

Presbyterian Hospital Patient and Family Guide



 **PRESBYTERIAN**

& PRESBYTERIAN
Presbyterian
Hospital
1100
Central Avenue

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Your Care



Care Team Members

Your care team is made up of many people including:

Medical

- **Hospitalist (MD):** A hospitalist is a medical doctor who only sees hospitalized patients. Our doctors work in teams and a hospitalist will see you every day during your hospital stay. He/she will take your medical history, consult with your primary care provider and arrange for any specialist(s) to see you as needed. You may have specialist doctors assigned to you also.
- **Nurse (RN):** A nurse is assigned to oversee and manage all aspects of your care each shift. This will include checking on you frequently, giving medications and taking vital signs.
- **Nurse Tech:** A nurse tech helps your nurses with your daily personal care. They will assist you as needed with bathing, eating, getting out of bed and walking, using the bathroom, changing the linens on your bed and other routine care.

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

- **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.
- **Patient and Family Advocates:** Patient and family advocates will talk to you about how your hospital stay is going. They will help to address any concerns you and your family may have about your stay and pass along any recognition for staff.
- **Social Work:** Social workers will help you and your family connect with community services.
- **Care Coordinator:** A care coordinator will help you, your family, and your caregivers make sure you have everything you need to leave the hospital. They can make follow-up appointments, order medical equipment and arrange transportation.

Your Care



Communicating with Your Care Team

Bedside Shift Report

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

A Bedside Shift Report happens during each nurse shift change (in the morning and in the evening). During a Bedside Shift Report, your nurses will come into your room and talk with you and your family to:

- Introduce the new nurse.
- Talk about what happened during the last shift.
- Go over your daily plan of care.
- Answer any questions you might have.
- Check your surroundings.

During Bedside Shift Reports, you are encouraged to 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. It also helps you to keep track of your pain management and medication schedule. 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 your care team members.

Purposeful Hourly Rounding

Presbyterian Hospital does hourly rounding to keep patients safe and improve the experience for our patients. This means that someone from our staff will check on you every hour throughout the day and every 2 hours at night. We will check on important items like your pain, your personal comfort and any other needs you have, like needing to go to the bathroom.

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 will be wearing a name badge and will introduce themselves to you.

Patient Identification

You will have a patient identification (ID) wrist band. You also may have other wrist bands for allergies or other risks. During your 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, your date of birth and a bar code. Please make sure that your name is spelled correctly and your date of birth is correct.

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. During the current COVID-19 pandemic, the hospital is taking extra precautions to keep our patients, visitors, and staff safe and prevent the spread of infection. If you have questions, please discuss these precautions with a member of your care team.

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 let us know as soon as possible. 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.

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 has fire safety drills on a regular basis to make sure all systems work properly in the event of an emergency.

In the unlikely event of a fire, only the affected areas will be evacuated. There are fire doors in each unit, and each section of the hospital, that 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 have a menu in your room so you can choose from many different meals based on the diet you discuss with your doctor.

Dial 1680 from your room phone to place your order for every meal. You can order your meals at any time during the day. Family members and visitors can order room service as well, so they can eat with you in your room.

Coffee, water and juice are available in the nourishment area. 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 your nurse.

Housekeeping/Environmental Services

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

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

If at any time you feel that your room is not clean, please call your nurse by using your phone or call light button and we will arrange to have your room refreshed.

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

A complete and official copy of your medical record is not available until 30 days after your discharge from the hospital. If you would like information before that time, you may contact the Medical Records department at (505) 841-1470 to see what is available. You may also visit www.phs.org for more information.

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

Your Stay



Personal Belongings

If you have valuables, like jewelry and cash, please send them home. If your valuables cannot be sent home, a hospital safe is available for your use. Please ask your nurse to put your valuables in the safe.

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

If you need basic toiletries, please ask your nurse.

Presbyterian Hospital cannot be responsible for replacement of personal belongings.

Personal Information • (505) 923-6176

Presbyterian 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.

Reading Material

Presbyterian volunteers 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 qualified service dogs. All service dogs 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.

