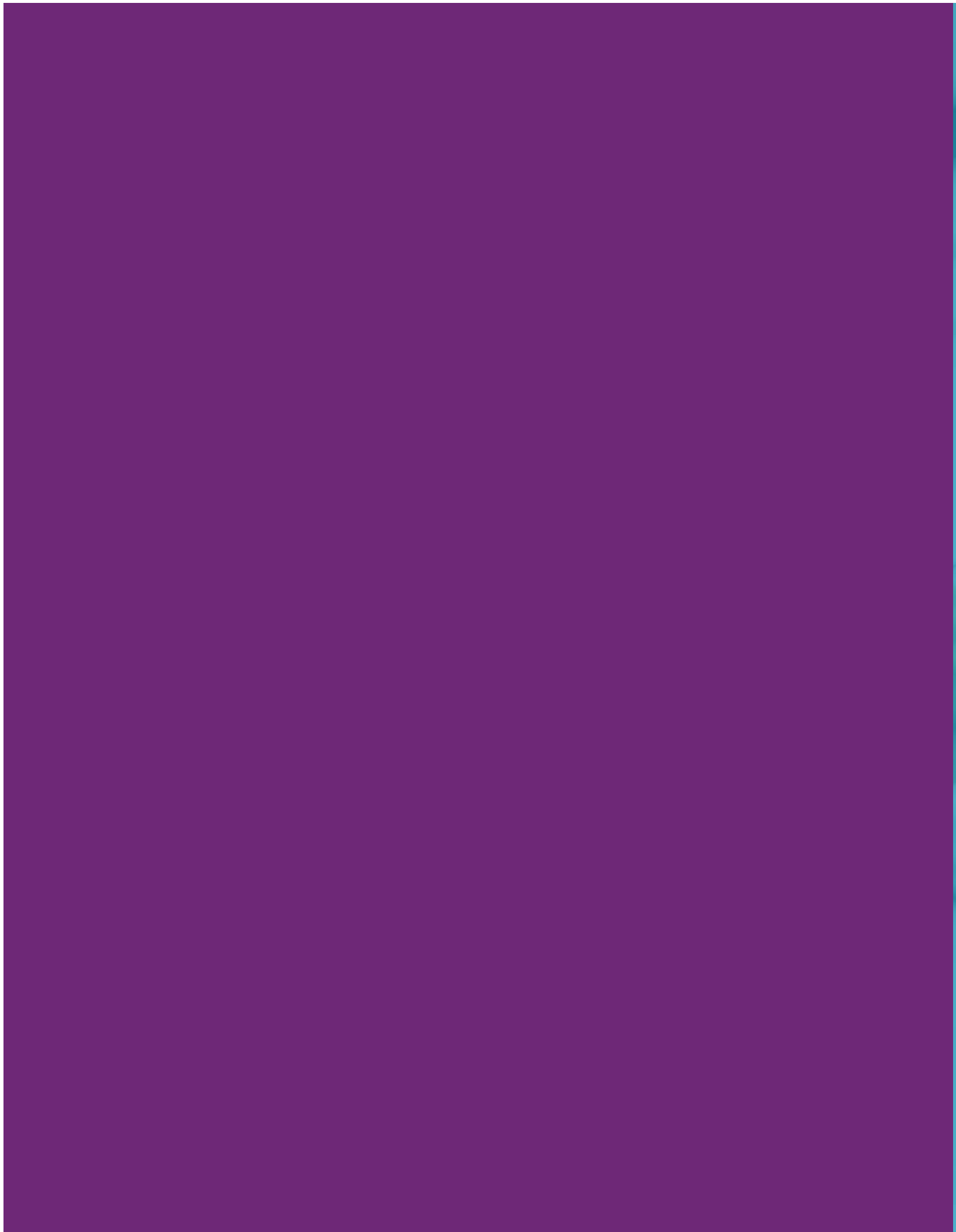




Jefferson Regional

Patient Guide Book



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"Jefferson Regional doctors, nurses and employees are committed to excellence and patient-centered care. We lead by example and make our patients the top priority every day because it's the right thing to do. Thank you for choosing Jefferson Regional to care for you."

Amy B. Cahill, M.D.
Jefferson Regional Medical Staff

Message from the CEO

Dear Friends,

On behalf of the entire Jefferson Regional team, it's a tremendous privilege to serve your health care needs. We do not take that privilege for granted, and we want to thank you for trusting us with your care. Every patient has specific needs and may be facing unique challenges. That is why, at Jefferson Regional, you are never just a number and certainly not just another patient. Our team is here for you, and our top priority is giving you and your family the compassion and respect you deserve.



Jefferson Regional has cared for the Southeast Arkansas community for over a century. Our friendly staff members are honored to serve this region using modern-day clinical protocols with the latest technology. During your stay, I trust you will experience why so many patients tell us that the care they received at Jefferson Regional is not just as good as the hospitals in Little Rock ... it's better.

The Jefferson Regional patient guide is intended to give you the information you need to make the most out of your stay. We hope that it can answer your questions or connect you with someone who can. If you have any questions that are left unanswered, please contact Guest Relations at 870-541-7662 and let us know how we can serve you.

Thank you again for trusting Jefferson Regional to care for you and your family.

Sincerely,

A handwritten signature in black ink that reads "Brian Thomas". The signature is written in a cursive, flowing style.

Brian Thomas
President & CEO

About Us

Why We Are the Right Choice for Your Care

Mission:

Improving health through excellence and compassion

Vision:

To be the healthcare provider and employer of choice for Southeast Arkansas

Values:

CARES

- Compassion – We show concern and understanding for others 24/7
- Accountability – We conduct our daily activities with reliability
- Respect – We show consideration, fairness and dignity to others
- Excellence – We perform at a level that meets or exceeds expectations
- Safety – We strive for zero harm for our patients and fellow employees

We value your opinion during your stay, want to exceed your expectations and give you the best hospital experience possible. After your stay, you may receive a phone call that will ask about your experience at Jefferson Regional. The highest score you can give Jefferson Regional is a 10, and we want to earn that from you. If there is anything we can do during your stay to exceed your expectations, please let us know.



