

Presbyterian Española Hospital Patient and Family Guide



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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.

Your Care



Communicating with Your Care Team

Bedside Shift Reports

Presbyterian would like to make sure you are actively involved with your care team!

Bedside Shift Reports happen during each nurse shift change (in the morning and in the evening). During Bedside Shift Reports, 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

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 doctors and your nurses. 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.

Hourly Rounding

Presbyterian Española 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. 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 Española 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.

Your Safety



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.

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.

Speak Up!

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 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?

Medical Evaluation Team Nurse

If you or your family sense a noticeable change in your medical condition, call your nurse immediately.

Fire Drills

Presbyterian Española 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 4688

Presbyterian Espanola Hospital offers room service dining for breakfast, lunch and dinner. **Dial 4688 from your room phone to place your order for every meal.**

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) 367-0270, (505) 367-0271 or (505) 367-0277

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 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. To avoid damage or loss, please do NOT leave them on your bed or food tray or wrap them in a tissue or napkin

If you need basic toiletries, please ask your nurse.

Presbyterian Española 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.

Service Animals

Presbyterian Española 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. Service animals should be well groomed and potty trained. If you have further questions, please ask for our service animal policy.

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 Española Hospital
Administration
1010 Spruce Street
Española, NM 87532
Phone: (505) 753-7111

Amenities and Services



ATM

An ATM is located on the first floor, next to the gift shop.

Cafeteria

Monday - Friday: 9 a.m. to 4 p.m.

Saturday: 10 a.m. to 2 p.m.

Sunday: Closed

The Presbyterian Española Hospital cafeteria is located in the basement and offers a daily lunch special, hot food entree, salad bar, sandwiches, fruit, snacks and a variety of drinks.

Gift Shop

Monday - Friday: 9 a.m. to 4 p.m.

Saturday: 10 a.m. to 2 p.m.

Sunday: Closed

We know that part of our patients' healing comes from the love and support of family and friends. The gift shop at Presbyterian Española 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 - Sunday: 8 a.m. to 3 p.m.

The Presbyterian Española 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 volunteers 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.

Amenities and Services



Lost and Found

(505) 367-7671 • Ask for Security

Presbyterian Espanola Hospital's security department keeps items found on campus for 30 days. You may contact them to ask about missing or found items.

Parking

Presbyterian Española 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.

Security • (505) 367-7671

Presbyterian Española 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 on the first floor, outside the Gift Shop and next to the ATM.

Visiting

At Presbyterian Española Hospital, we believe having visitors is important to the well-being of our patients, and we encourage family and friends to visit. Please keep noise to a minimum in patient areas so that our patients can enjoy a private, safe and healing environment. General visiting hours are from 8 a.m. to 8 p.m.

During the cold and flu season, children 14 and under are asked to stay in the lobby with an adult and not visit patients in their rooms. We ask that you not visit the hospital if you are sick.

Certain departments may have additional guidelines for the safety and individual needs of the patients.

Amenities and Services



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 TriCore Lab.

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 Española 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 give you 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.

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.

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.

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

Volunteer Services

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 Española Hospital at (505) 753-7111 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:

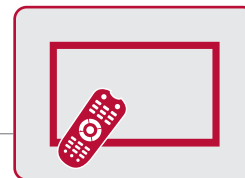
- Dial 0 for the operator.
- To make local calls, dial 9 before the phone number.
- To make long-distance phone calls, please use your long-distance calling card. When placing the call, dial 9, then 1, before dialing the full phone number.

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).

Patient Room TV Channel Guide

Guía del canal de Televisión de la Sala del Paciente



FOX	1	ME TV	21
CHANNEL 4	2	UNIVISION	22
E/I	3	CMT	23
CHANNEL 7	4	TRU	24
MY 50 TV	5	HI	25
ESPN 2	6	DISNEY	26
CNN	7	DISNEY	27
WEATHER CHANNEL	8	CARTOON NETWORK	28
CHANNEL 13	9	NICK	29
UNI MAS	10	NICK JR	30
HGTV	11	TV LAND	31
FOOD NETWORK	12	EWTV	20
E!	13	NAT GEO	33
BRAVO	14	MTV	34
HISTORY	15	NBCSN	35
SPIKE	16	HALLMARK CHANNEL	36
REELZ	17	TELEMUNDO	37
SYFY	18	UNIVISION	38
TNT	19	LIFETIME	39
TBS	20	FXX	40

