in the hospital:

- Your diagnosis may cause symptoms you are not familiar with.
- Medications such as muscle relaxers, pain relievers and sleeping pills may make you feel dizzy or unsteady.
- Diuretics (water pills), enemas and laxatives may cause frequent trips to the bathroom.
- Not eating, a change in diet, or sedation/anesthesia may leave you feeling dizzy, sleepy or unsteady.
- A reduction in alcohol or nicotine may cause restlessness, anxiety and difficulty walking.

Fall Prevention Tips for Patients

Patient safety is one of our top priorities. When you are taking certain types of medication or are ill, your chances of injury due to falling often increase.

For your safety:

- Please use your call button to ask your nurse for help when you need to get out of bed.
- Do not attempt to climb over your bedrails or get out of bed in the dark.
- Once the nurse comes, sit on the side of the bed for a few minutes before you stand up.
- Tell your nurse if you use a walker, cane or wheelchair at home.
- Be aware of tubes, cords or spills that may cause you to fall.
- Do not use the bedside table for support, as it may have wheels and can roll.
- If you have a high risk of falling, it is Lane Regional Medical Center's policy to use bed alarms at all times.

Fall Prevention Tips for Family Members

- Please use the call button to ask the nurse for help before your family member gets out of bed.
- Consider having someone stay with your family member if they are confused or have a high risk of falling.
- If this is not possible, tell the nurse so the proper safety measures are taken. It is Lane Regional Medical Center's policy to use bed alarms at all times for patients who have a high risk of falling.
- Before you leave the room, make sure the nurse call button is within reach and remind your family member to call the nurse for help before they get up.

***We are here to help you, so make sure you
CALL DON'T FALL.***



Preventing Infections

Speak Up to Prevent Infection



1. Clean your hands ...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.



2. Remind caregivers to clean their hands ...

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection.



3. Stay away from others when you are sick ...

- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.



4. If you are coughing or sneezing ...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as possible after you cough or sneeze.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 5 feet between you and others.



5. If you visit a hospital patient ...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patient's room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse.



6. Get shots to avoid disease ...

- Make sure your vaccinations are current — even for adults.
- Help prevent diseases like the flu, whooping cough, shingles, and pneumonia.

4 Things You Can Do for a Safe Surgery

As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

1. Preparing for Your Surgery

Ask your doctor:

- Are there any prescription or over-the-counter medicines that you should NOT take before your surgery?
- Can you eat or drink before you surgery?
- Should you trim your nails and remove any nail polish?
- If you have other questions, write them down and take your list of questions with you when you see your doctor.

Ask someone you trust to:

- Take you to and from the hospital.
- Be with you at the hospital to make sure you get the care you need to feel comfortable and safe.

Before you leave home:

- You may brush your teeth, but DO NOT swallow any water.
- If you are taking medication for any condition, please bring all medication with you to the hospital.
- If you have been told to take medication on the day of surgery, take them with an ounce (2 tablespoons) of water ONLY.
- Contact lenses and/or dentures cannot be worn in the operating room. Please bring a case for these items with you on the day of surgery.
- Shower and wash your hair. Do not wear make-up so your caregivers can see your skin to check your blood circulation.
- Leave your jewelry, money and other valuables at home.

2. At the Surgery Facility

- The staff will ask you to sign an Informed Consent form. Read it carefully.

It lists:

- Our name
- The kind of surgery you will have
- The risks of your surgery
- That you talked to your doctor about the surgery and asked questions
- Your agreement to have the surgery
- Make sure everything on the form is correct.

- Make sure all our questions have been answered.
- If you do not understand something on the form – **speak up!**
- For your safety, the staff may ask you the same question many times.

They will ask:

- Who you are
- What kind of surgery you are having
- The part of your body to be operated on
- They will also double-check the records from your doctor’s office.

3. Before Your Surgery

- Your surgeon will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes.
- Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member or friend or another healthcare worker can watch the marking. They can make sure that your correct body part is marked.
- Your neck, upper back or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep.
- Ask your surgeon if they will take a “time out” just before your surgery. This is done to make sure they are doing the right surgery on the right body part on the right person.

4. After Your Surgery

- Tell your doctor or nurse about your pain.
- Ask questions about medicines that are given to you, especially new medicines. What is it? What is it for? Are there any side effects?
- Tell your caregivers about any allergies you have to medicines. If you have more questions about a medicine, talk to your doctor or nurse before taking it.
- Find out about any IV (intravenous) fluids that you are given. These are liquids that drip from a bag into your vein. Ask how long the liquid should take to “run out.” Tell the nurse if it seems to be dripping too fast or too slow or not at all.
- Ask your doctor if you will need therapy or medicines after you leave the hospital.
- Ask when you can resume activities like work, exercise or travel.

The goal of the Speak UP program is to help patients become more informed and involved in their healthcare, as stated by The Joint Commission, www.jointcommission.org.

Frequently Asked Questions About Surgical Site Infections

What is a Surgical Site Infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about 1 to 3 out of every 100 patients who have surgery.

Some of the common symptoms of a surgical site infection are:

- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

Can SSI be treated?

Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs also need another surgery to treat the infection.

What are some things the hospital is doing to prevent SSIs?

To prevent SSIs, doctors, nurses, and other healthcare providers:

- Clean their hands and arms up their elbows with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts, and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

What can I do to help prevent SSIs?

Before your surgery:

- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:

- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.

After your surgery:

- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your providers clean their hands, please ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.

What do I need to do when I go home from the hospital?