CONTACT US:

1600 W. 40th Ave.
Pine Bluff, AR 71603
870-541-7100

jrmc.org



Our Commitment To Care

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is still not resolved, then contact Guest Relations at 870-541-7662, Monday through Friday. After hours or on weekends, call 870-541-7100, press 2 and ask for the house supervisor. You also have the right to file your complaint with:

Arkansas Department of Health

Health Facilities Services Division
5800 West 10th, Suite 400
Little Rock, AR 72204
501-661-2201
www.healthy.arkansas.gov

Secretary of Health and Human Services

The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Phone: 202-619-0257 Toll Free: 1-877-696-6775.

KePRO QIO – Medicare

5700 Lombardo Center Dr.
Rock Run Center, Suite 100 S
Seven Hills, OH 44131 A
Attention: Beneficiary Complaints Beneficiary
Helpline: 844-430-9504 Fax: 844-878-7921

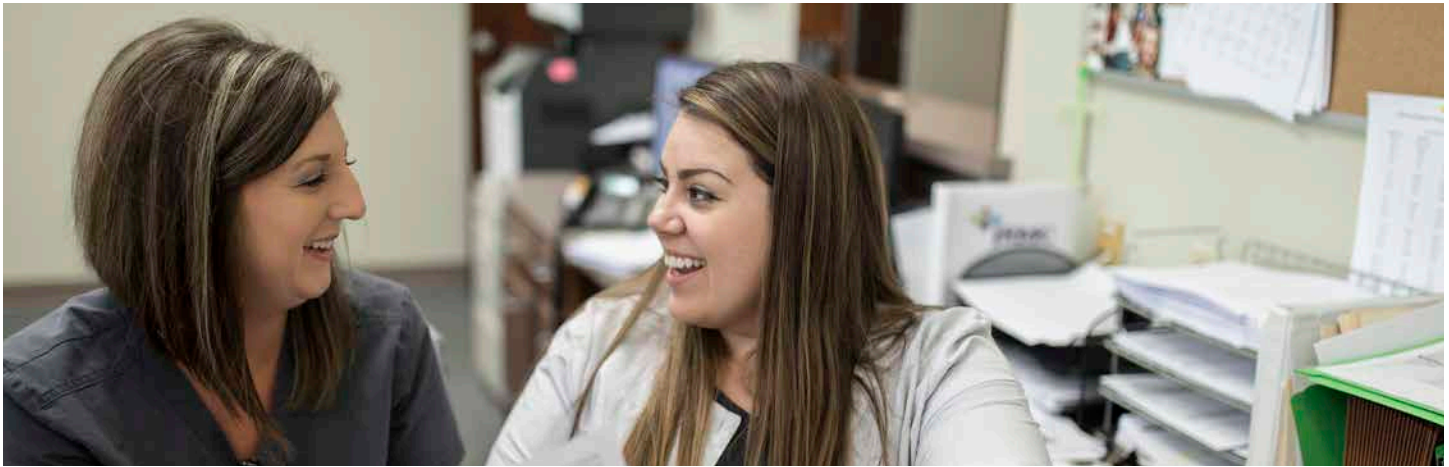
After Your Stay

Once you leave our care, we may ask you to participate in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This survey is a tool to measure and report patient satisfaction.

It's made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital

If you're selected to receive this survey, please make time to take the phone call. The results will help us know what we're doing right and where we can improve.



Phone Directory

Key Numbers

Main: 870-541-7100
Admissions/Patient
Registration: 870-541-7991
Billing: 870-541-7964
Dietary Office: 870-541-3663 (FOOD)
Guest Relations: 870-541-7662
Information Desk: 870-541-7101
Security: 870-541-7107

Not all Jefferson Regional phone directory numbers are staffed 24/7. For more information on the resources available at Jefferson Regional visit our website.

www.jrhc.org

Hospital Services

Administration 870-541-7271
Business Office 870-541-7964
Cafeteria Menu Line 870-541-7798
Cardiac/Cath Lab 870-541-7555
Cardiac/Cath Lab Waiting 870-541-7399
Case Manager 870-541-7475

Compliance 870-541-7390
Corporate Education 870-541-7333
Environmental Services 870-541-7811
Facilities 870-541-7703
Gift Shop 870-541-7900
ICU Waiting 870-541-7154
Inpatient Speech Therapy 870-541-7694
Lab 870-541-3335
Medicaid Assistance 870-541-3390
Medical Records 870-541-7940
Outpatient and Retail Pharmacy 870-541-7902
Outpatient Physical Therapy:
• JPC 870-541-7645
• WH Health Complex 870-850-8020
Pathology 870-541-7524
Nursing Administration 870-541-7770
Prescription Assistance 870-541-7902
Radiology 870-541-7470
Scheduling 870-541-7393
Social Services 870-541-8632
Surgery Waiting Hostess 870-541-7441
Surgery Waiting Visitor Phone 870-541-5098
Urgent Care Center 870-541-8660
Wellness Center (Pine Bluff) 870-541-7890
Wellness Center (White Hall) 870-850-8000
Wound Center 870-541-8747

What to Expect During Your Stay



Hourly Rounding – A member of our staff will be in your room approximately every hour during the day to check on your needs. They will ask you about your pain level, check to see if you need to go to the bathroom, check your position and make sure that everything you need is within reach.

Leader Rounding – During your hospital stay, a nurse leader will visit you daily Monday through Friday. The leaders will ask questions to ensure that our staff is always providing the care that you need.

What Patients Are Saying about Jefferson Regional:

“Yes, I enjoyed being there. I was treated well and I was given everything that I needed.”

