





# Welcome

**Dear Patient,**

For nearly 60 years St. Jude Medical Center has met the needs of the community by offering quality patient and family centered care with compassion and respect.

We know that outstanding care involves more than good medicine, and we are committed to caring for you—mind, body and spirit. We want your experience at St. Jude to be as safe, pleasant and comfortable as possible.

This booklet contains essential information to familiarize you with the environment and services you may need during your stay with us and after you leave the hospital. If you have any questions or need information that isn't provided here, please ask a member of your medical care team for assistance.

On behalf of the entire staff of our hospital, it is both an honor and a privilege to be of service to you. Thank you for choosing St. Jude Medical Center. You are the reason we are all here.

Sincerely,

A handwritten signature in black ink, appearing to read "Lee Penrose". The signature is fluid and cursive, with a large initial "L" and "P".

LEE PENROSE

President and CEO



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# About St. Jude Medical Center

Widely recognized for our success in areas from stroke recovery to cancer treatment, St. Jude Medical Center has grown into one of Southern California's most respected hospitals. Established nearly 60 years ago by the Sisters of St. Joseph of Orange, St. Jude remains a faith-based, not-for-profit hospital committed to its mission: To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve. And our four core values—dignity, excellence, service, and justice—are the guiding principals for all we do. From offering cutting edge wellness services to highly specialized diagnosis and treatment, St. Jude has remained at the forefront of medicine. With 351 beds and nearly 700 physicians, St. Jude offers virtually every specialty as well as some of the state's most advanced imaging and treatment technology. Areas of expertise include: St. Jude Centers for Rehabilitation and Wellness, Cardiac Care, Cancer Center, Stroke Care, Orthopedics, and Women's Health.

## **OUR PRIVACY PRACTICES**

St. Jude Medical Center is committed to protecting your medical information. Our Notice of Privacy Practices booklet explains how this obligation will be followed by all physicians, employees, volunteers, and business associates of St. Jude Medical Center. To obtain a copy of the booklet, call the Admitting Department at **(714) 992-3000, ext. 3700**.

If you have a patient privacy concern, please call the St. Joseph Health System HIPAA Helpline at (800) 337-7040 to leave a message for the St. Jude Medical Center Privacy Officer.

## **YOUR OPINION COUNTS: PATIENT SURVEY**

Shortly after you leave the hospital, you may receive a patient survey asking for feedback about your experience. We encourage you to take a few minutes to complete the survey and return it in the confidential envelope that will be included. Your feedback will help us improve and exceed our patients' expectations.

## **STEPS TO SAFER HEALTHCARE**

Your health and well-being are our highest priority, and we want you to feel safe during your hospital stay. In fact, we've made one of country's largest investments in state-of-the-art information systems, allowing us to create ever higher levels of patient safety.

Sophisticated information systems and a highly trained staff are critical to ensuring your safety—but you and your family can also play an important role. Here are some steps you can take:

### **1. *Get involved. Ask questions.***

Don't understand something about your care? Don't recognize a medication? Ask.

Please tell us if you have questions or concerns about a test, medication, or treatment. And if you don't understand the answer—ask again. Don't hesitate to ask for further explanation from one of our physicians or healthcare providers. And if something doesn't seem quite right, speak up. The more we know, the more successful your care plan and recovery will be.

You may want to write down your questions so you won't forget them when speaking to your physician or healthcare provider. It's also helpful to have a family member or friend present to help you ask questions and understand your illness and treatment plan.

### **2. *Ask about medications.***

Make sure you understand what medications have been prescribed and why, and provide us with information about allergies or reactions you have had to any medications and food. Also tell us about all the medications you take at home—include prescription and over-the-counter medications, as well as vitamins, herbs, and dietary supplements.

Ask the doctor, pharmacist, or nurse:

- What is the medication for?
- How and when am I supposed to take it? For how long?
- Should I take the medication with food or on an empty stomach?
- What side effects are likely? What happens if they occur?
- Is this medication safe to take with the other medications and dietary supplements (such as vitamins or herbs) I am currently taking?
- Are there any foods, drinks, or activities I should avoid while taking this medication?

If you will continue taking a medication once you leave the hospital, ask the doctor or nurse for written instructions on how and when it should be taken as well as information about possible side effects. Clarify any questions: for instance, if the medication label says to take “four doses daily,” does that mean taking a dose every six hours around the clock or just during regular waking hours.

### ***3. Help prevent infections.***

Hand washing is the best way to prevent the spread of germs. Wash your hands for at least 15 seconds when you are using soap and water. When using a waterless hand sanitizer, please rub your hands until they are dry. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and alcohol-based hand sanitizer dispensers for use by staff, physicians, patients, and visitors.

### ***4. Was your armband scanned?***

To ensure patient safety and avoid medication errors, St. Jude uses a highly sophisticated information system which instantly compares any medication given with your physician’s orders and your medical record.

By scanning the bar code on your armband as well as the bar code on each medication, our staff can immediately verify that you are receiving the right drug in the right dose at the right time.

The same coding system is used for lab tests, allowing our staff to ensure the right test, right patient and right results.

Show your armband to anyone who provides care to you and make certain the information on your armband is being matched with medications as well as any specimens (blood or urine) collected from you.

