

Presbyterian Española Hospital Patient and Family Guide

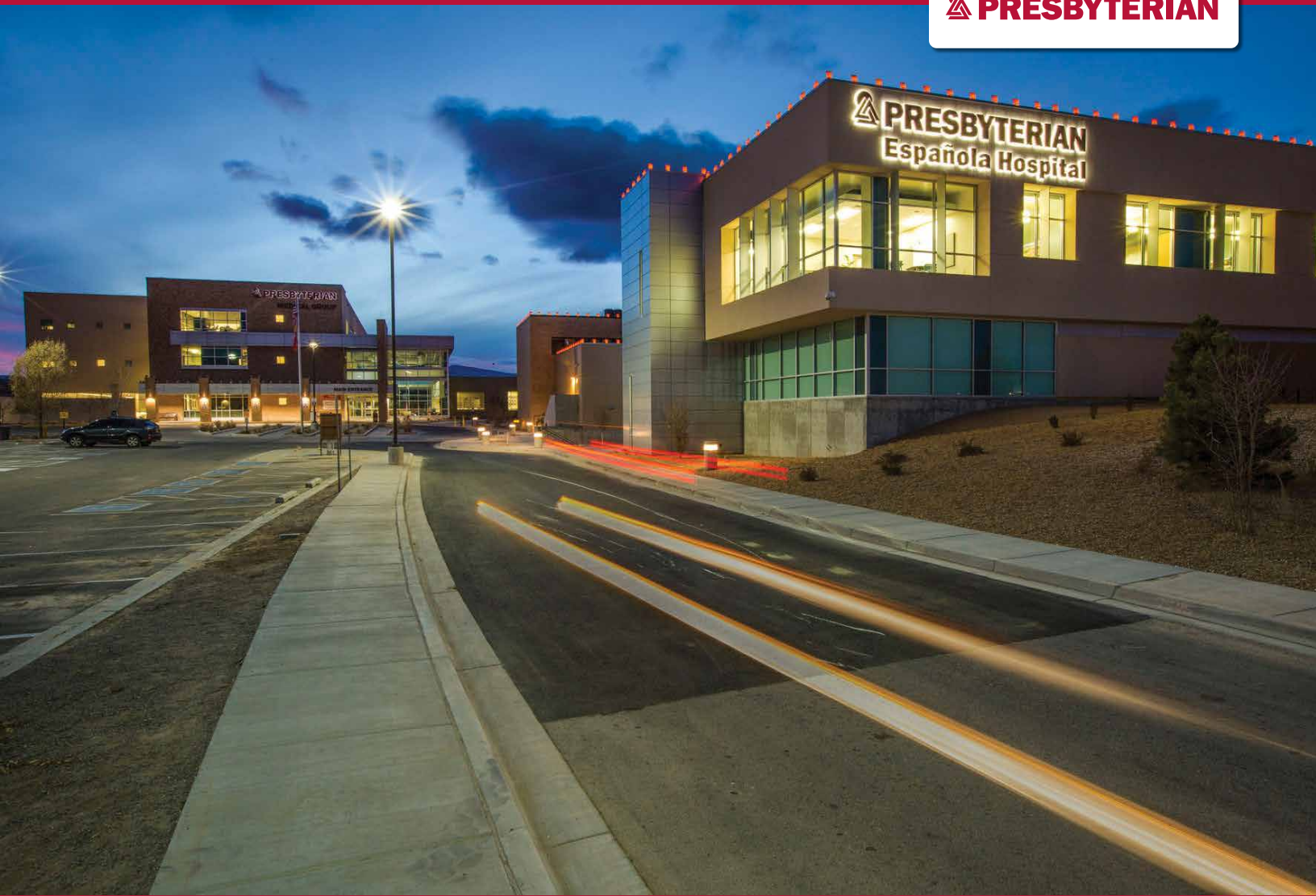


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Your Care



Your Care Team is made up of many people, including:

Medical

- **Hospitalist:** A hospitalist is a medical doctor (MD) who cares for hospitalized patients. An MD hospitalist or advanced practice provider 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.
- **Advanced Practice Provider Hospitalist (Nurse Practitioner or Physician Assistant):** This provider works with the hospitalist MD 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, medication administration, IV management, 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.

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, arrange transportation and help connect you and your family with available community services.
- **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.
- **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 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) 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.

Your Safety



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.

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

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

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 call light button and we will arrange to have your room refreshed.

Medical Records/Birth Certificates • (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

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 Española Hospital cannot be held 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, and must be cared for by a responsible caretaker other than the patient.

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



Cafeteria

Monday – Sunday: Breakfast 8:30 a.m. – 9:30 a.m.
Lunch 11:30 a.m. – 1:30 p.m.

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

Gift shop hours vary. Hours are posted on the door.

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

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.

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.

Amenities and Services



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.

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 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.

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

Vending Machines

Vending machines are located on the first floor, right outside the Gift Shop.

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

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.

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 work with you and your family to plan any follow-up care you may need. If you have any questions about your care or medications, please ask any member of the care team.

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

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 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.

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.

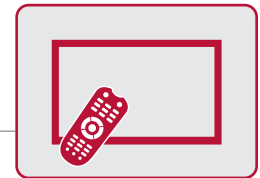
Guardian Angel Program

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.

Patient Room TV Channel Guide

Guía del canal de Televisión de la Sala del Paciente



Ch 1	Guide	Ch 25	USA	242	
Ch 2	FOX KRQE DT2	16	Ch 26	Univision KLUZ	14
Ch 3	ME TV KTEL	25	Ch 27	Telemundo KASA	2
Ch 4	NBC KOB	4	Ch 28	Galavision	404
Ch 5	PBS KNME	5	Ch 29	Animal Planet	282
Ch 6	KUPT	29	Ch 30	Disney West	291
Ch 7	ABC KOAT	7	Ch 31	Disney Junior	289
Ch 8	KASY 50	50	Ch 32	Cartoon Network	297
Ch 9	CNN	202	Ch 33	Nickelodeon	300
Ch 10	FOX News	360	Ch 34	Teen Nick	303
Ch 11	AccuWeather	361	Ch 35	TV Land	304
Ch 12	EWTN	370	Ch 36	Discovery Channel	278
Ch 13	CBS KRQE 13	13	Ch 37	Nat Geo	276
Ch 14	RFD TV	345	Ch 38	BET	329
Ch 15	HGTV	229	Ch 39	VH1	335
Ch 16	FOOD Network	231	Ch 40	Hallmark	312
Ch 17	E! Entertainment Ch	236	Ch 41	BBC	264
Ch 18	BRAVO	237	Ch 42	FETV	323
Ch 19	Paramount Network	241	Ch 43	Lifetime	252
Ch 20	Reelz Channel	238	Ch 44	FX	248
Ch 21	History Channel	269	Ch 45	ESPN	206
Ch 22	SVFY	244	Ch 46	ESPN 2	209
Ch 23	TNT	245	Ch 47	Fox Sports 1	219
Ch 24	TBS	247			