Before you go home:

- Your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor IMMEDIATELY.

If you have any additional questions, please ask your doctor or nurse.

Frequently Asked Questions About Catheter-Associated Urinary Tract Infections

What is a catheter-associated urinary tract infection?

A urinary tract infection (also called “UTI”) is an infection in the urinary system, which includes the bladder (which stores the urine) and the kidneys (which filter the blood to make urine). Germs (for example, bacteria or yeasts) do not normally live in these areas; but if germs are introduced, an infection can occur.

If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection (or “CA-UTI”).

What is a urinary catheter?

A urinary catheter is a thin tube placed in the bladder to drain urine. Urine drains through the tube into a bag that collects the urine. A urinary catheter may be used:

- If you are not able to urinate on your own
- To measure the amount of urine that you make, for example, during intensive care
- During and after some types of surgery
- During some tests of the kidneys and bladder

People with urinary catheters have a much higher chance of getting a urinary tract infection than people who don’t have a catheter.

How do I get a catheter-associated urinary tract infection (CA-UTI)?

If germs enter the urinary tract, they may cause an infection. Many of the germs that cause a catheter-associated urinary tract infection are common germs found in your intestines that do not usually cause an infection there. Germs can enter the urinary tract when the catheter is being put in or while the catheter remains in the bladder.

What are the symptoms of a urinary tract infection?

Some of the common symptoms of a urinary tract infection are:

- Burning or pain in the lower abdomen (that is, below the stomach)
- Fever
- Bloody urine may be a sign of infection, but is also caused by other problems
- Burning during urination or an increase in the frequency of urination after the catheter is removed.

Sometimes people with catheter-associated urinary tract infections do not have these symptoms of infection.

Can catheter-associated urinary tract infections be treated?

Yes, most catheter-associated urinary tract infections can be treated with antibiotics and removal or change of the catheter. Your doctor will determine which antibiotic is best for you.

What are some of the things that hospitals are doing to prevent catheter associated urinary tract infections?

To prevent urinary tract infections, doctors and nurses take the following actions:

Catheter Insertion

- Catheters are put in only when necessary and they are removed as soon as possible.
- Only properly trained persons insert catheters using sterile (“clean”) technique.
- The skin in the area where the catheter will be inserted is cleaned before inserting the catheter.
- Other methods to drain the urine are sometimes used, such as external catheters in men (these look like condoms and are placed over the penis rather than into the penis).
- Putting a temporary catheter in to drain the urine and removing it right away. This is called intermittent urethral catheterization.

Catheter Care

- Healthcare providers clean their hands by washing them with soap and water or using an alcohol-based hand rub before and after touching your catheter.

If you do not see your providers clean their hands, please ask them to do so.

- Avoid disconnecting the catheter and drain tube. This helps to prevent germs from getting into the catheter tube.
- The catheter is secured to the leg to prevent pulling on the catheter.
- Avoid twisting or kinking the catheter.
- Keep the bag lower than the bladder to prevent urine from backflowing to the bladder.
- Empty the bag regularly. The drainage spout should not touch anything while emptying the bag.

What can I do to help prevent catheter-associated urinary tract infections if I have a catheter?

- Always clean your hands before and after doing catheter care.
- Always keep your urine bag below the level of your bladder.
- Do not tug or pull on the tubing.
- Do not twist or kink the catheter tubing.
- Ask your healthcare provider each day if you still need the catheter.

What do I need to do when I go home from the hospital?

- If you will be going home with a catheter, your doctor or nurse should explain everything you need to know about taking care of the catheter. Make sure you understand how to care for it before you leave the hospital.
- If you develop any of the symptoms of a urinary tract infection, such as burning or pain in the lower abdomen, fever, or an increase in the frequency of urination, contact your doctor or nurse immediately.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.

If you have questions, please ask your doctor or nurse.

Frequently Asked Questions About Catheter-Associated Bloodstream Infections

(also known as Central Line-Associated Bloodstream Infections)

What is a catheter-associated bloodstream infection?

A “central line” or “central catheter” is a tube that is placed into a patient’s large vein, usually in the neck, chest, arm, or groin. The catheter is often used to draw blood, or give fluids or medications. It may be left in place for several weeks.

A bloodstream infection can occur when bacteria or other germs travel down a “central line” and enter the blood. If you develop a catheter-associated bloodstream infection you may become ill with fevers and chills or the skin around the catheter may become sore and red.

Can a catheter-related bloodstream infection be treated?

A catheter-associated bloodstream infection is serious, but often can be successfully treated with antibiotics. The catheter might need to be removed if you develop an infection.

What are some of the things that hospitals are doing to prevent catheter-associated bloodstream infections?

To prevent catheter-associated bloodstream infections doctors and nurses will:

- Choose a vein where the catheter can be safely inserted and where the risk for infection is small.
- Clean their hands with soap and water or an alcohol-based hand rub before putting in the catheter.
- Wear a mask, cap, sterile gown, and sterile gloves when putting in the catheter to keep it sterile. The patient will be covered with a sterile sheet.
- Clean the patient’s skin with an antiseptic cleanser before putting in the catheter.
- Clean their hands, wear gloves, and clean the catheter opening with an antiseptic solution before using the catheter to draw blood or give medications.
- Clean their hands and wear gloves when changing the bandage that covers the area where the catheter enters the skin.
- Decide every day if the patient still needs to have the catheter. The catheter will be removed as soon as it is no longer needed.
- Carefully handle medications and fluids that are given through the catheter.