### ***5. Get answers about your surgery.***

Make sure that you, your doctor and your surgeon agree on exactly what will be done, and that all of your questions or concerns have been answered.



Some questions to ask:

- Who will take charge of my care in the hospital?
- Who will be operating on me?
- Exactly what will be done during the surgery? Why?
- How long will it take?
- What will happen after the surgery?
- How can I expect to feel during recovery?

Prior to the start of surgery, there is a checklist of information that is reviewed to make sure everyone in the operating room understands the details of the surgery. In most cases, if the surgery involves your left or right side or an extremity, you'll be asked to confirm the site and the surgeon will initial the site. While these precautions may seem excessive, they help ensure your safety.

### **6. Reduce your risk of falling.**

Even if you have never fallen before, remember that hospitals can be disorienting—especially at night. Ask for help by using your call light when getting in and out of a bed or wheelchair. If needed, a member of your care team can remain in attendance while you use the facilities.

If you have fallen within the last 3 months, please alert your nurse during your falls risk assessment, performed upon admission. Assessments will also be performed during each nursing shift to monitor your risk for falling. If you are at high risk for falling, you will be given an orange armband and provided with red non-skid socks to wear, to help identify this high risk regardless of where you are taken in the hospital. High fall risk signage will be placed at your room's doorway to alert all caregivers.

Find out if you are taking any medications that produce dizziness or confusion—or medications for sleeping or pain—each of which can increase your risk of falling. Likewise, if you wear glasses or hearing aids, use them, and keep these and other important items within reach, including dentures and your call light.

We encourage family to be present at the bedside. Please have someone notify our staff when your family leaves.

When steadying yourself, avoid using your IV pole, tray table, wheelchair, or other wheeled objects. Please use hand rails in the bathrooms and hallways, and wear shoes or non-skid footwear every time you get out of bed.

Our staff will actively work with you to prevent falls by ensuring:

- Your nurse call light is within reach and calls for assistance are answered promptly
- Your bed is kept at a low height with the wheels locked
- Your wheelchair is locked when not in use
- Your walker, cane, or other assistive devices are within reach
- Your room is adequately lit and free of clutter

Please do not feel you are bothering us by asking for assistance or alerting us about any concerns you may have about falling. We expect and WANT you to call us when you are getting in or out of bed. It is particularly critical that you notify your nurse if you begin to feel dizzy, weak or unsteady.

### ***7. Become well-informed.***

Learn as much as you can about your condition by asking your doctor, nurse, and pharmacist, and through other reliable sources. We offer a wealth of information resources to help you become an active partner in your care. Let your doctor or nurse know if you would like written information to help you better understand your health condition and treatment plan.

### ***8. Understand your discharge instructions.***

Before you leave the hospital, make sure you understand the instructions and treatment plan given to you. While you will receive written instructions, it is also helpful to have a friend or family member take careful notes. Clarify any points you're uncertain about.

This includes learning about:

- Your medications
- Any follow-up appointments you have or will need to schedule
- How to contact a home care agency, if needed
- When you can return to regular activities, such as driving

Once you are home, if you have questions about medications or anything pertaining to your discharge, please contact the Discharge Follow-up Nurse at **(714) 446-7813**.

## **YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT**

We, the physicians, nurses, and staff of St. Jude Medical Center are committed to delivering the best care possible to all our patients. We treat each patient as an individual, striving to show you the same respect we would to a member of our own family. Our goal is to facilitate your care through clear communication between you and the entire healthcare team, recognizing that you are the ultimate decision-maker. Our philosophy is that as a patient, you have the right to personal consideration, information about your care, and full participation in it. Specifically you, or the person legally responsible to make decisions regarding your care, should expect the following:

### **You have the right to:**

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling:

**Patient Relations Department  
St. Jude Medical Center  
101 E. Valencia Mesa Drive, Fullerton, CA 92835  
(714) 992-3000, ext. 3749**

The grievance committee will review each grievance and provide you with a written response within 7 working days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is:

**California Department of Public Health  
Licensing and Certification Program  
Orange County District Office  
681 S. Parker St., Suite 200  
Orange, CA 92868  
(714) 567-2906**

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (3/12)

**Patient responsibilities:**

1. The patient has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. The patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
2. If a patient accepts treatment, the patient is responsible for cooperating in following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or hospital.
3. The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
4. The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
5. The patient is responsible for following hospital rules and regulations affecting patient care and conduct.
6. The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.

# During Your Hospital Stay

## **ADVANCE HEALTH CARE DIRECTIVE PHYSICIAN ORDERS FOR LIFE SUSTAINING TREATMENT**

If you have an Advance Health Care Directive (AHCD) and/or Physician Orders for Life Sustaining Treatment (POLST) and have not provided the hospital with a copy, please consider asking a friend or family member to bring a copy in and we'll add it to your medical record.

An AHCD and/or POLST allows you to appoint an individual to make healthcare decisions on your behalf in the event you are unable to do so yourself. It also allows you the opportunity to state your wishes about the medical treatment that you do or do not want. We recommend that you discuss the AHCD/POLST with your spouse, family members, spiritual advisor, and doctor while you are feeling well and thinking clearly. Copies of both documents are available at [stjudemedicalcenter.org](http://stjudemedicalcenter.org) under "For Patients". For more information, contact your nurse or call the Spiritual Care Department at **(714) 992-3000, ext. 3822**.