Welcome to Jefferson Regional! We are proud to take excellent care of you. Our goal is to provide an exceptional care experience for you and your family. When you leave our hospital, we want you to be able to Definitely Recommend our hospital to all of your family and friends and we want to earn a “10” from you. Some of the things that you can expect during your stay are listed below:

Bedside Shift Report – During shift change (approximately 7 am and 7 pm), your nursing team will conduct Bedside Shift Report. This will be an opportunity for you to meet your new nurse and have a discussion regarding the plans for the day. Please feel free to ask any questions.

“The nurses and staff were excellent at Jefferson Regional. I would definitely recommend it to anyone.”

“I had a great stay. I don't think the experience could have been any better.”

“I love the way they took care of me.”

“Jefferson Regional is a wonderful place to be when you are sick.”

“They were there for me every time I needed something. I would rate them a 10 because they are so caring and compassionate. I appreciate everyone that's on the staff there.”

Patient Rights and Responsibilities

Please review your rights and responsibilities below to help us provide you with quality care.

You Have the Right to:

Impartial access to treatment or accommodations regardless of race, creed, sex, national origin, religion, handicap or source of payment for care.

Be treated with every consideration of privacy and to have property treated with respect.

Expect confidential treatment of all information concerning care and medical records, including source of payment.

Receive information from the physician concerning the patient's condition in a language he/she can understand in order to make decisions regarding care and treatment.

Receive information from the physician necessary to give informed consent prior to the start of any procedure and/or treatment and to accept or refuse medical care or treatment to the extent of the law.

Be told if medical treatment is for experimental research and to consent or refuse to participate in such research.

Know the identity and professional status of individuals providing service and to know which physician is primarily responsible for the patient's care.

Have an advance directive such as a living will or health care proxy and to expect Jefferson Regional to honor these directives to the extent permitted by law and hospital policy.

Have access to information in the patient's

medical records and to be told of Jefferson Regional's policies and procedures for release and disclosure of these records.

Raise questions regarding ethical issues and to expect assistance in answering these questions.

Not be transferred to another facility unless the patient has received a complete explanation of the need for transfer, and until the transfer is acceptable to the receiving facility.

Be informed of any health care requirements following discharge from the hospital and/or of the need to transfer to another health care facility.

Leave the hospital even against the advice of the physician. If the patient decides to leave the hospital against the physician's advice, the hospital will not be responsible for any harm to the patient.

Examine and receive an itemized and detailed explanation of the total bill from Jefferson Regional upon request.

Make complaints and express concerns about treatment orally or in writing without fear of reprisal.

Have his/her cultural, spiritual and psychosocial values respected.

Be informed of the rules and regulations applicable to his/her conduct as a patient.

Expect reasonable safety and security as far as the hospital practices and environment are concerned.

Have appropriate assessment and management of pain.

Freedom from all forms of harassment and abuse.

Obtain an explanation as to the relationship, if any, of the hospital, or any physician practicing at the hospital, to any other health care facility or educational institution, insofar as said relationship relates to the patient's care and treatment.

Have a family member representative and his/her own physician notified promptly upon admission to the hospital.

Decide which family members and friends may be included in his/her treatment or care while in the hospital.

It Is Your Responsibility to:

Follow the hospital's rules and regulations affecting patient care and conduct.

Provide accurate and complete information about past and present illnesses, hospitalizations, medications, herbal remedies and other matters relating to your health history.

Make it known whether you clearly understand the plan of care and ask questions if you do not understand directions or procedures.

Help your doctor, nurse and other health care support staff in their efforts to care for you by following their instructions and medical orders.

Accept medical consequences should you refuse treatment or not follow your physician's orders.

Formulate an advance directive and appoint a surrogate to make health care decisions on your behalf to the extent permitted by the law. Also, provide information regarding any advance directives as well as copies of the directives to the hospital.

Report safety concerns immediately to your doctor, nurse or any healthcare support staff.

Ask for pain relief when pain first begins, help



the physician or nurse assess the pain and tell your doctor or nurse if your pain is not relieved.

At Jefferson Regional, alcoholic beverages or other substances that have not been administered by your doctor are not allowed.

Be considerate of other patients and hospital staff and property.

Use the call light provided for your safety.

Provide accurate and timely information concerning your sources of payment and ability to meet financial obligations.

Provide prompt payments for services billed that are not covered by insurance or make proper arrangements regarding an outstanding balance.

Leave all valuables (jewelry, purse, wallet, etc.) at home or send them home with a family member/friend. If family members are not present, items should be given to the nurse to be secured in a valuables envelope and locked in the safe.

If you have questions about your patient rights and responsibilities, contact the Jefferson Regional Privacy Officer at 870-541-7390.



Healing Environment

Our hospital is a healing environment. Aggressive behavior will not be tolerated.

Examples of aggressive behavior include:

Physical assault
Verbal harassment
Threats
Abusive/Offensive language.

Jefferson Regional is zero tolerance for all forms of aggression. Failure to respond to staff requests to stop aggressive behaviors will result in Jefferson Regional security staff or police being called.

Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions

ATM

An ATM is located on the first floor by the vending machines off the main hallway.

Calling Your Nurse

To call for your nurse, press the nurse call light. If you have any questions on how to use the call light, ask a staff member to show you.

Cafeteria

Cafeteria Location: First floor, main hallway
Menu Line: 870-541-7798

*Open daily: 6:30 am to 10 am
and 11 am to 8 pm*

Color-Coded Wristbands

During your hospital stay, you may be given a color-coded wristband. It's important that you and your family know these colors and their meanings. Red means you have an allergy, yellow means you need extra attention to prevent a fall, green means no IVs, no lab, no blood pressure in this arm, and purple means that you have expressed an end-of-life wish (do not resuscitate, etc.), and we want to honor that. Visit www.jrmmc.org for more information.

Communication Assistance

If you are speech or hearing impaired, or if you are a non-English speaker and need interpretation services, let your nurse know, and

he or she will help you access the resources you need.

Dentures, Hearing Aids & Eyeglasses

While in the hospital, be careful with your dentures, hearing aids and eyeglasses. Please do not wrap them in tissues or napkins or leave them on your meal tray, because they may be accidentally thrown away.