What can I do to help prevent a catheter-associated bloodstream infection?

- Ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Ask your doctors and nurses if they will be using all of the prevention methods discussed above.
- Make sure that all doctors and nurses caring for you clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.
- If the bandage comes off or becomes wet or dirty, tell your nurse or doctor immediately.
- Inform your nurse or doctor if the area around your catheter is sore or red.
- Do not let family and friends who visit touch the catheter or the tubing.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.

If you do not see your providers clean their hands, please ask them to do so.

What do I need to do when I go home from the hospital?

- Some patients are sent home from the hospital with a catheter in order to continue their treatment. If you go home with a catheter, your doctors and nurses will explain everything you need to know about taking care of your catheter.
- Make sure you understand how to care for the catheter before leaving the hospital. For example, ask for instructions on showering or bathing with the catheter and how to change the catheter dressing.
- Make sure you know who to contact if you have questions or problems after you get home.
- Make sure you wash your hands with soap and water or an alcohol-based hand rub before handling your catheter.
- Watch for the signs and symptoms of catheter-associated bloodstream infection, such as soreness or redness at the catheter site or fever, and call your healthcare provider immediately if any occur.

If you have additional questions, please ask your doctor or nurse.

Multidrug-Resistant Organisms (MDROs)

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

What Causes MDROs?

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

What Are the Risk Factors for MDRO Infections?

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

How Do MDROs Spread?

Most often, MDROs spread from patient to patient on the hands of healthcare workers. The germs can also spread on objects such as cart handles, bed rails, and catheters (soft tubes placed in the body).

What Types of Infections Do MDROs Cause?

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

- Skin
- Lungs
- Urinary tract
- Bloodstream
- Wounds

How Are MDRO Infections Treated?

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

Preventing MDRO Infections: What Hospitals and Long-Term Care Facilities Are Doing

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

- **Handwashing:** This is the single most important way to

prevent the spread of germs. Healthcare workers wash their hands with soap and water or use an alcohol-based hand cleaner before and after treating each patient. They also clean their hands after touching any surface that may be contaminated and after removing protective clothing.

- **Protective clothing:** Healthcare workers and visitors wear gloves, a gown, and sometimes a mask when entering the room of a patient with an MDRO infection. The clothing is removed before leaving the room.
- **Careful use of antibiotics:** Using antibiotics only when needed and for the shortest time possible helps prevent the growth of more antibiotic-resistant germs.
- **Private rooms:** Patients with MDRO infection are placed in a private room or share a room with others who have the same infection.
- **Daily cleaning:** All patient care items, equipment, and room surfaces are properly cleaned and disinfected every day.
- **Vaccination:** People living in long-term care facilities may receive vaccines to help prevent complications of MDRO infections, such as pneumonia.
- **Monitoring:** Hospitals monitor the spread of MDROs and educate caregivers on the best ways to prevent it.

Preventing MDRO Infections: What Patients Can Do

- Ask all hospital staff to wash their hands before touching you. Don't be afraid to speak up!
- Wash your own hands often with soap and water. Or use an alcohol-based hand gel containing at least 60 percent alcohol.
- Ask that stethoscopes and other instruments be wiped with alcohol before they are used on you.
- If you have a urinary catheter, ask to have it removed as soon as possible.

For Family and Friends

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

- Wash your hands well with soap and water or use an alcohol-based hand gel containing at least 60 percent alcohol before and after any contact with the patient.
- Wear gloves if you might touch body fluids. Discard the gloves after wearing them. Then wash your hands well.
- Wash the patient's bed linen, towels, and clothing in hot water with detergent and liquid bleach.
- Clean the patient's room often with a household disinfectant. Or, make your own cleaner by adding 1/4 cup liquid bleach to one quart of water.

If you do not see your providers clean their hands, please ask them to do so.



Proper Antibiotic Usage

Antibiotics are the drugs your provider prescribes to treat infections caused by bacteria. The Centers for Disease Control and Prevention (CDC) estimates that more than half of all antibiotics prescribed are not necessary.

Antibiotics are not effective against viruses and should not be used to treat them. Two examples of common viruses include colds and the flu. If you take antibiotics and really do not need them, they lose their strength and ability to effectively treat the illness.

What Is Antibiotic Resistance?

Antibiotic resistance occurs when bacteria change in a way that reduces or stops the effectiveness of antibiotics. When this occurs, the bacteria can survive and continue to grow and strengthen.

Steps to Reduce Antibiotic Resistance

- Never insist that your doctor prescribe an antibiotic for you.
- Practice good hand-washing techniques to reduce your risk of getting or spreading an infection—hands should be washed with warm water and soap for at least 20 seconds.
- Never take antibiotics for viral infections such as a cold or the flu.
- Maintain a healthy lifestyle by eating a balanced diet, drinking enough liquids, exercising, and getting enough rest.
- Never take antibiotics that were prescribed for someone else.
- Never take antibiotics that were left over from a previous infection.
- If antibiotics are prescribed for you, finish the entire bottle even if you feel better.

When to Take (or Not to Take) Antibiotics

The first step is to consult your physician to determine whether your infection is bacterial or viral.

Colds and Flu: Antibiotics will not cure a cold or the flu. Many over-the-counter medications are available to treat the symptoms of colds and flu. Remember to inform your doctor or pharmacist about all the medications you are currently taking so as to avoid harmful drug interactions.

Sore Throats: Viruses typically cause sore throats, but bacterial infections such as in strep throat can also cause them. Your physician may do a culture and a sensitivity test before prescribing antibiotic therapy.