## **YOUR HOSPITAL TEAM**

A **physician** will visit you daily to review your progress and test results, and write orders—as necessary—for all aspects of your care, such as diet, medications, tests, therapies, and activities. Specialists, such as a cardiologist, neonatologist, or hospitalist may also be involved in your care. In the same way that cardiologists specialize in the care of heart patients, hospitalists and ICU/Critical Care intensivists are physicians with training and experience in the care of hospitalized patients.

A **registered nurse** will provide much of your daily care, including administering your medications, assessing your physical condition, communicating with your physician, and coordinating any tests or therapies.



Working under the supervision of your registered nurse, a **patient care technician, or PCT**, will monitor your vital signs (temperature, blood pressure, and pulse), as well as assist you with activities such as walking, eating, grooming and bathing.

There are many other individuals that may care for you during your stay, including:

- Care managers/discharge planners
- Clinical dietitians or diet technicians
- Interdenominational chaplains
- Lab technicians
- Pharmacists
- Physical and occupational therapists
- Radiology technologists
- Respiratory therapists
- Social workers
- Speech therapists

**WHAT YOU CAN EXPECT DURING YOUR HOSPITAL STAY:**

- A daily visit from your physician (this varies from unit to unit)
- Regular monitoring of your vital signs (temperature, blood pressure, and pulse)
- Scheduled tests and therapies
- Medications, given on the schedule ordered by your doctor
- Daily bathing and grooming, with the help of your RN or PCT
- A level of activity, as ordered by your doctor

## **CONDITION H FOR HELP**

Condition H is an emergency call line for patients, their family, and friends.

We believe that family and friends play an important part in supporting a patient's health and healing, and they may recognize subtle changes in their loved one not apparent to the healthcare team. By working together, we can improve the care and recovery experience. Please contact the nurse or manager if you have any questions or concerns.

When a patient, family member, or friend believes there is a medical emergency and/or when they are not able to get the attention of a healthcare provider, they should call Condition H, at ext. 2158. A Condition H call will initiate an immediate response from a highly trained team of experts to assess the patient's condition.

### **HOW TO CALL**

Using any hospital telephone:

- Call ext. 2158
- Identify the call as Condition H
- Provide the patient's name, location and reason for call

The hospital operator will activate Condition H, and a team of experts will respond immediately to assess the patient's condition.

### **WHEN TO CALL**

Condition H should be called when the patient, their family, or friend is:

- Concerned about a noticeable change in the patient not recognized by the healthcare team.
- Confused or has serious concerns after speaking with a physician, nurse, or member of the healthcare team about how care is being given, managed, or planned.

## **FREQUENTLY ASKED QUESTIONS**

### ***When will I see my doctor?***

It will depend on your doctor's schedule. Some physicians make early morning rounds, while others may visit later in the day. Please let your nurse know if you'd like to speak to your doctor.

### ***When will I know the results of my tests?***

Your doctor will provide you with your test results when they become available.

### ***Why does the staff wake me up during the night?***

It is important to monitor your condition 24 hours a day. That may include taking your vital signs (temperature, blood pressure, and pulse), or asking about your pain level and other questions at regular intervals during the day and night. Also, medications are given at the times ordered by your doctor, which unfortunately, often involves having to wake you.

### ***Why does the staff wake me up so early to draw my blood?***

Physicians frequently order blood to be drawn in the morning so that results are ready when he or she comes to see you.

### ***Why is everyone on the computer?***

St. Jude is leading the nation in implementing the newest information systems to transform care and ensure patient safety. A few examples include:

- We use computers to update patient charts, access test results and check physician orders. Mobile computer stations allow our staff to document care at the patient's bedside, ensuring they spend more time on patient care and less time on paperwork.
- Physicians and staff input orders electronically, improving accuracy and reducing errors—as well as offering doctors immediate access to established best practices for each diagnosis.
- A sophisticated bar coding system checks each medication against the physician's order, drug history, and lab results. If conflicts or potential drug interactions are identified, warnings alert the nurse to double check or call the doctor before administering the medication.

## **ROOM ACCOMMODATIONS**

We are committed to providing you with exceptional care and service. While no one enjoys spending time in the hospital, we're dedicated to making your stay as comfortable as possible. You can expect your room to be kept clean and everything in your room to work properly.

If you have any questions or concerns, please don't hesitate to talk to your nurse. The nurse manager on your unit is also always available to assist you.

**Calling Your Nurse:** When you press the call button located at your bedside, the nursing station is alerted that you need assistance, and a light flashes above your door. A staff member may use an intercom to speak with you and someone will respond as soon as possible.

**Cleanliness of Your Room:** An Environmental Services staff member will clean and sanitize your room and bathroom every day. If you need further assistance call **(714) 992-3000, ext. 7777**. Please call your nurse if you would like your bed linens changed.

**During the Night:** Our goal is to maintain a quiet, peaceful environment during the night to promote rest and healing. While we do our best to avoid interruptions, please understand that at times they may be necessary. For your safety, please use the call light to alert the nurse if you need to get out of bed for any reason. Please let us know if we can turn down your lights or assist you in powering down electronic devices.

**Hospital Beds:** Hospital beds can be complex. A staff member will show you how to adjust your bed and can answer any questions which may arise.

