

Dr. Dan C. Trigg Memorial Hospital Patient and Family Guide



PRESBYTERIAN
DR. DAN C. TRIGG MEMORIAL HOSPITAL
↑ Senior Solutions
→ Physical Therapy
Presbyterian Medical Group
Family Practice
Specialty Clinics

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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

- **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 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

Dr. Dan C. Trigg Memorial 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

Dr. Dan C. Trigg Memorial 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.

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?

Fire Drills

Dr. Dan C. Trigg Memorial 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

Dr. Dan C. Trigg Memorial Hospital offers in-room dining for your meals, based on the diet ordered by your physician. Meals are served at 7 a.m., 11 a.m. and 4:30 p.m.

Family members and visitors can order meals in the cafeteria, payable by cash, so they can eat with you in your room. Visitor food orders must be placed two hours before the meal time.

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 3 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 • (575) 461-7034

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 (575) 461-7034 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.

Dr. Dan C. Trigg Memorial 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

Dr. Dan C. Trigg Memorial Hospital has magazines and books available for you to enjoy. If you would like a magazine or book, please ask a member of your care team.

Service Animals

Dr. Dan C. Trigg Memorial 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

Dr. Dan C. Trigg Memorial Hospital 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: Dr. Dan C. Trigg Memorial Hospital Administration
301 E. Miel de Luna
Tucumcari, NM 88401
Phone: (575) 461-7057

Amenities and Services



Cafeteria

Open 7 days a week, 7 a.m. to 2 p.m.

The Dr. Dan C. Trigg Memorial Hospital cafeteria offers hot food entrees and a salad bar at lunch, along with fruit, snacks and a variety of drinks.

Financial Services/Insurance • (575) 461-7000

Walk-in hours are Monday - Friday: 8:30 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 Advocate can provide information on resources and programs that may be available to you and answer any questions about your insurance or bills.

Parking

Dr. Dan C. Trigg Memorial 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 outpatient services. Emergency department parking is in the back of the building by the emergency department door.

Vending Machines

Vending machines are located in the north hallway near the radiology department.

Visiting

At Dr. Dan C. Trigg Memorial 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 near the hospital's main entrance.

Wheelchairs

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

Wireless Service

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

Dr. Dan C. Trigg Memorial 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, 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.

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

Dr. Dan C. Trigg Memorial Hospital has volunteers that serve throughout our hospital.

Telephone and Television Services



Telephone

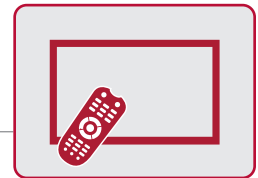
Your family and friends can contact you by calling Dr. Dan C. Trigg Memorial Hospital at (575) 461-7000 and asking for you by name. There is a telephone at your bedside and the number to call you directly should be listed on your room's communication board. To use your phone:

- 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.

Patient Room TV Channel Guide

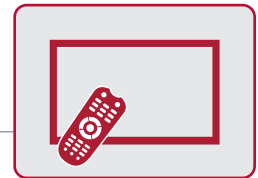
Guía del canal de Televisión de la Sala del Paciente



DIRECTV CINEMA® Information	100, 200	C-SPAN	350
DIRECTV On Demand HD	1000 - 1890	C-SPAN2	351
DIRECTV HD SPORTSMIX® HD	205	CTN	376
Local Channels HD	1 to 69	Daystar	369
A&E HD	265	Discovery HD	278
AMC HD	254	Discovery Family Channel	294
Animal Planet HD	282	Disney Channel (East) HD	290
America's Auction Network	324	Disney Channel (West)	291
AUDIENCE® HD	239	Disney Junior HD	289
AXS TV5 HD	340	Disney XD HD	292
BabyFirst TV	293	E! HD	236
BBC America HD	264	Enlace	448
BET HD	329	EVINE	316
Bloomberg TV HD	353	EWTN	370
Boomerang	298	Food Network HD	231
Bravo HD	237	FOX News Channel HD	360
BYUtv	374	Free Speech TV	348
CANAL ONCE	447	Freeform HD	311
Cartoon Network (East) HD	296	FX HD	248
Cartoon Network (West)	297	Galavisión HD	404
Celebrity Shopping Network	95, 223	GEB America	363
Church Channel	371	GEM Shopping Network	228
CMT HD	327	GOD TV	365
CNBC HD	355	Hallmark Channel HD	312
CNBC World	357	Hallmark Movies & Mysteries HD	565
CNN HD	202	HGTV HD	229
Comedy Central HD	249	HISTORY HD	269

Patient Room TV Channel Guide

Guía del canal de Televisión de la Sala del Paciente



HITN TV	461	QVC Plus	315
HLN HD	204	ReelzChannel HD	238
Hope Channel	368	RFD-TV	345
HSN	240	Rocks TV HD	263
INSP	364	Son Life Broadcasting Network	344
Investigation Discovery HD	285	Spike HD	241
Jewelry Television	313	Syfy HD	244
Jewish Life Television	366	TBS HD	247
Lifetime HD	252	TCM HD	256
Link TV	375	TCT Network	377
Liquidation Channel	226	TeenNick	303
MAVTV	214	TLC HD	280
MSNBC HD	356	TNT HD	245
MTV HD	331	Trinity Broadcasting Network (TBN)	372
MTV2 HD	333	truTV HD	246
NASA TV	352	TV Land HD	304
National Geographic Channel HD	276	Univision (East) HD	402
Newsmax	349	Uplift	379
Nick Jr. HD	301	USA Network HD	242
Nickelodeon/Nick at Nite (East) HD	299	Velocity HD	281
Nickelodeon/Nick at Nite (West)	300	VH1 HD	335
NRB	378	Vme	440
Ovation HD	274	WE tv HD	260
pivot	267	WeatherNation HD	361
Pursuit Channel	604	The Word Network	373
QVC HD	317	World Harvest Television (WHT)	367

Notes