Sinus Infections: Both viruses and bacteria can cause these infections. If you have a runny nose with yellow or green mucus, you may need an antibiotic, so consult your physician.

Ear Infections: These infections do not always require antibiotic treatment, because both viruses and bacteria can cause them.

Coughs and Bronchitis: Viruses almost always cause these conditions. However, if you have had a medical problem with your lungs before, bacteria may be involved, and an antibiotic may be prescribed. Consult your doctor about any prolonged coughs, especially coughs with phlegm.

Proper Use of Antibiotics: Antibiotics can be very powerful in treating bacterial infections when they are used properly. To maintain their effectiveness, they should be used only when necessary. When an antibiotic is prescribed for you, you should take the following steps:

- Inform your physician of any allergies you have—such as a penicillin allergy—prior to receiving any antibiotics. Women should inform their doctor if they are pregnant.
- Women also should be aware that some antibiotics could make their birth control pills less effective or make them more susceptible to developing a yeast infection. Your health care provider will discuss recommendations to address these issues.
- Be sure to take the complete amount of antibiotic prescribed according to the physician's instructions. Failure to comply may result in a reoccurrence of the bacterial infection. Know how and when to take your antibiotic.
- Ask your pharmacist about potential side effects, and contact your physician immediately if serious reactions occur.
- If you miss a dose, do not double the next dose. Simply resume with the next scheduled dose as directed.
- Because some foods and alcohol may interact badly with antibiotics, discuss with your pharmacist whether you should take antibiotics on an empty or full stomach.
- Make sure that antibiotics are stored properly. Although most may be stored at room temperature in a dry place, some require refrigeration.

Speak Up About Antibiotics

Know the facts

- Antibiotics are life-saving drugs when used wisely.
- Antibiotics treat infections caused by bacteria. They do not work on viruses that cause colds and flu.
- Each year, almost 2 million people in the U.S. become infected with bacteria that antibiotics can't treat. These bacteria no longer respond to antibiotics. At least 23,000 people die each year from these infections.
- A reaction to an antibiotic may require a visit to the ER, especially for kids.
- Antibiotics also kill good bacteria in your body. This may lead to other problems like diarrhea or yeast infections.

When Do You Really Need an Antibiotic?

Antibiotics are powerful drugs for fighting infections. They don't work for every sickness. This chart shows when you may be given an antibiotic.

Illness	Virus	Bacteria	Should you expect an antibiotic?
Bronchitis (in healthy children and adults)	✓	✓	May be recommended
Cold or runny nose	✓		No
Ear infection	✓	✓	May be recommended
Flu	✓		No
Fluid in the middle ear	✓		No
Sinus infection	✓	✓	May be recommended
Sore throat (except strep)	✓		No
Strep throat		✓	Yes
Urinary tract infection		✓	Yes

Information available on the Centers for Disease Control and Prevention website

Questions to ask when you are given an antibiotic:

- Why do you need it?
- What kind of infection do you have? Is this the best drug for it?
- How long should you take it?
- Will you get better without it?
- What are the side effects?
- Will it interact with other drugs?
- How and when should you take it?

Antibiotic DO's and DON'Ts

DO take it exactly as your health care provider says

DO take only the drugs prescribed for you

DO prevent infections by washing your hands and getting vaccinated

DON'T skip doses

DON'T share the drugs with others

DON'T insist on an antibiotic if your health care provider doesn't think you should have one

Taking antibiotics when you don't need them doesn't make sense!

- How you use antibiotics today will affect how well the drugs work tomorrow for everyone.
- It takes many years to develop new antibiotics. We need to improve the use of the drugs currently available.
- One of the world's biggest health threats is from bacterial infections that no longer respond to antibiotics. Everyone must work together to use antibiotics wisely.



Infection Control Precautions

When patients have or are suspected of having harmful, contagious germs, precautions are taken to prevent their spread. The following are some precautions taken at Lane Regional Medical Center:

- Airborne Isolation Precautions
- Contact Precautions and Contact/Enteric Precautions
- Droplet Precautions
- Hand Cleaning Standards

Airborne Isolation Precautions

Airborne precautions are used when you have a lung or throat infection or virus, such as chicken pox or tuberculosis that can be spread via tiny droplets in the air from your mouth or nose. These germs may stay suspended in the air and can spread to others.

One of the precautions that may be taken is called “airborne isolation.” This means your room will have negative air pressure. When the door to your hospital room is open, air flows into your room but won’t flow out of your room into the hall.

When these precautions are in place, the Hospital Staff will:

- Clean hands between tasks and upon entering and exiting your hospital room.
- Place a sign on your room door to let staff know what to do.
- Close the door to your room.

For Patients

- Clean hands frequently, especially after coughing and sneezing.
- Keep room door closed at all times.
- Be sure visitors read the sign on your door.
- Leave your room only when medically necessary and wear a mask when you do.
- Limit visitors to a few family members and friends who have immunity to your illness.

For Visitors

- Clean hands when entering and exiting patient’s room.
- Confirm that you have been vaccinated or have had the patient’s disease to develop immunity.
- Go to the nurse’s station, if you have any questions.

Contact Precautions and Contact/Enteric Precautions

Contact precautions and Contact/Enteric precautions are used when you have harmful germs that can spread when people touch you or your environment.

When these precautions are in place, the Hospital Staff will:

- Clean hands frequently.
- Put a sign on your door to let staff know what to do.
- Wear gloves and gowns when entering your room.