**Internet Access:** Wi-fi internet access is available from your laptop or wireless handheld devices.

**Room Assignment:** We will make every effort to provide you with the type of room you desire, but we cannot guarantee the availability of a particular room on the day of your admission.

**Room Temperature:** All rooms in the hospital are centrally heated and air conditioned. If your room temperature is not comfortable, please contact your nurse.

**Telephones/Cell Phones/TDD:** Telephones are provided in each room, except on the ICU/Critical Care Units' patient rooms. Local calls may be made from your room at any

time by pressing 9, the area code, and the number you want to call. Long distance and toll calls can be made from your room at any time by pressing 9 and following the directions on your calling card. Cell phones may be used in the hospital but may be restricted in these critical areas where ventilators are used: Emergency Department, ICU/Critical Care Unit, Surgery, and Neonatal Intensive Care Unit. In authorized areas please turn your device to vibrate, and be courteous to those around you when using a cell phone.

A telecommunications device for the deaf (TDD) is available to help hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. Please contact your nurse for more information.

**Television:** The control buttons for your TV are located on your bed control panel. Please be considerate of your roommate by keeping the volume at a level that does not disturb him or her.

## **INFECTION PREVENTION AND ISOLATION PRECAUTIONS**

Hand washing is the best way to prevent the spread of germs. Wash your hands for at least 15 seconds when you are using soap and water. When using a waterless hand sanitizer, please rub your hands until they are dry. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and alcohol-based hand sanitizer dispensers for use by staff, physicians, patients and visitors.

If you have a condition that may be contagious, we will require **Isolation Precautions**. This means that everyone who enters your room may need to wear a gown over their clothing, gloves, and possibly a mask. Ask your family or visitors to speak with your nurse about appropriate hand washing, the use of gloves, gowns, and masks when visiting you. Any person with or exposed to a communicable disease (cold, runny nose, fever, flu and diarrhea, etc.) should not visit the hospital.

## **LEAVING THE UNIT**

For your safety, we ask that you remain in the unit unless escorted for diagnostic testing or therapy.

## **MEALS**

You may choose the foods you like from a menu based upon the diet your physician has ordered. If none of the choices appeal to you, please ask your dietary aide for a list of alternative menu items.

Patient meals are served:

Breakfast: 7 - 8:30 a.m.

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

Dinner: 5 - 6:30 p.m.

Snacks are also available if compatible with the diet ordered by your doctor. Visitors and family may purchase a “guest tray” to be delivered with your tray. Guest trays can be ordered in our cafeteria on the first floor. The cafeteria is open Monday through Friday, 6:30 a.m. - 7:30 p.m. and 9 p.m. – Midnight; weekends and holidays, 6:30 a.m. - 7:30 p.m.

## **MEDICATIONS**

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside. Please advise your nurse if you have brought any personal or over-the-counter medications with you to the hospital.

## **PERSONAL BELONGINGS AND VALUABLES**

If possible, please leave valuables at home, or send them home with your family. This includes jewelry, large sums of money, credit cards, and electronic devices. While we understand that you may wish to bring such belongings with you, we cannot be responsible for personal items and valuables left in your room. If you must bring these items, please have them stored in the hospital’s safe by contacting your nurse.

Please bring appropriate containers to store your eyeglasses, hearing aids or dentures when you’re not using them. The containers should be marked with your name, and stored in the bedside drawer when not in use. Do not leave these items on your bed or on your bedside table or meal tray. If needed, the nursing staff can provide containers.

## **AUTOMATED TELLER MACHINE (ATM)**

For your convenience, an ATM is located near Café 1650 in the Northwest Tower.

## **VISITING HOURS**

We believe visitors are essential in promoting your health and well-being during your recovery. Family and friends are encouraged to visit you as often as possible unless otherwise indicated by your physician. At the same time, we ask that visitors respect a patient's need for rest and privacy. Any person with or exposed to a communicable disease (cold, runny nose, fever, flu, and diarrhea) should not visit the hospital. Please discuss visitation and the number of visitors with your nurse. Because many of the rooms are semi-private, we ask that visitors be sensitive to the roommate's need for rest and quiet.

Children under the age of 12 may visit, but should always be accompanied by an adult other than the patient. **All units have open visiting hours, except as noted below:**

### **MATERNITY**

**Mother/Baby Unit:** To support mother/baby bonding and rest, we ask that visitation be limited to the hours of 10 a.m. - 1 p.m., and 4 - 8 p.m. Visitors are discouraged during the unit's designated "cuddle (quiet) time", from 1 - 4 p.m. daily.

The patient's designated significant other/support person may remain with the patient on the unit to assist with newborn care at all times.

Siblings of newborns may visit with adult supervision; however, to ensure rest for new mothers, they are not allowed to remain overnight.

**Labor and Delivery:** Patients, in collaboration with their nurse, will determine the number of visitors during the labor and delivery process. The patient's designated significant other will be issued an I.D. band, which needs to be worn during the duration of the stay.

The first hour after delivery will be reserved for initial parent-infant bonding and newborn and maternal stabilization, after which family and friends will be invited to meet the baby.