There are special cups for dentures for those who request them. The hospital will not accept responsibility for lost dentures, hearing aids or eyeglasses.

Dietary

Menus are available in each patient room. If you need help, call 870-541-3663 (FOOD).

Electrical Appliances

Patient-owned electrical equipment is discouraged, but personal grooming tools like electric shavers and hair dryers are allowed. The nursing staff will check patient-owned electrical equipment cords and appliance conditions before patients can use them.

Environmental Services

Rooms are cleaned daily between 7:00 a.m. and 3:30 p.m. Staff members are available 24/7. For more information, call 870-541-7811.

Fire Safety

We conduct fire drills routinely. If you hear an alarm, stay where you are. In an actual

emergency, hospital staff will give you instructions.

Gift Shop

Location: First floor, hospital Lobby
Hours: Monday through Friday 9 a.m. to 4 p.m.
Gourmet snacks are available for purchase.
Cash, checks and credit cards are accepted.

A photo ID is required for checks and credit cards. For more information, call 870-541-7900.

Guest Trays

Guest trays are available for purchase in the cafeteria. Breakfast, lunch and dinner are \$7 each. Breakfast trays must be purchased by 7:00 a.m., lunch by 10:30 a.m. and dinner by 2:00 p.m. For more information, call 870-541-3663 (FOOD).

Linen Changes

Linen changes are done by the staff on the unit. If your linens need to be changed, please notify your nurse or patient care tech.

Lost and Found

The lost and found is located on the first floor by the Security Office. For directions, contact Security at 870-541-7107.

Mail

Mail will be delivered to you by a hospital volunteer. Mail received after you leave will be sent back to the return address.

Medicines

When you are not able to send your previously prescribed medications or narcotics home after being admitted to the hospital, a nurse will take them to be stored in the inpatient pharmacy. To pick up your medicines, you will need a slip, which is provided to you after your medicines are taken to the pharmacy. To pick up narcotics, you will need the slip and a photo ID.

Parking

Patients may park in any designated parking space in the parking garage or parking lots. There is no charge for parking.

Patient Meals

Patient meals are provided three times a day. Nutrition Services begins serving breakfast at 6:30 a.m., lunch at 11:30 a.m. and dinner at 5:00 p.m. To pre-order meals, call the Dietary Office at 870-541-3663 (FOOD). Please tell your nurse if you have a food allergy.

Personal Belongings and Valuables

Please leave all valuables including cash, jewelry and electronic devices at home or send them home with family. If family members are not present, items should be secured in the hospital safe.

If you need valuables to be secured in the safe, talk to your nurse or call the Security Office at 870-541-7107. Jefferson Regional is not responsible for lost items.

Pharmacy

The Jefferson Regional inpatient pharmacy is located on the first floor off the main hallway. Our retail pharmacy is located in JPC I and is open M-F 8:30 to 5:00, drive-through only remains open until 5:30. Meds to bed delivery is available in some instances. For more information, call 870-541-7902.

Security

The Jefferson Regional security team is on duty 24 hours a day to not only ensure safety, but provide a number of services to Jefferson Regional guests, patients and visitors. Security assists with emergencies and, when possible, helps you get into your car if you lock your keys inside. Call 870- 541-7107 and they will assist you.

Smoking

Smoking is banned on all hospital property. There are two designated smoking areas: one is on Hickory Street between 40th and 42nd Avenues the other is on Mulberry Street near the Emergency Department.

Telephone

All patient rooms have phones. To place a call within the hospital, dial the department's four-digit extension (see page 6 for extension numbers). To dial locally, press 9, then dial the number you want to call.

Television

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by your nurse call light. Closed captioning is available for the hearing impaired. The TV channel guide is listed on **page 15 in this booklet**.

Vending Machines

Vending machines are located off the main hallway on the first floor and are open 24 hours. There are also vending machines in the SICU waiting room on the second floor and straight down the hallway to the east of the Labor & Delivery waiting room on the second floor.

Wireless Internet Access

Wi-Fi is available to patients and visitors through the JRGUEST network. If you wish to use it, go to the Wi-Fi settings on your phone, select JRGUEST and follow the login instructions. Please remember to secure all your personal electronics.

Visitor Information - ICU

- ICU may be reached by calling 870-541-7151.
- Please wash your hands with soap before and after visiting.
- Remain in your loved one's room or the waiting room.

- Always wear shoes for your safety.
- Fresh flowers and plants are not allowed in Critical Care patient rooms. Silk arrangements, balloons and other items of encouragement are welcome.
- Speak with your loved one's caregiver before bringing any food or beverages into the patient's room.
- Please do not eat or drink in front of patients—food and drinks are only permitted in the ICU vending area (not the large waiting area).
- Please do not visit if you are sick or have an infection.
- Photography is not allowed in the patient care area.
- Silence cell phones and return calls after visiting Critical Care units.
- Sleeping in the patient's room is discouraged.
- Please don't touch any of the equipment used to monitor the patient.
- No children under the age of 12 will be allowed except by physician's orders and prior approval (children are not permitted in the ICU waiting area).

Visitation Guidelines

- Visitors must wear proper attire at all times, i.e., shirts and shoes
- We ask visitors to limit their visits to thirty minutes
- Persons with elevated temperatures, colds, flu and/or other infectious or contagious diseases are asked not to visit until free of symptoms
- Children under the age of 12 are not permitted in patient care areas without approval from the clinical nurse manager/charge nurse
- Children must be accompanied by an adult at all times
- Children may not be kept overnight in the hospital facility or left unattended on hospital property
- Only one overnight visitor per patient



Visitor Parking

Visitor parking is in the parking garage off of 40th Avenue, which is near the main entrance of the hospital

Waiting Areas

For your convenience, waiting rooms are located near the following units:

Intensive Care Units: Second floor,
North End (870-541-7154)

Surgery: First floor,
North End (870-541-5098)

Labor & Delivery: Second floor,
South End

Visit www.jrhc.org for more information.