For Patients

- Clean your hands frequently.
- Be sure visitors read the sign on your door.
- Limit visitors to a few family members and friends.

For Visitors

- Clean hands upon entering and exiting your room.
- Avoid contact with dressings, tubes, bed sheets and other items the patient may touch.
- Do not go into the rooms of other patients.
- Go to the nurse’s station, if you have questions.

Droplet Precautions

Droplet precautions are used when you have or may have germs in your lungs or throat, such as those caused by the flu, which can spread by droplets from your mouth or nose when you speak, sneeze or cough as well as when people touch the surfaces around you.

When these precautions are in place, the Hospital Staff will:

- Clean hands frequently.
- Put a sign on your door to let staff know what to do.
- Wear a mask and eye protection.
- Place masks outside your door for use by hospital staff and visitors.

For Patients

- Clean hands frequently, especially after coughing and sneezing.
- Be sure visitors entering your room have read the sign on your door.
- Leave your room only when medically necessary and wear a mask when you do.

Visitor Information

Visiting Hours

Patient Room

Visiting Hours: 8 a.m. – 10:00 p.m.

Intensive Care Unit

Visiting Hours: 9 – 10 a.m., 12 – 12:30 p.m., 4:30 – 5:30 p.m., and 8:30 – 9:30 p.m.

Only one person can stay at the bedside at all times.

Lane Rehabilitation Center

Visiting Hours: Mon – Fri, 3 – 9 p.m.; Sat, 12 – 9 p.m.; and Sun, 9 a.m. – 9 p.m.

Labor & Delivery/Recovery & Postpartum

Visiting Hours: 8 a.m. – 8 p.m.

Note: All entrance doors will be locked at 10 p.m. except for the Emergency Room entrance which is open 24-hours-a-day.

While family support is important to the healing process of the patient, please keep in mind the patient's need for rest, quiet and privacy. To maintain a restful environment, the following is requested:

- Visitors must be 12 years of age or older unless special permission is granted by the charge nurse.
- No more than two visitors are allowed at a time.
- Please respect all “no visitors” and “isolation” signs on a patient's door. These are ordered by the physician for the patient's benefit.
- ICU visiting times may be postponed and extra visiting times may be allowed at the discretion of the charge nurse, based on the activity in the unit.
- No visitors will be allowed during an emergency.
- Ministers will be allowed to visit during non-visiting hours.
- If requested to leave the room, please do so without hesitation.
- If the door is closed, please knock before entering.
- If you have a cold, fever, sore throat or other contagious illness, please do not visit.

Staying Overnight With Patients

Visitors 12 years and older are allowed to stay overnight with patients. Sofa beds are available for this purpose.

- Limit visitors to a few family members and friends. Brothers and sisters of pediatric patients on droplet precautions are discouraged from visiting and may not visit communal areas such as the playroom.

For Visitors

- Clean hands upon entering and exiting your room.
- Wear a mask and eye protection before entering the room and while visiting.
- Go to the nurse's station, if you have any questions.

Hand Cleaning Standards

Using Soap and Water

When cleaning hands with soap and water:

- Wet hands with warm water.
- Dispense one measure of soap into palm.
- Lather by rubbing hands together for 15 seconds, covering all surfaces of hands and fingers, under your nails, between your fingers and up your wrists.
- Rinse hands thoroughly.
- Dry hands with paper towel.
- Use paper towel to turn off faucet and open the door.
- Discard paper towel in a nearby trash container.

Using Alcohol-Based Hand Gels

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

When cleaning hands with alcohol-based gel:

- Dispense about a tablespoon of gel into palm of one dry hand.
- Rub hands together briskly covering all surfaces of hands and fingers, including the backs of your hands, the palms, between your fingers and up the wrists.
- Rub until the gel is gone and your hands are completely dry, about 15 to 20 seconds.

For more information about infection control and prevention please contact Lane's Infection Control Coordinator at 225-658-4197.

Lane Cafeteria

Located on the first floor of the hospital, Lane Cafeteria offers a variety of just-like-home meals and á la carte selections. These include a hot line, sandwich and cold selections, salad bar, and snack and dessert selections.

Lane Cafeteria Hours:

- Breakfast, weekdays: 7 a.m. – 10 a.m.
- Breakfast, weekends: 8 a.m. – 10 a.m.
- Lunch, every day: 11:15 a.m. – 1:30 p.m.

Lane Gift Shop

The Lane Gift Shop is located on the first floor's main hallway and is operated by the Lane Auxiliary. Items available include gifts for all occasions, toys, baby items, collectibles, jewelry and an assortment of candy and snacks.

The Lane Gift Shop hours are Monday – Friday, from 9 a.m. – 4 p.m.

ATM/Newspapers/Vending Machines

The ATM cash machine and the main vending machines are located in the vending area near the cafeteria. Newspaper stands are located outside the front lobby and emergency room doors.

Parking

FREE, unlimited parking is available campus-wide, conveniently located to all public entrances.

Cell Phones

Cell phones are allowed within the hospital except in posted areas. For the safety of our patients, please refrain from using your cell phone in these areas. Please note that our staff utilizes hand-held devices including iPads and iPhones to communicate patient and provider needs throughout the hospital.

Lost and Found

Please be sure to check your belongings before you leave the hospital. Should you forget something, you may call 225-658-4000.

Tobacco-Free Campus Policy

For the health of our patients, visitors and staff, smoking and tobacco products are not permitted on this campus, including all buildings, parking lots and grounds. If you smoke or use tobacco products, please discuss nicotine replacement options with your physician. This will ensure your comfort during your stay.