**Neonatal Intensive Care Unit (NICU):** Visitors need to contact the NICU staff prior to visiting.

# Pain Management

The prevention and treatment of pain and discomfort are best accomplished when the patient and healthcare team work together. Our goal is to partner with you so your pain is always well-controlled. Talk to your doctor and nurse about your pain:

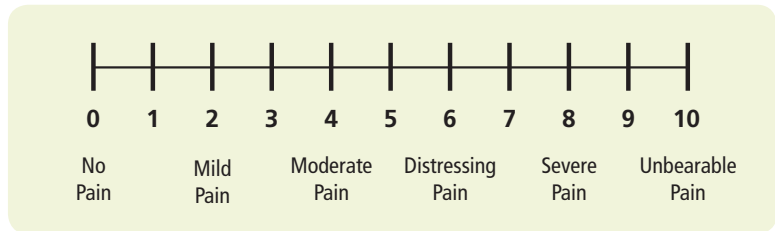
- How long have you had your pain?
- Where is your pain located?
- What does your pain feel like? (sharp, stabbing, throbbing, etc.)
- Can you rate your pain on a 0 - 10 scale? (0 = no pain; 10 = your worst pain)
- How have you managed pain in the past?

You will choose a number on the pain scale that is your **comfort goal**. This number indicates a level where you can sleep and comfortably move and deep breathe. You should alert your nurse or care team member when your pain exceeds your comfort goal. Staying in the comfort zone will minimize periods where your pain becomes difficult to control. In addition to pain medications, be open to

using strategies such as relaxation, imagery, heat or cold, movement or immobility, or music.

Inform your care team of what works and what doesn't work and if the pain is not relieved. Research shows that patients who participate in their care using relaxation strategies such as deep breathing, or visualizing yourself in a favorite comfortable place, enhance their healing response.

## ADULT PAIN SCALE 0 - 10



## WONG-BAKER FACES PAIN RATING SCALE





*Ask questions:*

- What will be prescribed for pain?
- What if I still have pain?
- Who do I tell about my pain?
- What are my choices for pain relief?
- Will I become addicted?
- What side effects may occur?

*You should expect:*

- Your pain to be assessed and reassessed by nurses throughout your hospital stay
- Your pain to be treated promptly and effectively
- Respect for your pain management preferences
- Education related to your pain management
- Availability of further pain management resources if you have questions or concerns about your pain management
- Accurate information to reduce fears about addiction. Addiction is a chronic disease that is rare and associated with a craving for certain medications. People treated for pain do not usually fall under this definition. However, it is possible to experience physical dependency if you continue certain medication(s) for a prolonged period of time. Physical dependency means your body gets used to the medication. You may feel shaky or ill if you stop the medication too quickly. This is managed by working in collaboration with your physician and our staff.

For more information, contact your nurse.

### **CONTROLLING YOUR PAIN, OPTIMIZING YOUR COMFORT**

To provide a greater level of comfort and reduce any anxiety you may be feeling, the CARE channel (channel 37 on your television) offers 72 hours of continuous imagery and music without repeat. Please let us know at any time if we can dim the lights, offer a warm blanket, or otherwise make your stay more comfortable.

In addition, our **Healing Touch** program offers gentle, noninvasive therapy to support the body's natural healing process. In a 20-minute session, a practitioner uses light hand movements on or over a patient's body to rebalance the patient's energy field and enhance their ability to heal. Healing Touch can take place on patients who are fully-clothed and in almost any position—sitting or lying—that is most comfortable. Patients may make an appointment by contacting their nurse. Healing Touch practitioners are typically available Monday through Friday, 6:30 a.m. - 3 p.m.

# Smoking Policy and Smoking Cessation Resources

St. Jude Medical Center is a smoke-free campus, with the exception of the designated smoking area in the southwest corner of the Harbor parking lot. Please ask the staff if you need information on smoking cessation.

## **QUIT SMOKING NOW: IT'S NEVER TOO LATE TO STOP**

If you quit smoking, you are likely to add years to your life, breathe easier, and have more energy. However, the truth of the matter is quitting is not easy, but it can be done.

We understand the issues associated with quitting smoking, the mood changes, poor concentration, disturbed sleep, and anxiety that results from its absence. You can stop—millions of Americans have—and it could be the most important thing you will ever do. Research shows that smoking significantly increases your risk of heart and lung diseases, cancer, and diabetes. The good news is that when you quit, your body immediately begins to heal itself, within:

- 20 minutes, your blood pressure will decrease
- 8 hours, your carbon monoxide levels will drop to normal
- 24 hours, your chance of heart attack decreases
- 48 hours, nerve endings begin regrowth, and your ability to smell and taste improves

And it just keeps getting better. If you remain smoke-free, over the years you'll reduce your risk of stroke and heart disease to that of a non-smoker.

Your physician can provide you with assistance and support. There are a multitude of over-the-counter aids and prescriptions that can be helpful, but one size doesn't fit all. Everyone responds differently to medication and combining products may be dangerous; therefore, it is important to consult your physician before starting a course of treatment.

Deciding to quit is half the battle, but once you've taken that first step here are some tips:

- No one approach is right for everyone. Experiment with different ones until you find the one that works for you.
- Set a quit date and stick to it. Try to choose a time when outside stresses will be minimized.