Mission

Improving health through
excellence and compassion.

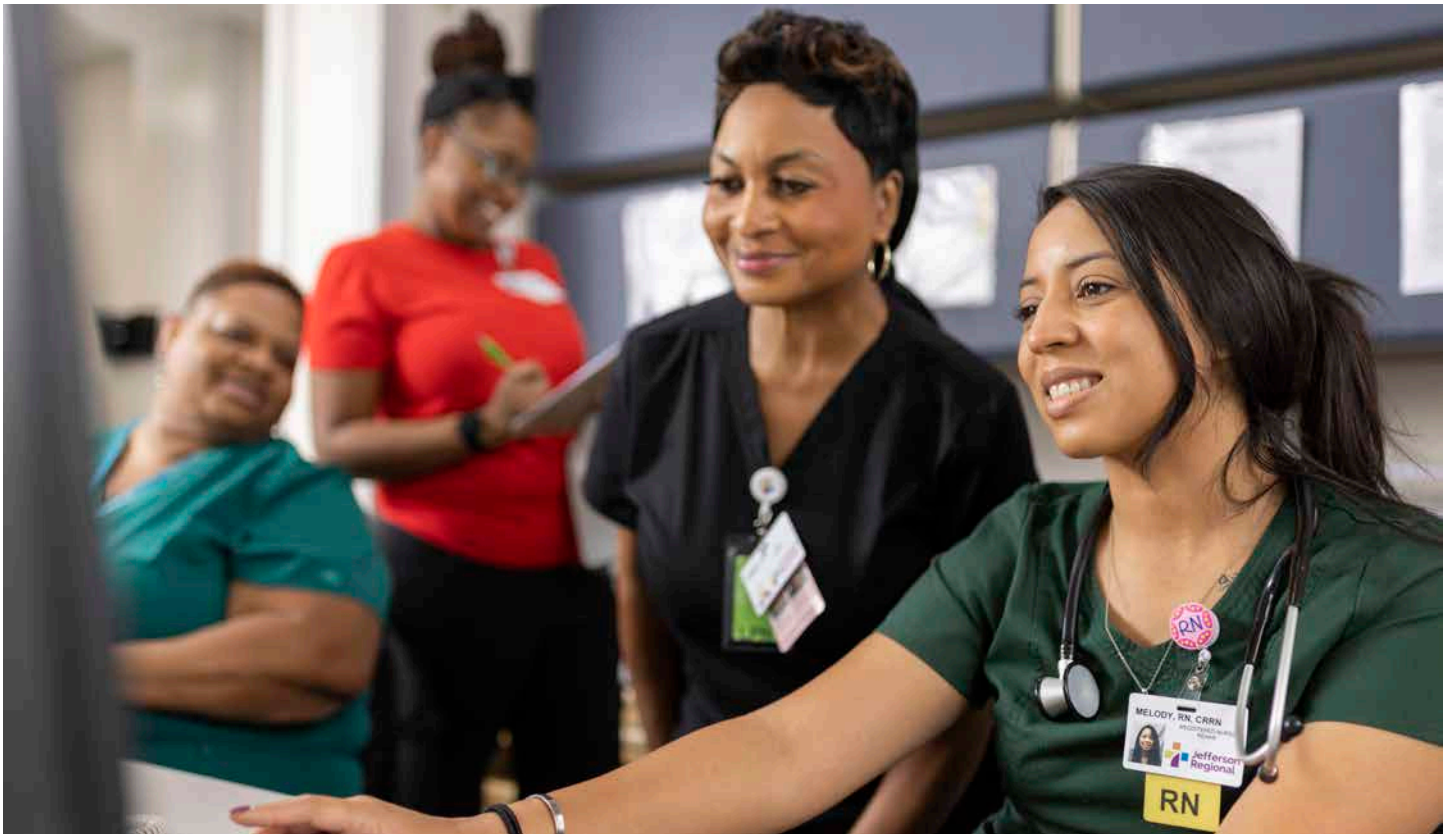
Call Light System

Patients on 3NE, 3NW and 2NW will be able to communicate directly with staff regardless of where the staff are located by using the call light system.

The system looks very familiar to patients because the call light button itself has not changed. However, when our patients push the button, it directly alerts the staff caring

for the patient. The nursing staff can answer immediately with a device that looks like a cell phone.

These phone devices allow for immediate direct communication with the patient and physicians. They allow staff to be more efficient in responding to patient needs. And they allow constant contact with your care team.



Take Charge of Your Care

6 Ways to Take Charge of Your Care

You are the center of your health care team. Let this special guide help you get the best results from your hospital stay.

1. **SPEAK UP.** Ask questions and voice concerns. It's your body, and you have the right to know.
2. **EDUCATE YOURSELF.** Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.
3. **FIND A SUPPORT PERSON.** Pick someone to help speak up for your care and needs during your stay.
4. **KNOW YOUR MEDS.** Understand what your medicines treat, why you need them and how to take them for the best results.
5. **CHECK BEFORE YOU GO.** Make an informed decision when selecting additional health care services. Choose only accredited providers, like Jefferson Regional, who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.
6. **PARTICIPATE IN YOUR CARE.** You are the center of your health care team. Make sure you know what's happening every step of the way—from admission through discharge.

Choose A Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If your ability to communicate changes, this person can stand in for you — and stand up for your care.