Facts you should know:

- Smoking is hazardous to your health.
- Smoking low-tar cigarettes does not reduce your risk for cancer.
- Smokers are 4 times more likely to die from coronary disease, the leading cause of death in the U.S.
- Smoking increases your risk of strokes, asthma, lung infections, fertility problems, gum infection, cataracts and ulcers.
- Smokers lose an average of 13-14 years of their lives.

Benefits of Quitting:

- Stroke risk is reduced to non-smoking level after 5-15 years of not smoking.
- Risk for cancers of the mouth, throat and esophagus is cut in half 5 years after quitting.
- Risk of developing coronary heart disease is cut in half one year after quitting.

Tips for Quitting Smoking:

The Louisiana Smoking Cessation Trust has funds available for smoking and tobacco cessation, allowing Lane Regional Medical Center and Cardiovascular Institute of the South to offer Commit to Quit, a comprehensive program to help patients successfully quit the use of tobacco.

Most, if not all, services are FREE, including:

- Physician Evaluation
- Individual & Group Counseling
- Prescription & Over-the-Counter Medications

It's never too late to quit.
For more information, please call our
Tobacco Treatment Coordinator at
1-877-288-0011
or visit
www.cardio.com/quitsmoking



During Your Stay

Television Channels

2	HSN HD	57	E! Entertainment Television HD	143	CSPAN3 HD
3	WVLADT (WVLA-DT)	58	BET HD	150	LALG
4	YVLAH	59	Syfy HD	151	Game Show Network HD
5	ABC WBRZDT	60	Comedy Central HD	152	Hallmark Movies & Mysteries HD
6	FOX WGMBDT (WGMB-DT)	62	Hallmark Channel HD	153	Newsy
7	CBS WAFBDT	63	TV Land HD	160	POP HD
8	QVC HD	64	MSNBC HD	195 ..	Cox Baton Rouge Leased Access
9	COX News	70	ION Television Satellite Feed	199	TCMHD
10	The CW WGMBDT2	78	The Golf Channel HD	201	IFCHD
12	PBS WLPBDT (WLPB-DT)	79	Fox Sports Southwest LA2 HD	202	SundanceTV HD
14	The Weather Channel HD	80	Fox Business HD	227	WEHD
15	TCLC	81	FX HD	229	OXYGNHD
16	WBXHCD	82	SEC Network HD	251	Fox Sports 2 HD
19	KBTRCD	83	SECAHD	252	Discovery Life Channel HD
23	WGNA	84	SECBHD	254	MLB Network HD
24	Disney Channel HD	88	Jewelry Television HD	268	Eternal Word HD
25	FX HD	96	Local Religious 20	270 ..	Trinity Broadcasting Network
26	Lifetime HD	99	Univision Network HD	271	The Word Network
27	USA Network HD	100	Discovery Family HD	272	INSP HD
28	Turner Network TV HD	101	Science Channel HD	273	SONLIFE
29	AMC HD	102	Destination America HD	274	Daystar Television Network
30	Nickelodeon HD	103	Investigation Discovery HD	769	MOTORTREND HD
31	TBS HD	104	American Heroes Channel HD	770	MTVLIVE
32	Freeform HD	105	NBC Sports NBCSN HD	1969	COX1
33	Cartoon Network HD	106	Fox Sports 1 HD		
34	CNN HD	107	Nick Jr. HD		
35	ESPN HD	108 ..	National Geographic Channel HD		
36	ESPN2 HD	109	Galavision Cable Network HD		
37	Cox Sports Television HD	110	UNIMHD		
38 ..	Fox Sports New Orleans FSS6 HD	113	KPBNLP (KPBN-LP)		
39	A&E Network HD East	115	EVINE Live		
40	MTV - Music Television HD	117	WLFTCD (WLFT-CD)		
41	Paramount Network HD	119	Oprah Winfrey Network HD		
42	Fox News Channel HD	120	MoviePlex		
43	VH1 HD	121	Bounce TV		
44	CNBC HD	122	LPB2		
45	HLN HD	123	WLPBDT3 (WLPB-DT3)		
46	The Discovery Channel HD	124	ABC WBRZDT2		
47	History HD	125	WBRZ Weather (WBRZ-DT3)		
48	The Learning Channel HD	127	QVC2 HD		
50	Bravo HD	128	WBXHCD2		
51	truTV HD	129	WBXHCD3 (WBXH-CD3)		
52	Animal Planet HD	136	QVC3 HD		
53	Food Network HD	137	HSN2		
54	Home & Garden Television HD	140 ..	Louisiana Connection Network		
55	The Travel Channel HD	141	CSPAN HD		
56	Country Music Television HD	142	CSPAN2 HD		

Telephones

All patient rooms (except ICU) are equipped with bedside telephones at no charge. Callers may reach you by dialing 225-658-4 followed by the room number, or by calling the hospital switchboard at 225-658-4000. No incoming calls are forwarded to patient rooms after 10 p.m.

Local calls may be placed by dialing "9" plus the telephone number. All patients and visitors can reach an outside operator to make collect or credit card calls by dialing (9)-1-800-CALL-ATT or (9)-1-800-COLLECT. Collect calls cannot be charged to your room or your hospital bill.

