

Presbyterian Hospital Patient and Family Guide



 **PRESBYTERIAN**

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Your Care



Care Team Members

Your care team is made up of many people, including:

Medical

- **Hospitalist:** A hospitalist is a medical doctor (MD) who cares for hospitalized patients. A hospitalist will see you every day during your hospital stay. They will take your medical history, consult with your primary care provider (PCP) and arrange for any specialist(s) to see you as needed. You may also have specialist doctors assigned to care for you while in the hospital.
- **Registered Nurse (RN):** Each shift, an RN is assigned to care for you and help manage all aspects of your care. This includes taking vital signs, assisting with daily care and frequently checking on you.
- **Nurse Technician (NT):** An NT assists nurses with your daily personal care. They also assist patients with bathing, eating, getting out of bed, walking, and walking to the bathroom.

Your care team may also include other people like physical therapists, pharmacists and lab technicians. If you have any questions or concerns about their role in your care, please ask a member of your care team.



Non-Medical

- **Care Coordinator:** Will assist you, your family and caregivers to make sure you have everything you need to leave the hospital. They can also help schedule follow-up appointments, order medical equipment and arrange transportation.
- **Spiritual Care Services:** Presbyterian Spiritual Care Services provides emotional and spiritual support for patients and families. If you would like to speak with a chaplain, please ask one of your care team members to contact someone for you.
- **Social Workers:** Will assist you and your family connect with available community services.
- **Medical Interpreters:** Will help you and your family members make informed decisions about your health in your primary language. We provide free language services to anyone whose primary language is not English, including qualified interpreters and information written in other languages. We provide free aids and services to people with disabilities to communicate effectively with us, including written information in other formats (large print, audio and accessible electronic formats).
- **Environmental Services (EVS):** Our EVS team helps maintain a safe and clean environment.
- **Inpatient Rehabilitation Services:** Our inpatient rehabilitation services team helps facilitate recovery of function and activities of daily living.
- **Dietary Services:** Our Dietary Services team provides food, snacks, and beverages during your stay.



Communicating with Your Care Team

Bedside Shift Report

Presbyterian would like to make sure you are actively involved in your care.

Bedside Shift Report occurs at each shift (a.m. and p.m.) change in the hospital. During Bedside Shift Report, the a.m. and p.m. nurses will come into your room, check your surroundings and talk with you and your family about:

- Who will be caring for you during the new shift
- What happened during the last shift
- Your plan of care for the day
- Any questions you or your family might have

During Bedside Shift Report, ask questions and participate in the discussion about your care.

Communication Board

In your room is a communication board that you and your care team can use to communicate about your care.

The communication board has helpful information on it like the names of your care team members. You and your care team will use the communication board to keep track of your daily goals and any questions you may have. This board can be written on by you, your family and all care team members.

Purposeful Hourly Rounding

Presbyterian Hospital does hourly rounding to keep patients safe and meet their healthcare needs. Someone from the healthcare team will check on you every hour throughout the day and every two hours at night. Your pain, bathroom, positioning and other needs will be assessed during hourly rounding.

Call Light Button

At your bedside, you have a call light button you can use to call a member of your care team to your room for any help you may need. The call light button is located on the same device as the TV remote.

Don't hesitate to use your call light button if you need to report a safety concern or have questions. We ask that you always keep the call light button within reach for your safety and convenience.

Your Safety



General Information

Presbyterian Hospital wants to provide you with a safe environment for your care and recovery. All employees you meet wear a name badge and will introduce themselves to you.

Patient Identification

You will have a patient identification (ID) wristband. You also may have other wrist bands for allergies or other risks. During your hospital stay, we ask that you always make sure to wear your patient ID band. This is a white band that should be worn on either wrist. The patient ID band has your name, date of birth and a bar code. Please make sure that your name is spelled correctly, and your date of birth is correct. If any corrections need to be made, please inform a healthcare team member.

What you should expect:

- Care team members will check your patient ID band frequently to confirm your name and date of birth.
- Nurses will scan the bar code on your ID band when giving you medicine.

Bed and Chair Alarms

Your safety is very important to us. During your stay, you may be at a higher risk of falling since you are in an unfamiliar setting and may be taking medications that make you dizzy, disoriented or unsteady on your feet.

If your nurse determines you are at risk for falling, we will ask you to use the call button for assistance with getting out of bed or going to the bathroom. We may use a bed and/or chair alarm to alert your care team that you are getting up and may need help.

