Presbyterian Rust Medical Center

Patient and Family Guide



CDSRMC-15 0925

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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 (MD) who cares for hospitalized patients. The hospitalist will see you every day during your hospital stay. He/she will obtain your medical history, consult with your primary care provider (PCP) and arrange for 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)**: A nurse technician 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 healthcare professionals, including pharmacists, radiology staff and lab technicians. If you have any questions or concerns about any healthcare role, 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 with available community services.
- **Interpreters**: Will help you and your family members make informed decisions about your health in a language you understand. 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).

Your Care

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 hospital room there 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 can help you 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 all care team members.

Purposeful Hourly Rounding

Rust Medical Center provides hourly rounding to help 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.

Quiet Hours

RMC is committed to providing a peaceful environment for our patients. Quiet hours are from 11:00 p.m. to 5:00 a.m., with the goal of limiting patient hallway noise to promote rest and healing.

Your Safety

General Information

Rust Medical Center 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 wristbands for allergies or other health 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 which 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 when getting out of bed or going to the bathroom. We may use a bed/chair alarm to alert your care team that you are getting up and may need help. Call, DON'T – FALL. We ask that family members and visitors support calling the nurse for assistance, and partner with the care team in keeping our patients safe.

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 is the most 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/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 okay 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

Rust Medical Center 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 hospital employee.

Your Stay



Food/Nutrition/Meals • Dial 1680

Rust Medical Center offers room service 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 and they will be brought to your room by our food service department.

Dial 1680 from your hospital room and 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 department between 7:30 a.m. and 5 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 • (505) 841-1944

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.

Rust Medical Center cannot be responsible for replacement of personal belongings.

Personal Information

Rust Medical Center 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 for patients and families. Adjacent to the chapel is the Chapel Garden. Next to the Tower 2 elevators is the Healing Garden for patients and families. Both the Chapel and Healing Garden are wheelchair accessible. Mass is also available through Chaplain services.

Reading Material

Volunteers at Rust Medical Center have magazines and books available for you to enjoy. If you would like a magazine or book, please dial (505) 253-1401 to leave a message with your request (type of book/magazine) and your room number.

Service Animals

Rust Medical Center 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

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.

Financial Services/Insurance • (505) 253-1096 or (505) 253-1098

Monday - Friday: 8 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 lobby 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.

Gift Shop

Hours of operation posted at the gift shop.

Patients heal with the love and support from family and friends. The gift shop at Rust Medical Center 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.

Lost and Found • (505) 253-1000

Rust Medical Center'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.

Amenities and Services

Parking

Rust Medical Center provides patient/visitor and staff 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.

Sample Pharmacy

Monday - Friday: 8:30 a.m. to 5 p.m., closed from 12:30 p.m. to 1:30 p.m. and holidays

A pharmacy is located on the first floor of Physician Office Building connected to Rust Medical Center. The pharmacy can fill prescriptions for patients to pick up.

Security • (505) 253-1000

Rust Medical Center 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.

Telephone

Your family and friends can contact you by calling Rust Medical Center at (505) 253-7878 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 calling long-distance, dial 9, then 1, before the phone number.

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

Vending Machines

Vending machines are located throughout the hospital. They can be found near Tower 1 and 2 elevators on each floor. There are also vending machines on the Lower Level next to the cafeteria.

Amenities and Services



Visiting

Rust Medical Center welcomes visitors . Family and close friends are an essential care partner in the healing and recovery process of patients and we encourage their presence 24 hours a day, 7 days a week . We value support person(s) as an important part of the care team. RMC is committed to make every effort to reduce noise and create a quieter, more healing environment for patients. To this aim, we ask that minimal hallway circulation and noise take place in the patient care units, and visitors that remain overnight remain in their loved one's room, accessing the hallway only to use the restrooms. This aims to improve patient sleep, reduce stress, and enhance overall patient experience.

- Open visiting hours: 8 a.m. – 8 p.m.
- Overnight stays: 8 p.m. to 8 a.m., with limited access to inpatient hallways
- Front Lobby: 5 a.m. to 8 p.m.
- After hours access to inpatient areas after 8 p.m. - Please use ER for consideration

More specific information about visitation can be found at **www.phs.org**.

Waiting Areas for Visitors

Waiting areas are available outside of each unit on every floor and on the first floor between the Tower 1 and Tower 2 elevators. Each floor also has a small waiting area located near the elevators.

The main waiting area is in the lobby near the main entrance of the hospital.

The surgical waiting area is located on the second floor and the radiology waiting area is located on the first floor by the Tower 1 elevator.

Main lobby information desk: 505-253-1401.

Wheelchairs

Wheelchairs are available at the front entrance of the hospital for patients and family members.

Wireless Service/Charging Stations

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

Rust Medical Center 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 of your paperwork is completed before leaving the hospital.

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

Tell Us About Your Stay: Patient Survey

Rust Medical Center 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: Rust Medical Center Administration
2400 Unser Blvd. SE
Rio Rancho, NM 87124
Phone: (505) 253-1142

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 services and medical staff training and supports programs/activities throughout the organization.

The Presbyterian Healthcare Foundation works with the community to identify 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 or Phone/TTY: (505) 724-6580
Email: **phf@phs.org**

Volunteer Services

Presbyterian Healthcare Services (PHS) has volunteers who 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 Rust Medical Center 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**.

Notes

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