Important Phone Numbers

To be sure you are satisfied during your stay, here are some of the frequently dialed extensions that you may need at Lane Regional Medical Center:

Lane Hotline	Ext 4484
Admission/Discharge.....	Ext. 4312
Chief Nursing Officer.....	Ext. 4505
Environmental Services.....	Ext. 4321
Food & Nutritional Services	Ext. 4347
House Supervisor	Ext. 4409
Lane Home Health	Ext. 4150
Patient Financial Services	Ext. 4346
Pre-Admit Nurse	Ext. 6685
Social Services	Ext. 4260

To reach departments not listed, dial "0" for the hospital operator.

Flowers

Flowers, plants, and packages will be delivered directly to your room as soon as they arrive. A flower kiosk is located in the first floor elevator lobby.

Pastoral Care/Chapel

Clergy may visit patients at any time. If you wish to have a chaplain or your own clergy visit during your stay, please let your nurse know.

Lane's non-denominational chapel is always open as a place for prayer and meditation. The chapel is located on the first floor of the hospital.

Patient Meals

We strive to provide the highest quality in food service to our patients and visitors. Our Nutritional Care Team plans your meals based on the diet ordered by your physician, and our Registered Dietitians will be happy to answer any questions you may have about your diet, ext. 4347.

To maintain quality food control, we ask that you not keep food items in your room and to please ask your nurse for additional food items needed. Should you need assistance during your meal, please use your bedside call button to ask your nurse for help.

Referrals

Members of our Social Services department are available to assist with individual and family counseling needs and to provide referrals to meet your future needs, such as home health agencies, rehabilitation services, extended care facilities, plus various support groups and community programs. Call ext. 4216 for assistance.

Volunteering at Lane

The Lane Auxiliary is a vital part of our hospital team. These volunteers work countless hours staffing the information desks and waiting rooms, and conducting various fund raisers to support hospital programs and equipment needs. To become a member of the Lane Auxiliary team, please visit the Lane Gift Shop located on the first floor, call 658-6699 or email: auxiliary@lanermc.org

Donations

You may be interested in making a financial or property donation to Lane. Donations are used to enhance current programs or purchase new equipment, thereby helping with community health needs. Donations are NOT used to support the hospital's general operations or administration. All donations are deductible within the limits specified by law. For more information or to make a donation, please contact the Lane Regional Medical Center Foundation at 658-6699.



Safety and Security

Security

We want your stay with us to be a pleasant experience, and we remain committed to your personal safety and security.

For your protection, 24-hour security guards are on staff, all hospital doors are locked at 8:30 p.m., except the main entrance which is open until 10 p.m. The Emergency Room entrance is open 24 hours a day.

If you should need immediate security assistance, please dial "0" for the hospital operator.

Personal Belongings/Electrical Equipment From Home

Items of value such as jewelry, wallets, credit cards, cash, keys, medications and important papers should be kept secure by a friend or relative. If this is not possible, ask your nurse to make arrangements to secure them within the hospital.

Items such as eye glasses, contact lenses, dentures, etc. should be kept close at hand and clearly labeled with your name.

For your continued safety, please notify your nurse to make sure all electrical devices such as radios, CD players, laptop computers, electric razors, hot rollers and hair dryers are checked and inspected by our staff before they are used. This will ensure they will not interfere with certain types of medical equipment.

Patient Identification Band

Every patient will receive a plastic identification wristband. Please do not remove the plastic wristband you are wearing during your hospital stay. This band identifies you quickly, even when you are asleep or medicated, and ensures you are receiving the appropriate care as ordered by your physician. If your band comes off, please notify your nurse immediately.

Staff Identification

As a continued measure of safety and security, all authorized staff members and volunteers are required to wear a Lane Regional Medical Center identification badge, complete with picture, name and credentials. Feel free to ask any member of our staff to identify themselves or to state their role in providing care or services to you.


Fire & Emergency Preparedness Drills

To ensure the safety and well-being of our patients, fire and emergency preparedness drills are conducted at Lane on a regular basis. These drills provide our staff an opportunity to practice efficiency and safety procedures in the unlikely event of a fire or other type of facility emergency. They are part of the hospital's mandatory testing procedure for meeting all health, fire and safety codes.

Patients and families do not participate in the drills, however you will hear the drill alarms and overhead pages when issued. Please remain calm and stay in your room unless requested to do otherwise.

Resolution of Complaints

If your expectations have not been met, we would like to know immediately.

- You should first discuss any concerns with your nurse and/or the social worker.
- If your concerns are not resolved, you should then contact the House Supervisor or Charge Nurse on your unit for assistance.
- You may also leave a message on our Lane Service Hotline, so we may contact you and address your concerns. 225-658-4484. 

If there is ever a need to file a complaint, you may contact the Joint Commission on Accreditation of Healthcare Organizations.

Call: toll free, 800-994-6610,
8:30 a.m. – 5 p.m., Central Time, weekdays

Email to: complaint@jcaho.org

Fax to: Office of Quality Monitoring,
630-792-5636

Mail to: The Office of Quality Monitoring,
Joint Commission on Accreditation of
Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Website: www.jointcommission.org

If there is ever a need to lodge a grievance,
you may contact:
The Louisiana Department of Health and Hospitals
500 Laurel Street
Baton Rouge, LA 70891
225-342-0138

Going Home

The Discharge Process

We know that being in the hospital can be stressful, which is why our primary goal is to help you heal and get you back home as quickly and safely as possible. Depending on the circumstances, and to ensure that you are fully prepared prior to discharge, the discharge process may be lengthy. Your patience is greatly appreciated.