- Let your family, friends and co-workers know so that they can support you.
- Add walking or other exercise to your daily routine.
- Eat regular meals to keep your blood sugar even. Hunger may increase the urge to smoke.
- Avoid or limit sugar, alcohol, and caffeine.
- Drink lots of water.
- When the urge to smoke comes, breathe deeply for a few minutes.
- Don't be discouraged if your first attempts to quit aren't successful. Many smokers have to try several times before quitting permanently.

### SMOKING CESSATION RESOURCES

- Call your physician
- (800) No-Butts
- Smokefree.gov
- Lung.org
- Becomeanex.org
- In partnership with the Orange county Healthcare Agency, St. Jude Medical Center offers a 5-week educational series and tobacco use prevention class. Please call (800) 639-5864 (NEW LUNG).



**Having Surgery?** Smokers are much more likely to get post-operative pneumonia than non-smokers. And nicotine in the bloodstream causes incisions to take longer to heal and increases the risk of blood clots traveling to the lungs.



**Just for Men:** Smoking significantly increases the risk of lung and other cancers, heart disease, stroke, ulcers, chronic lung diseases, respiratory illness, and erectile dysfunction.



**For Women Only:** Risk of heart disease and lung cancer are significantly increased by smoking. In fact, lung cancer has surpassed breast cancer as the leading killer of women. Smoking also has consequences unique to women, such as menstrual irregularity, osteoporosis, cervical dysplasia and cancer, stress urinary incontinence, and premature menopause.



**Thinking About Having a Baby?** Think about quitting smoking. Smoking can cause infertility and pregnancy complications, such as placenta previa. Premature births and low birth weight are also associated with smoking.

# Going Home

## **BEFORE YOU LEAVE: CARE MANAGERS**

Some patients may need additional treatment or care after they are discharged. If you have any special needs, the care managers will help coordinate your care with your physician and your insurance company, if necessary. These needs may include home health, home medical equipment, acute rehabilitation, skilled nursing care, custodial care, board and care, home care aides, and hospice. If you think you'll need assistance after leaving the hospital, please contact your nurse or care manager, **(714) 992-3000, ext. 3637**.

## **LEAVING THE HOSPITAL**

When your physician decides you are ready to leave the hospital, a discharge order will be written. You should make arrangements in advance with a family member or friend to help you when it is time to go home. Here are some important things to remember:

- Discharge time is usually 11 a.m. It is important to make arrangements for someone to pick you up prior to the arranged time.
- Personal belongings need to be collected, along with any medications you are taking. If you have anything stored in the hospital safe, contact your nurse.
- Your physician and nurse will give you instructions about post-hospital care. If you have questions, please be sure to ask. If there is someone who will be caring for you after discharge, it is a good idea to have this person present. An electronic copy of your discharge information is available by request.

## **DISCHARGE MEDICATIONS**

Your physician may prescribe medications to take at home. If medications are prescribed, they may be filled at your local pharmacy. Your doctor can send the new prescription to your pharmacy electronically.

# Hospital Services

## Chapel and Spiritual Care

The St. Jude Medical Center Chapel is located on the first floor and is open to people of all faith traditions from 6 a.m. - 9 p.m. daily. Catholic Mass is celebrated Monday through Friday at 11:30 a.m.; Saturday at 4:30 p.m.; and Sunday at 8 a.m. For those unable to attend these services, Mass is broadcast at these times throughout the medical center on channel 10. For some peaceful reflections and meditation opportunities, we also provide the CARE Channel on channel 37.

As part of the Spiritual Care services offered to you and your loved ones, chaplains are available to:

- Listen and offer spiritual and emotional support
- Accompany those in crisis and grief
- Provide prayer support and sacraments
- Lead worship services, reflections and prayer
- Reflect and consult on ethical concerns, bioethical issues and end-of-life care and decisions
- Assist with Advance Health Care Directives/Physician Orders for Life Sustaining Treatment (POLST)

For further information or if you wish to have a chaplain visit your room, please contact our Spiritual Care Department at **(714) 992-3000 ext. 3822**. You may also ask a member of your care team to request a chaplain's visit to your room.

## Donations

St. Jude Memorial Foundation is dedicated to advancing St. Jude's mission and life-saving work through philanthropic support. Over the years, gifts to the Memorial Foundation have ensured that St. Jude remains at the forefront of medicine, and continues to meet the needs of a growing community.

If you would like to learn more about supporting St. Jude Medical Center, please call the St. Jude Memorial Foundation at **(714) 992-3033**.

## **Ethics Committee**

You and your family may be faced with medical care decisions that have no right or wrong answers, and it is important for you to feel confident that you are making decisions that are best for you. St. Jude provides a multidisciplinary committee (nurses, physicians, social workers, legal counsel, and spiritual caregivers) to assist patients and caregivers/families with difficult decisions. They do not make decisions, but stand ready to help those who are responsible for making such decisions. If you would like to contact the Ethics Committee for consultation, please speak with your nurse, or call the Patient Relations Department at **(714) 992-3000, ext. 3749**.

## **Financial Assistance Program**

If you do not have health insurance and worry that you may be unable to pay your hospital bill, it is important to let us know. You may qualify for the Patient Financial Assistance Program. Please call **(800) 378-4189** to speak to a financial counselor. If you would like to speak to someone in person, financial counselors are available at the hospital.

## **Gift Shop**

Located in the Harbor Lobby, the St. Jude Gift Shop is open weekdays, 9 a.m. - 8 p.m. and weekends 12:30 - 4:30 p.m. You can also send fresh flowers to patients by calling **(714) 992-3000, ext. 3795**.