A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help
- assist you when you return home

Don't forget to tell the staff who you have picked to be your support person.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

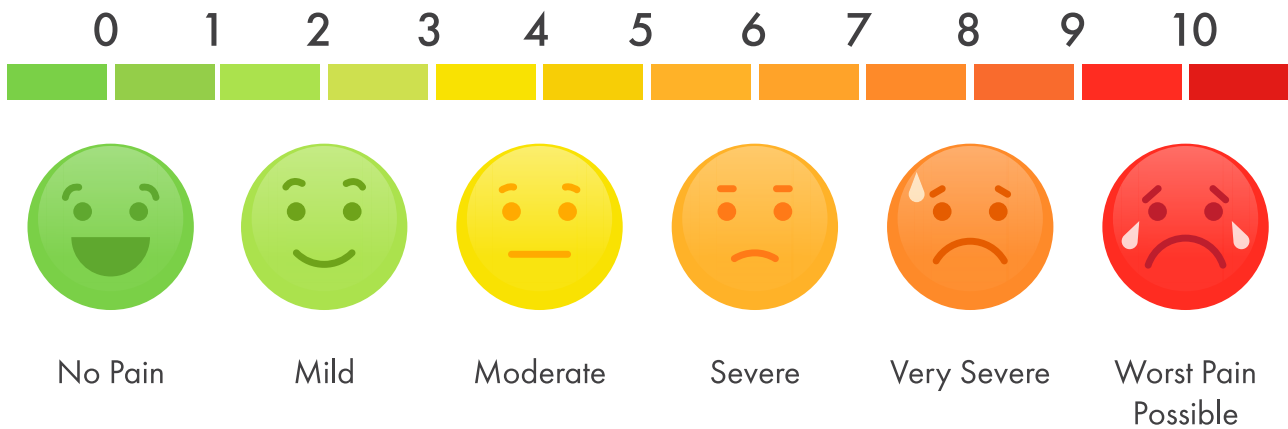
Any time staff enters your room to give you medicine, transport you or perform procedures or treatments, you should be asked to state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.



Speak up if hospital staff does not check your identification bracelet.

PAIN SCALE



Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay. Ask yourself, then share with your nurse:

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore pain. Managing your pain will help with your healing.

Which of the words in the next column describe your pain?

aching
bloating
burning
comes and goes
constant
cramping
cutting
dull
numbing
pressure
pulling
radiating
searing
sharp
shooting
soreness
stabbing
throbbing
tightness



Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call light for help getting out of bed.
- Ask for help going to the bathroom or walking around (and use hospital handrails when they're available).
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

You could fall because...

1. Some medications increase the likelihood of low blood pressure when standing up suddenly.
2. Anesthesia or medications may cause dizziness, weakness and/or disorientation.
3. Your illness, laxatives and enemas, long periods without food, or special tests your doctor orders may leave you unsteady.
4. The hospital surroundings may seem very unfamiliar to you at night. Call, don't fall! Before taking any unnecessary risks, please use your call light to ask for help.



Pay Attention to Your Care

- Tell your nurse if something doesn't seem right.
 - Know what time you normally get medicine and tell your nurse if you don't get it.
 - Request drawings or illustrations to help you learn about your condition.
 - Read and understand all medical forms before signing. Ask if you need information explained.
 - If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
 - Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
 - Talk to your doctor and family about whether you want life-saving actions taken.
- doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff:
- What language would you prefer to speak?
 - Do you need glasses, hearing aids or other devices?
 - Do you prefer to hear, see or read health information?
 - Do you have any cultural, ethnic or religious-based special needs?
 - Who will be your support person who talks with Jefferson Regional staff about your health care wishes?
- And remember, take charge of:

Make sure you:

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

Speak Up

If you have questions or concerns, you have the right to ask and get a response from your

Your Communication: Ask About Jargon: If you hear a medical term you don't understand, ask what it means.

Teach Back: After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.

Take Notes: Write down any key facts your doctor tells you so you won't forget.

Manage Your Meds

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

1. What is the name of my medicine? Generic name?
2. Why am I taking it? How will it help? When will it start working?
3. What dose? How often? How long?
4. What is the best time (morning, night, etc.) or way to take it (with food, with water)?
5. What do I do if I experience side effects?

6. Are there any foods, drinks or activities to avoid?
7. What do I do if I miss a dose?

REMEMBER: Take charge of your medicines. Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.



Prevent Medication Errors

Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check). Our facility uses scanning technology on ID bracelets and medications to ensure
- that we are giving the correct care to all our patients. This is an internal safety check that we accomplish through the use of technology.
- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.

Information at your fingertips.

Accessing your health information is easier than ever with FollowMyHealth. See a quick health summary, send messages, make appointments, and so much more.



FollowMyHealth®

Here's how to get started:

1. Make sure we have your correct email address to send you an invitation.
2. Click the registration link in the email you receive from noreply@followmyhealth.com.
3. Create your portal login using a unique username and password.
4. Enter the invitation code provided by us and click "Agree" on the release of information.

Download the FollowMyHealth app:



Search FollowMyHealth and log in with your username and password



Your Privacy Matters

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

Who must follow this law?

- most doctors, nurses, pharmacies, hospitals, nursing homes and other health care providers and their vendors
- health insurance companies, HMOs and most employer group health plans
- certain government programs that pay for health care, such as Medicare and Medicaid

What information is protected?

- information put in your medical records
- conversations your doctor has with nurses and others regarding your care
- information about you in your health insurer's computer system
- billing information
- most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- ask to see and get a copy of your health records
- have corrections added to your health information
- receive a notice that tells you how your health information may be used and shared
- decide if you want to give your permission to share your information

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- for your treatment and care coordination
- to pay doctors and hospitals for your healthcare
- with your family, friends or others you identify who are involved with your healthcare unless you object
- to protect the public's health, such as by reporting when the flu is in your area
- to make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- give your health information to your employer
- use or share your health information for marketing or advertising purposes
- share private notes about mental health counseling

Right to Complain:

If you believe your rights are being denied, you can file a complaint with your provider, health insurer or the U.S. government at ...

<https://ocrportal.hhs.gov/ocrsmartscreen/main.jsf>

To call the Jefferson Regional Compliance Hotline, dial:
1-888-622-5762

Advanced Directives

A Simple and Smart Way to Take Charge

This is your guide to establishing final wishes with living wills and healthcare proxies.

Please note: Patients must be able to make their own decisions and/or consent on all of their final wishes with Living Wills, Healthcare Proxies, Advance Directives and Power of Attorney.