What you should expect:

- The bed alarm will sound if you get up while it is on.
- The nurse will check your bed alarm during each visit.
- Use your call button before you get up.

Hand Washing

Clean hands are an important way to prevent the spread of infection. Your care team members will wash their hands or use waterless hand cleanser every time they enter or exit your room. We also encourage your family and friends to wash their hands each time they enter or exit your room. You should feel free to ask members of your care team to wash their hands or use waterless hand cleanser, which is available throughout the hospital.

Your Safety



Isolation Precautions

There are infections that require extra safety precautions. Patients with infections may be placed in isolation. Isolation precautions require anyone entering your room (care team members or family and friends) to wear protective gowns, gloves and masks.

Help Us Keep You Safe

Your safety is our primary concern. If you see any of your care team members not following safety measures, please ask them (or a member of your care team) about it. If you have any questions or concerns, please share them with any member of your care team.

It's ok to ask:

- Did you want to check my ID band?
- Did you wash your hands?
- Are you sure that medicine is for me?
- What are the side-effects of that medicine?
- What is my plan of care for today?

Medical Evaluation Team Nurse

If you or your family sense a noticeable change in your medical condition, call your nurse immediately. If you or your family remain concerned, a Medical Evaluation Team nurse can help.

To ask for a Medical Evaluation Team nurse, dial 0 from your hospital room phone.

Fire Drills

Presbyterian Hospital performs regular fire safety drills to make sure all systems work properly in the event of an actual emergency.

In the unlikely event of a fire, only the affected areas will be evacuated. There are fire doors in each unit and section of the hospital, which can contain a fire if needed.

If there is a fire drill or an emergency, remain calm and wait for instructions from a member of your care team or a hospital employee.

Your Stay



Food/Nutrition/Meals • Dial 1680

Presbyterian Hospital offers room service dining for your meals between 7 a.m. and 7 p.m. You will be given a menu specific for your diet so you can order meals when you want to eat. They will be brought to your room by our food services department.

Dial 1680 from your hospital room phone to place your order for every meal. You can order your meals from 7 a.m. to 7 p.m. You may also pre-order meals to be delivered to your room at your requested time. Family members and visitors may visit the cafeteria and bring their meals back to your room so they can eat with you.

Coffee, water and juice are available in nourishment areas within the hospital. Please ask a member of your care team where to find the nourishment area closest to your room.

Before you go home, your doctor may ask you to speak to a dietitian. A dietitian is an expert in nutrition and can give you information about meal plans that meet your needs. If you would like to talk to a dietitian, please ask a member of your care team.

Housekeeping/Environmental Services

Your room will be cleaned every day by the Environmental Services team between 7:30 a.m. and 7 p.m. Cleaning includes:

- Emptying trash
- Disinfecting “high touch surfaces” (patient phone, call light button, light switches)
- The bathroom
- Sweeping and mopping

If at any time you feel that your room is not clean, please inform a member of the care team and we will arrange to have your room refreshed.

Medical Records/Birth Certificates • (505) 841-1470

The patient may request records via MyChart. Users can access Presbyterian MyChart at **www.phs.org/mychart** and sign in with their user ID and password.

A complete and official copy of your medical record is not available until 24-48 hours after your discharge from the hospital. If you would like information before that time, you may contact the Medical Records department to see what is available.

If you would like to discuss the contents of your medical record, please contact your doctor.

Your Stay



Personal Belongings

Please leave all valuable items at home. If you have valuables with you in the hospital, like jewelry or cash, please give them to a family member/friend for safekeeping. If you are unable to give your valuables to someone, Security can store your items in the security office. Please inform a care team member if you need your valuables stored by Security.

If you are not using your contact lenses, eyeglasses, hearing aids or dentures, they should be stored in your bedside table. To avoid damage or loss, please do NOT leave these items on your bed or food tray.

If you need basic toiletries, please ask your nurse.

Presbyterian Hospital cannot be held responsible for replacement of personal belongings.

Personal Information

Presbyterian Hospital keeps your personal information private and protected. If you have any questions or concerns, please call (505) 923-6176 and ask for the Privacy Officer.

Chapel and Gardens

There is a chapel next to the main entrance of the hospital on Lobby Level 1 for patients and families. Mass is also available through Chaplain Services. On Lobby Level 1 next to the Physician Office Building entrance is the Healing Garden for patients and families. The Healing Garden is wheelchair accessible.