## **Health Classes**

St. Jude Medical Center offers free and low-cost health education classes and screenings throughout the year at a variety of convenient locations. Led by our expert physicians and healthcare providers, the classes are designed to help you and your family in living better, longer, and healthier. For more information or to register for a class, call the St. Jude Health Resource Line at **(800) 870-7537**, or visit us online at [stjudemedicalcenter.org](http://stjudemedicalcenter.org).

## **Interpreter Services**

Interpreter Services are available for a variety of languages, including American Sign Language and Spanish Sign Language. This ensures clear communication and understanding of medical treatment and procedures. Interpreter services is available 24 hours a day, seven days a week. Please contact your nurse, or call **(714) 992-3000, ext. 7777**.

## **Lost and Found**

If you are a patient and you have lost an item, please contact your nurse immediately.

If you wish to report finding a lost item, please contact Security at **(714) 992-3000, ext. 2550**.

### **Medical Records**

To obtain a copy of your medical records, you or your legal representative must sign an *Authorization for Use or Disclosure of Medical Information*, or submit a written request. Requests for medical records are usually ready in seven to 10 business days, and there may be a fee. For information or to obtain an authorization form, call Health Information Services at **(714) 992-3940**. Forms are also available on the medical center website at [stjudemedicalcenter.org](http://stjudemedicalcenter.org) under "For Patients". Send your written request to: St. Jude Medical Center/Health Information Services, 101 E. Valencia Mesa Drive, Fullerton, CA 92835.

### **Nurse Advice Line**

We offer a very useful Nurse Advice Line for those health concerns that come up when your doctor's office is closed. Highly trained St. Jude registered nurses are available by telephone on evenings and weekends to answer your questions and help you decide whether to treat the symptoms or seek immediate care. Available 5 p.m. - 6 a.m. weeknights and 24 hours on weekends and holidays. Call **(800) 870-7537, ext.1**.

### **Outpatient Rehabilitation Services**

Our Outpatient Rehabilitation services feature California's most comprehensive array of accredited outpatient programs. Located in the St. Jude Centers for Rehabilitation and Wellness, we offer a remarkable range of services to help you get back to your healthy, active lifestyle. In addition to highly successful programs in **Orthopedics and Sports Rehabilitation, Brain Injury, Stroke Recovery, and Spinal Cord Injury**, our services include:

- Aquatic Therapy
- Cancer Rehabilitation and Wellness
- Chronic Pain Management Program
- Driver Evaluation Program
- Hand Therapy
- Pediatric Rehabilitation, with a dedicated gym
- Pelvic Floor Rehabilitation
- Physical, Occupational and Speech Therapy
- Wheelchair Seating and Mobility

For more information, please call **(714) 578-8720**.

## **Patient Relations**

We take your concerns very seriously and want to act on them. Don't hesitate to discuss any issues with your healthcare provider.

If your concern remains unresolved, please contact the unit or department manager or the patient relations department at **(714) 992-3000, ext. 3749**, Monday through Friday, 8 a.m. - 4:30 p.m. After business hours, or on weekends and holidays, contact the charge nurse or nursing supervisor at **(714) 871-3280**.

You also have the right to contact The Joint Commission,

by email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

by mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL, 60181

by phone: (800) 994-6610

You may file a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. Their address and phone number is:

California Department of Public Health  
Licensing and Certification Program  
Orange County District Office  
681 S. Parker St., Suite 200  
Orange, CA 92868  
(800) 228-5234

## **Physician Referral**

St. Jude Health Resource Line offers free information about the education and specialties of nearly 700 physicians. A representative is available to answer your questions Monday through Friday, 8 a.m. - 5:30 p.m. Call **(877) 459-DOCS (3627)**.



## Senior Services

St. Jude Medical Center offers a wide variety of services for seniors. These services include transportation to non-emergency medical and dental appointments, available by calling **(714) 446-5473**; classes on senior resources and assistance; healthy living with chronic health conditions; fall risk prevention; depression counseling; and medical insurance guidance, available by calling **(714) 446-7035**. In our Caring Neighbors program, volunteers provide home visits, phone calls, errands, light housekeeping and pleasant conversation. For more information, please call **(714) 446-7154**.

## Synergy: A Medical Fitness Center

Located at the St. Jude Centers for Rehabilitation and Wellness, Synergy features a more focused environment than traditional gyms, as well as an innovative array of classes. We offer classes for every intensity level—post-therapy programs to active adult fitness and weekend warrior performance training. Synergy also offers a full spectrum of health promotion and wellness services, such as individual and family nutrition consultation, and stress management training.

*Services include:*

- An innovative range of fitness classes, including Pilates, yoga, Les Mills Body Pump™, Spinning®, Basic Training, specialized prenatal fitness and post-therapy programs.
- Specialized classes and programs for individuals at all fitness levels.
- Registered dietitians to help you maximize your health and nutrition to have more energy, go vegan, lose weight or develop a special diet for a health condition.
- Well Life Coaches to help you achieve your goals and overcome obstacles, such as emotional eating or negative self-talk.