Advanced Directives

We are here to assist you and your family to establish your personal preferences regarding your wishes during the last stages of life. End of life is something we will all face, and it is important that our wishes are known by our loved ones and documented.

How We Can Help

The way your wishes are documented is through a set of legal documents, sometimes referred to as advanced directives. Jefferson Regional can assist you in filling out the following two advanced directives:

1. **Healthcare Proxy:** A legal document to appoint, in writing, a person to make decisions regarding treatment should you become permanently unconscious or terminally ill and unable to speak for yourself.
2. **Living Will Declaration:** A legal document that explains your medical wishes should you become terminally ill (6 months or less to live).

Physician Orders for Life-Sustaining Treatment

There is another document we may discuss with you. It compliments the Healthcare Proxy and Living Will Declaration and is called the

Physician Orders for Life-Sustaining Treatment (POLST). This document is used only for patients with a serious illness or medical frailty. It ensures that patients can choose the treatments they do or do not want and that their wishes are documented and honored.

A **Power of Attorney (POA)** is a legal document that you can use to appoint someone to act on your behalf to be your decision maker in property and financial matters.

This is an outpatient legal process that may involve your attorney. We can assist you by providing a notary, but we cannot provide witnesses or the required paperwork.

The toughest conversations are sometimes the most important.

Finances

You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Fill Out Your Forms

Make sure you submit advance directives each time you go to the hospital, so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information visit www.jrmmc.org.

Information for Caregivers

How to Plan Your Loved One's Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care both here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)? Help your loved one arrange the details to make this happen — financial planning, transportation, scheduling, etc.
- What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.

Caregiver Act

The Arkansas Lay Caregiver Act allows you to choose a caregiver when you are admitted into the hospital. Your caregiver will be told before you are discharged, and the hospital will talk with that person about how to best care for you when you go home.



Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family and consult these resources:

National Alliance for Caregiving
www.caregiving.org

Caregiver Action Network
www.caregiveraction.org

Family Caregiver Alliance
www.caregiver.org

Leaving the Hospital

A successful recovery after your stay starts with a solid plan before you go.

Discharge Process

Even when your doctor has written your discharge order, there are several things that must take place before you leave. Please read this checklist to understand your discharge process. These requirements are why your discharge might sometimes take longer than you expect:

- In order to ensure that you are safe to go home, Jefferson Regional requires all doctors involved in your care to approve your dismissal. Also, they must place a written dismissal order in your chart. This process sometimes takes several hours.
- If your doctor has ordered any home health services or other agencies for you, they must be coordinated and contacted.
- If possible, follow-up appointments with doctors must be scheduled.
- All lab work and test results must be reviewed by your doctor, and your prescriptions must be written.

Checklist for Discharge

Make sure you have the following information before you leave the hospital.

Discharge summary. This includes why you were in the hospital, who cared for you, your procedures and medicines.

Medicine list. This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if

there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

Prescriptions. Check that your pharmacy has your new prescriptions and that you have a plan to get them filled. If you need help with prescriptions, call 870-541-4001.

Local resources. Ask your discharge planner for help finding local after-care services or other support groups.

Know how much support you'll need in these areas:

Personal care: bathing, eating, dressing, toileting

Home care: cooking, cleaning, laundry, shopping

Health care: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Follow-up care instructions. Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

Try the teach-back method. Repeat back what you hear Jefferson Regional staff say to make sure you understand the details correctly.



2. What are key warning signs I need to watch out for? Whom do I call if they happen?
3. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?
4. What kinds of activities and foods are limited? For how long?
5. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?
6. Are my new medicines safe to take with my other medicines, vitamins or supplements?
7. Do I know how and when to take my medicines and how I will get prescriptions filled?
8. Who will provide the extra personal, home or health care services I may need?
9. Who can help me if I have concerns about medical costs?

Plan Early

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital. To begin, ask to speak with Jefferson Regional staff and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your nurse or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Questions To Ask:

1. Has my follow-up appointment been scheduled? With whom? Do I have a ride?

Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select "Where can I get covered medical items?" or call 1-800-MEDICARE 800-633-4227.

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

Dealing with Pain, Nausea, Infection or Bleeding after Your Procedure or Hospital Stay

Control Pain

- Elevate affected arm or leg
- Apply ice pack as needed for 20 minutes to reduce swelling
- Take pain pills as directed
- When taking pain pills do not drive or operate machinery
- Do not drink alcohol while taking pain pills
- Do not let pain get too intense before taking a pain pill and allow 20 - 30 minutes for pain pills to work
- Follow a schedule with pain pills

Relieve Nausea

- Place cool wet cloth around neck, forehead and eyes
- Follow physician's orders: regarding food intake taking pain pills with food
- When nausea passes, start ice chips, sips of water, then clear liquids and move slowly to solid foods
- Take pain pills with food to avoid nausea

Prevent Infection

- Wash hands before and after dressing change
- Keep dressing clean and dry
- Do not pick or touch wound
- Keep pets away from dressing and wound
- Take antibiotics (if prescribed) until all gone

Watch for Bleeding

- If dressing becomes soaked with blood, do NOT remove the dressing but cover the dressing with another bandage
- Apply pressure for 10 -15 minutes
- If it continues to soak through, please call your doctor's office or go to the emergency department.
- If you had a GI procedure, call your doctor or go to the emergency department if you have any bleeding or see blood in your stool.

Call your doctor if you see any signs or symptoms of infection, such as:

- Pain that gets worse and is not relieved by pain pills
- Redness or swelling
- Bleeding
- Warm to touch at incision site
- A bad smell
- If your wound looks larger, deeper, dried out, or dark
- Increased drainage from the wound (may be thick, tan, green or yellow)
- Fever (which is usually a temperature of 101 F or higher)



Understanding Your Bill

Take Charge of Your Payments

Online Payments

We accept online payments which can be made through our website. If you navigate to our homepage at jrnc.org and look under the tab "Patients and Visitors" you will find "Pay Your Bill." If you click this option you will see full instructions on how to pay through our Patient Payment Portal.