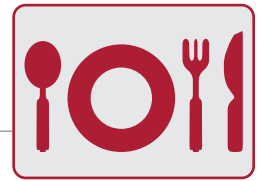
Reading Material

Volunteers at Presbyterian Hospital have magazines and books available for you to enjoy. If you would like a magazine or book, please dial (505) 841-1435, Monday - Friday, to leave a message with your request (type of book/magazine) and your room number.

Service Animals

Presbyterian Hospital allows the use of certified service dogs. Service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. If the handler is unable to manage the animal, alternatives as listed in our policies may be requested.

Amenities and Services



ATM

A Bank of America ATM is located on the first floor, next to the gift shop.

Child Life Program (for pediatric patients)

The goal of the Child Life Program is to help you and your child feel as relaxed as possible during your hospital stay. You can be assured that our Child Life staff will welcome your child into our warm, child-friendly play area and help make the hospital stay a bit easier. Child Life Specialists help infants, children, youth and families cope with the stress and uncertainty of illness, injury and treatment. We provide opportunities to utilize a playroom during hospitalization, while providing developmentally appropriate interactions, including therapeutic play, preparation and education to reduce fear, anxiety and pain.

Café Espresso

Monday - Friday: Generally 6 a.m. to 2 p.m.; subject to change.

Closed weekends and holidays.

Café Espresso, featuring Starbucks™ coffee, serves a variety of coffee, tea and bottled beverages. Hot and cold sandwiches, pastries, packaged sweets and snacks are also available. Café Espresso is located on the first floor near the parking garage entrance and the Physician Office Building.

Financial Services/Insurance • (505) 724-7322

Walk-in hours are Monday - Saturday: 8:30 a.m. to 5 p.m., Sunday: 11 a.m. to 5 p.m.

Financial advocates are available if you have any questions about your hospital bill. They are also available to go to your hospital room.

A Financial Assistance Center is located on the first floor. The Financial Assistance Center staff can provide information on resources and programs that may be available to you and answer any questions about your insurance or bills.

Amenities and Services



Gift Shop

Monday - Friday: 8:30 a.m. to 6 p.m., Saturday - Sunday: 9 a.m. to 4 p.m.

Patients heal with the love and support of family and friends. The gift shop at Presbyterian Hospital has gifts and personal items that are perfect for any patient. The selection includes jewelry, greeting cards, candy, snacks, stuffed animals, personal care products, magazines, paperback books, stamps and flowers.

Information Desk

Monday – Friday: 5:30 a.m. to 8 p.m., Saturday and Sunday: 8 a.m. to 8 p.m.

The Presbyterian Hospital Information Desk is located at the main entrance of our facility. They can provide general patient information and directions within the hospital. With certain exceptions, the staff at the Patient Information Desk can say whether the person is a patient and provide their room number.

Please note: if the patient has asked us to keep their information private, as is their right under the Health Information Privacy and Accountability Act, no one at the hospital can legally give any information about that patient. The hospital also does not release information on abuse victims or when patient safety is a concern.

Our information desk staff are happy to assist visitors with finding their way around our facility. Our volunteers can deliver mail, flowers and plants to patients.

Lost and Found • (505) 841-1200

Presbyterian Hospital's Security department keeps items found on campus for 30 days. You may contact them to ask about missing or found items, or to report an item missing.

Parking

Presbyterian Hospital offers several patient and visitor parking areas around the hospital. Please remember to secure your valuables to prevent theft. It is always best to leave your valuables at home.

The hospital main entrance is for patient drop-off or pick-up only. Parking at the hospital entrance is not permitted.

Amenities and Services



Valet parking (weekdays 8 a.m. to 5 p.m.) is available to patients and visitors of Presbyterian Hospital for a minimal charge. The valet podium is located near the main entrance of the hospital. After 5 p.m., our security staff, available at (505) 841-1200, will retrieve your keys and escort you to your vehicle.

Pharmacy • (505) 243-6195

Monday - Friday: 9 a.m. to 5 p.m., closed holidays

A Walgreens pharmacy is located on the first floor of Presbyterian Hospital. The pharmacy can fill your prescriptions for you to pick up or for delivery to your room (ask your nurse for details). It also sells a variety of over-the-counter products.

Security • (505) 841-1200

Presbyterian Hospital provides security 24 hours a day, 7 days a week. Staff are trained to help you with medical escorts, security escorts after hours, vehicle assists, lost and found property, and finding your way around the campus.

Subway Sandwich Shop

Monday - Sunday: 7 a.m. to 2 a.m.

Subway is located on the first floor next to the gift shop. Subway offers sandwiches, salads, pizzas and more.