Whether you're interested in getting help overhauling the way you eat, learning how to overcome emotional barriers that sabotage success, or just having a fantastic workout—Synergy can help. To find out more, please visit [synergymedfit.com](http://synergymedfit.com) and view our Wellness and Fitness calendar or call us at **(714) 578-8770**.

# Financial Matters

## THE BILLING PROCESS

The hospital will submit your bills to your insurance company as a courtesy and will do everything possible to expedite your claim. It is important to remember that your insurance policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. Please provide your current insurance information at the time of registration.

It is the policy of St. Jude Medical Center to collect all co-payments, deductibles, co-insurance amounts, or non-covered amounts, at the time of service. Please be prepared to pay these amounts when you arrive. The hospital accepts cash, checks, and credit cards as forms of payment. If after your insurance pays your bill, there is a refund due to you, it will be processed within 14 days of the insurance payment.

If you are not covered by health insurance and you will be paying your own bill, we ask for a deposit at the time services are rendered. If you have questions regarding the expected cost of your services, contact a financial counselor at **(714) 992-3000, ext. 3825**. We have several payment options available to assist you.

If you do not have insurance it is important that you speak with one of our financial counselors. You may be eligible for Medi-Cal, MSI, or another government program. The financial counselors will help you obtain financial screening information and applications for government-sponsored programs.

## UNDERSTANDING YOUR BILL

You will receive bills and correspondence from St. Jude Medical Center. Please read this correspondence carefully, as it contains important information regarding the status of your account. When contacting the hospital regarding your bill, be prepared to provide your patient account number, which you will find at the top of your bill, and your insurance information.

Patient Financial Services representatives are available to answer financial questions at **(800) 378-4189**, Monday through Friday, from 8 a.m. - 4 p.m.

Your bill from St. Jude Medical Center will reflect all of the hospital services you received during your stay. ***This bill will not include physician charges. All physicians who treated you in the hospital will bill you separately for their services. You may be billed by your primary physician, as well as by your***

*anesthesiologist, pathologist, radiologist or any other physician(s) you received services from during your hospital stay.* If you have questions about those bills, please call the number printed on the statement.

## **FINANCIAL ASSISTANCE PROGRAM**

St. Jude Medical Center is committed to providing high quality, compassionate healthcare to all patients within the community we serve, regardless of their ability to pay. Medically necessary care should not be delayed because you don't have health insurance or you're unable to pay your hospital bill. If you do not have health insurance and worry that you may be unable to pay your hospital bill, it is important to let us know. You may qualify for the Patient Financial Assistance Program. Please call **(800) 378-4189** to speak to a financial counselor. If you would like to speak to someone in person, financial counselors are available at the hospital.

## **FREQUENTLY ASKED QUESTIONS**

### ***How soon after I leave the hospital will I receive a bill?***

You can expect a bill once we have received payment or denial of payment from your insurance company. If you are paying your bill without filing with an insurance provider, you should receive a bill within 10 days.

### ***Where can I call if I have questions about my hospital bill?***

During your hospital stay, please contact a financial counselor at **(714) 992-3000, ext. 3825**. If you have questions after you have left the hospital, please contact Patient Financial Services at **(800) 378-4189**, Monday-Friday, 8 a.m. - 4 p.m.

### ***Will I receive an itemized bill?***

Itemized bills are not routinely sent; however, you may request one at any time, by calling Patient Financial Services at **(800) 378-4189**. One will be mailed to you within 3-5 days of your request.

### ***What form of payment do you accept?***

St. Jude Medical Center accepts cash, check, traveler's checks, money orders, Visa, MasterCard, American Express, and Discover.

### ***Can I make payment arrangements?***

If you believe you may have difficulty paying your bill, please contact Patient Financial Services at **(800) 378-4189**. A customer service representative will be happy to discuss payment options with you as well as answer any questions you have regarding financial assistance.









# Helpful Phone Numbers

Main Hospital Operator.....	(714) 871-3280
Accounts/Billing.....	(800) 378-4189
Financial Assistance Program.....	(800) 378-4189
Financial Counselor.....	(714) 992-3000, ext. 3825
Admitting.....	(714) 992-3000, ext. 3700
Care Managers/Discharge Planning.....	(714) 992-3000, ext. 3637
Gift Shop.....	(714) 992-3000, ext. 3795
Health Classes.....	(877) 459-DOCS (3627)
Interpreter Services.....	(714) 992-3000, ext. 7777
Lost and Found.....	(714) 992-3000, ext. 2550
Medical Records.....	(714) 992-3940
Nurse Advice Line.....	(800) 870-7537, ext. 1
Patient Relations.....	(714) 992-3000, ext. 3749
Physician Referral.....	(877) 459-DOCS (3627)
St. Jude Heritage Healthcare Customer Service.....	(800) 627-8106
St. Jude Memorial Foundation.....	(714) 992-3033
St. Jude Neighborhood Health Centers.....	(714) 446-5100
Senior Services.....	(714) 446-7035
Social Services.....	(714) 992-3000, ext. 3637
Spiritual Care Services.....	(714) 992-3000, ext. 3822
Synergy.....	(714) 578-8770



St. Joseph Health   
St. Jude Medical Center

A member of the St. Joseph Hoag Health alliance

101 E. Valencia Mesa Dr.  
Fullerton, CA 92835  
(714) 871-3280

[stjudemedicalcenter.org](http://stjudemedicalcenter.org)