- 1** Before you leave the hospital, our staff will review your doctor's instructions with you and will explain any prescribed procedures, activities or restrictions, such as medications, exercise, driving, food, travel and activity. And, they will let you know when to schedule a follow-up visit with your doctor.
- 2** Once you are discharged, give a list of your medications to your primary care physician in order to update the information when medications are discontinued, doses are changed, or new medications (including over-the-counter products) are added. You should also carry medication information at all times in the event of an emergency situation.
- 3** Our staff will also work closely with your doctor and your family to be sure your needs will be met once you get home. These may include arranging for home health visits, home equipment services, outpatient physical, occupational or speech therapy, wound care, rehabilitation, support groups or other community programs and services.
- 4** Since you will be asked to sign papers stating that you were informed of your doctor's discharge instructions, please be sure to ask questions if you do not understand the instructions.
- 5** Our staff will transport you by wheelchair from your room to your vehicle. Carts and assistance are available for transporting your personal items.



Understanding the **HCAHPS** Survey

HCAHPS, the Hospital Consumer Assessment of Healthcare Providers and Systems, is a patient satisfaction survey developed by CMS (the Centers for Medicare and Medicaid Services) for measuring hospital care from the patient's perspective.

The survey is randomly sent to recently discharged adult inpatients. If you get a survey, it is important to complete and return the survey.

How do HCAHPS Survey scores impact Lane Regional Medical Center?

The hospital's reimbursement from CMS is directly linked to patient performance scores on the survey. The results are taken seriously and used to help improve quality of care.

Why is the HCAHPS Survey important?

The survey and its results are important for several reasons:

- **The survey is the voice of the patient** – it gives Lane insight into the patient's perception of the care we provide.
- **The survey results are publicly reported on the internet for all to see** – so results impact our reputation.
- **The government will reimburse us on results** – excellent survey results keep the hospital financially strong.

The survey provides “apples to apples” comparisons to be made across hospitals. It does not rank hospitals as better or worse performers; it simply posts the information for consumers to form their own conclusions.

What does the HCAHPS survey ask?

Survey dimensions include:

- **Communication with Nurses** - respect, listening skills, explaining so patients understand
- **Communication with Doctors** - respect, listening skills, communication ability
- **Hospital Environment** - cleanliness and quietness of the hospital
- **Food Services** – quality of food
- **Staff Responsiveness** - answering call lights, responding to bathroom needs.
- **Communication about Medications** – explaining medications to patients
- **Discharge Information** – preparing patients to leave the hospital
- **Overall Rating of the Hospital** – rating the hospital on a scale of 1-10

For more details, please visit: www.cms.gov

Financial Information

About Your Bill

During your hospital stay, you will likely receive many separate bills. We hope the following information will help you understand what you may be billed for and why there may be separate bills related to your hospital stay:

A bill or statement from the hospital or extended business office. This itemized bill usually goes directly to your insurance provider and you later receive a bill for the unpaid balance. It will include Pharmacy, Laboratory and Imaging/X-ray charges, as well as charges for other equipment and supplies used during your treatment. If you have primary and/or secondary insurance, these charges will be forwarded to them.

The hospital or Extended Business Office will send you a statement informing you of what has been paid by insurance and what the hospital is still owed by you. Statements will continue every 30 days until your account is paid in full.

Bills from your physicians. Your doctor's fees are not included in your hospital bill. You will receive separate bills from each of the doctors involved in your treatment. This may include your emergency room physician, surgeon, anesthesiologist, pathologist, radiologist or other specialists who were consulted.

In most cases the doctor's charges will also be billed to your insurance company, and you will receive statements until all charges are paid in full. These charges are not hospital charges, but are costs for services performed by others.

There will be a telephone number on each bill or statement you receive telling you who to call with questions related to that particular bill. Please call our Patient Financial Services with any questions you may have about hospital billing, 658-4346.

My Patient Portal

MyPatientPortal gives you easy access to:

- View laboratory and imaging results that have been sent to your physician
- Review discharge information
- Find a list of current medications and allergies
- Track appointment history

Lane Regional Medical Center is pleased to offer MyPatientPortal, an easy way to securely view your health information online. To enroll, go to LaneRMC.org then select My Patient Portal.

All of the information in MyPatientPortal comes from your LaneRMC Electronic Medical Record. You must have: name, medical record number and the email address you have on file at LaneRMC to access MyPatientPortal. Caregivers may access the health information of those in their care with a healthcare proxy and authorized consent.

For assistance or more information, please call 658-4311.

New App Available for Lane's Web Portal

If you want access to your personal health information at your fingertips, you'll love the new smart phone app called MHealth by Meditech.



MHealth is available through the Apple Store and Google Play. It allows you to securely review your electronic medical record to see upcoming appointments, check test results, view home medications, view discharge instructions, and more – all on your favorite mobile device or tablet.

If you already have a Lane Patient Portal account setup: When you first open the MHealth app, simply choose Lane Regional Medical Center as your Health Portal, enter your Login ID and Password, then you are immediately connected to your Lane Patient Portal. That's it, no need to create bookmarks or browser shortcuts.

If you want to set up a Lane Patient Portal account:

- ➔ Go to LaneRMC.org
- ➔ Click on My Patient Portal.
- ➔ Click on Register Now!
- ➔ Complete the Enrollment Request information. Note: You will need to know your Medical Record Number and the email address you have on file at Lane in order to access your portal.

Need help? Call 225-658-4311 or email mr@lanermc.org



6300 Main Street | Zachary, LA 70791 | (225) 658-4000 | LaneRMC.org