Tell Us About Your Stay: Patient Survey

Presbyterian is committed to providing you with an exceptional experience. When you go home, you may receive a survey asking about your stay. You can use this survey to tell us what you liked about the care we provided and what we can do better. Your survey responses are completely confidential.

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

Amenities and Services



ATM

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

Café

Monday - Friday: 6 a.m. to 8 p.m., Weekends and Holidays: Closed

Café Expresso, 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 Expresso is located on the first floor near the parking garage entrance and the Physician Office Building.

Subway Sandwich Shop

Open 7 days a week, hours may vary

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

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 8 p.m., Saturday: 9 a.m. to 8 p.m., Sunday: Noon to 8 p.m.

We know that part of our patients' healing comes from the love and support of family and friends. The gift shop at Presbyterian Hospital has many gifts and personal items. Our selection includes: jewelry, greeting cards, candy and snack items, plush stuffed animals, personal care products, magazines and paperback books, stamps and flowers.

Information Desk

Monday - Friday: 8 a.m. to 8 p.m., Saturday and Sunday: 10 a.m. to 4 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's Security department keeps items found on campus for 30 days. You may contact them to ask about missing or found items.

Amenities and Services



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 valuable personal items at home.

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

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 (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.

Vending Machines

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

Amenities and Services



Visiting

PLEASE BE AWARE: The health and safety of our patients, staff and visitors is our top priority during this pandemic. To maintain a safe environment, we are significantly reducing visitation in all areas of the hospital. Please contact your hospital staff for details on where visitors are allowed. Please note that visiting hours are 8 a.m. to 8 p.m. daily.

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, one of your nurses will provide your discharge instructions. A care coordinator or discharge planner may also work with you and your family to plan any follow-up care you may need. If you have any questions about your care or any of your medications, please ask your doctor, nurses or discharge planner.

Please wait until a member of your care team lets you know that all your paperwork is done before leaving.

When you are leaving the hospital, please remember to take home all of your belongings. Double check closets, drawers and the bathroom for anything you or your family may have missed.

Discharge Prescription Service

For your convenience, there is a Walgreens pharmacy located on the first floor.

When you are getting ready to leave the hospital, your prescriptions can be filled by Walgreens and delivered to your room. If you are interested in this service, please let your nurse know.

Discharge Call Center

One to three days after your discharge, a nurse from the Presbyterian Discharge Call Center will call you or your family member to check on how you are doing. The nurse will make sure the doctor's instructions are clear, address follow-up care issues and assist with questions.

Discharge Lounge

As part of your discharge process, you may have the opportunity to use our comfortable discharge lounge. This discharge lounge is a transition from your stay on the unit to going home. Patients in our discharge lounge spend time with our patient experience staff while waiting for medications, medical equipment, or transportation. This lounge has recliner chairs, a television, and reading materials. It is conveniently located on the lobby level for easy pick-up at our main entrance.

Want to Get Involved?



Presbyterian Healthcare Foundation

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

The Presbyterian Healthcare Foundation works with the community to identify the areas of greatest need and greatest opportunity. Contributions to the Foundation can be donated to specific areas of interest, or can be 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

Patient and Family Advisor Program

Presbyterian values your input as patients and family members. We would like to partner with you to improve our care. If you or a family member is interested, you can become a patient or family advisor.

There are a variety of ways to participate as advisors. You can be member of a Patient and Family Advisory Council or partner with staff on individual projects.

If you are interested or have any questions, please email the Patient and Family Advisory Council coordinator at PFAC@phs.org to become involved.

Volunteer Services

Presbyterian 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.

Telephone and Television Services



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 your room's communication board. To use your phone:

- Dial 0 for the 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 dialing the full phone number.

If you have questions about how to use your phone, please ask your nurse.

When using your phone, please be respectful of your roommate (if you have one).

Healing Channel

In order to provide you with a comforting and healing environment, the Healing Channel is available on channel 3. This channel has peaceful scenes of nature with soft music. This will help you to relax and distract you from other hospital noises.

Wellness Channel

The Wellness Channel shows various health topics with important wellness and recovery information. This channel is available on channel 77. The Wellness Channel gives you information that can help you manage your medical condition and improve your health.