Telephone

Your family and friends can contact you by calling Presbyterian Hospital at (505) 841-1234 and asking for you by name. There is a telephone at your bedside, and the number to call you directly should be listed on the communication board in your room.

To use the phone in your room:

- Dial 0 for the hospital operator.
- To make local calls, dial 9 before the phone number.
- To make long-distance phone calls, please use your long-distance calling card. When placing the call, dial 9, then 1, before the phone number.

If you have questions about how to use your phone, please ask a care team member.

Amenities and Services



Vending Machines

Vending machines are located throughout the hospital. They can be found near the A and B elevators on most floors.

Visiting

Presbyterian Hospital welcomes visitors. Family and close friends are an essential care partner in the healing and recovery process of patients. We value support person(s) as an important part of the care team. More specific information about visitation can be found at www.phs.org.

Waiting Areas for Visitors

The main waiting area is located on the first floor near the main entrance.

Surgical waiting is located on the first floor by the B elevators and on Sub Level 1 by Radiology.

Each floor has a small waiting area located near the elevators.

Wheelchairs

Wheelchairs are available at the main entrance for use in the hospital.

Wireless Service/Charging Stations

Wi-Fi Network Name: PresFreeWiFi (no password required)

Presbyterian Hospital provides free Internet access for patients and visitors. Please note that this network is not secure. Please use the Internet in a legal and responsible manner.

Full-speed, multi-device mobile charging stations are located throughout the hospital.

Discharge



Discharge Planning

Your care team will work with you and your family to plan your discharge. Your doctor will tell you when you can expect to leave the hospital and what kind of follow-up care you may need.

Preparing to Leave the Hospital

When you are ready to be discharged, your nurse will provide discharge instructions. A care coordinator or discharge planner may also help you and your family with any needed follow-up care. If you have any questions about your care or medications, please ask any member of the care team.

Please wait until a member of the care team informs you that all your paperwork is completed before leaving the hospital.

Please remember to take home all your belongings when you leave the hospital. Check closets, drawers and the bathroom for any personal belongings prior to leaving.

Tell Us About Your Stay: Patient Survey

Presbyterian Hospital is committed to providing you safe, high-quality healthcare. When you go home, you may receive a survey asking about your hospital stay. Your feedback is important to us. Please use this survey to tell us what you liked about the care you received and what we can do better. All the survey responses are confidential.

You may also contact us at: Presbyterian Hospital Administration
1100 Central Ave. SE
Albuquerque, NM 87106
Phone: (505) 841-1234

Want to Get Involved?



Presbyterian Healthcare Foundation

Big or small, every gift to the Presbyterian Healthcare Foundation makes a difference. Your generous gift helps provide patient care and services and medical staff training and supports programs/activities throughout the organization.

The Presbyterian Healthcare Foundation works with the community to identify the areas with the greatest needs and opportunities. Contributions to the Foundation can be donated to specific areas of interest or given as a general contribution.

Contact us for ways to give: Presbyterian Healthcare Foundation
PO Box 26666
Albuquerque, NM 87125-6666
Phone: (505) 724-6580 | TTY: (505) 724-6580
Email: phf@phs.org

Volunteer Services

Presbyterian Healthcare Services (PHS) has volunteers that serve in more than 100 departments throughout the Albuquerque area. Many of our patients and family members want to join our team and give back to their community.

If you are interested in volunteering, please visit www.phs.org and click the “Community” tab for more information.

Appreciation



DAISY Program

We are proud to partner with The DAISY Foundation™ to honor the compassionate care of our extraordinary nurses throughout the year. The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day.

The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease idiopathic thrombocytopenic purpura (ITP) in 1999. During his hospitalization, his family deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to thank the nurses in a very public way.

Please say “thank you” by sharing your story of how a nurse made a difference you will never forget. Nomination forms are available electronically at www.phs.org or with paper nomination boxes located throughout the Presbyterian Hospital campus.

Guardian Angel Program

Did someone go above and beyond during your stay with us? You can show your appreciation for a physician, nurse, dietary staff member, therapist or other Presbyterian employee by recognizing them as a Guardian Angel.

Every donation to the Guardian Angel Program supports important work at Presbyterian, such as education for our staff, mental healthcare for patients and advanced equipment to help keep patients close to home for care. Through your support, your Guardian Angel will receive special recognition. During a special presentation, we will share the story behind your gift with your Guardian Angel and present them with a certificate and a lapel pin. Learn more at www.phs.org/guardianangel.