Financial Assistance

We recognize that there are many uninsured and underinsured people in the community, and we are committed to providing programs by which those people can receive medical

care and are billed fairly, according to their means and ability to pay.

Jefferson Regional offers financial assistance to individuals who qualify based on income. You can find a Financial Assistance application on our website at www.jrnc.org or you can request one by calling 870-541-7964. Need Help? If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

To speak with someone who can help you understand your bill, call 870-541-7963.



Jefferson Regional Foundation

The Promise of the Future

The Foundation is a charitable nonprofit organization focused on supporting projects and services across Jefferson Regional and enhancing the health of Southeast Arkansas. The Foundation raises funds that directly support Jefferson Regional and the people and communities it serves.



Any size donation can help us make an immediate impact in many ways.

Together we can:

- Broaden existing healthcare services
- Upgrade and modernize our facilities
- Work to recruit and retain physicians
- Invest in the next generation of nurses
- Improve the quality of care

We can do this, but we can't do it alone. Won't you consider making a donation today? Donate at jrmc.org/foundation, or mail to: **Jefferson Regional Foundation, 1600, W. 40th Ave., Pine Bluff, AR 71603.**

To donate by phone, contact Laura Beth Shaner at (870) 541-7210.

Smoking Cessation

Stop Smoking

No matter how long you've been a smoker, it's never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- 20 MINUTES after quitting, your heart rate and blood pressure drop.
- 2 WEEKS TO 3 MONTHS after quitting, your circulation improves and your lungs work better.
- 1 YEAR after quitting, your risk of heart disease is half that of a smoker.
- 5 YEARS after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- 10 YEARS after quitting, your risk of lung cancer is half that of a smoker.
- 15 YEARS after quitting, your risk of heart disease is the same as a nonsmoker's.

Ready, Set, Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control— you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day. Be prepared to have nicotine cravings. They usually pass soon, so wait them out.

The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

Call the Arkansas Tobacco Quitline at 1-800-QUIT-NOW for a direct line to help.

Three Tips to Help You Quit

1. **Fight the Urge:** Don't let yourself think that you can have just one cigarette, but if you do slip, start again and make tomorrow your new first day to quit.
2. **Get Moving:** Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.
3. **Keep Your Mouth Busy:** Try toothpicks, celery, sugarless gum or sugar-free lollipops.

Here's How You Can S.T.A.R.T.

- SET a quit date.
 - TELL your family, friends and coworkers that you plan to quit, and ask for their support.
 - ANTICIPATE the challenges you'll face.
 - REMOVE cigarettes and other tobacco products from your house, car and workplace.
 - TALK to your doctor about getting help to quit — including counseling, medicines or products that can help, and other tools and resources like those found at the sites below:
- American Cancer Society: www.cancer.org
 - National Cancer Institute: www.smokefree.gov

Quitting smoking even 12 hours before surgery will help with healing.

Hospitalists

Understanding the Benefits of This Program

Today, nearly every hospital in the United States uses hospitalists, as Jefferson Regional has for over a decade, but we still encounter many people who are unfamiliar with how the program works. We are happy to explain exactly what the program is and how it affects your hospital stay.

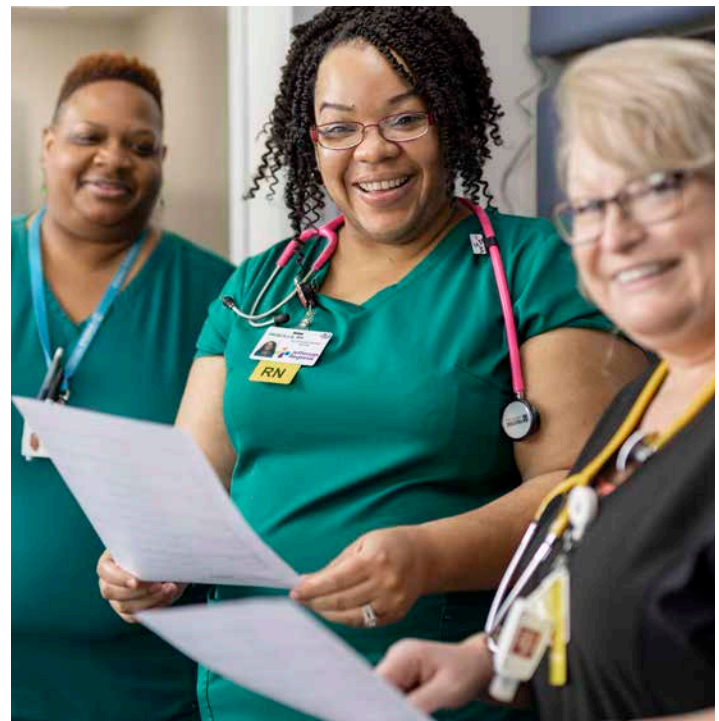
What is a hospitalist? A hospitalist is a physician who does not have an office outside the hospital and only sees patients who are in the hospital. Most hospitalists are internal medicine specialists, but many are trained in family medicine. They are trained to evaluate all aspects of the patient's care and provide the highest quality service from the time the patient is admitted until he or she is discharged.

Why isn't my family doctor caring for me? Over the past decade, we have seen a national trend where primary care physicians are moving out of the hospital environment and focusing solely on private practice. At Jefferson Regional, a number of physicians come to the hospital to see their patients, but most primary care physicians make arrangements with hospitalists to see their patients while they are hospitalized. Hospitalists are not in competition with primary care physicians. Instead, they partner with your physician to make the hospital experience as efficient as possible. There is always a hospitalist on duty, so the patient has 24-hour access to a doctor in the hospital, and the primary care physician can see more patients in the office setting.

How does the hospitalist program work? Once you arrive at Jefferson Regional, a hospitalist is notified of your admission. He or she will visit with you and your family members, answer

questions, discuss treatment and consult with other physicians to ensure you receive the best medical care. If you need a specialist, the hospitalist will arrange for one. Because there are always hospitalists in the building, they are more readily available to meet your needs. For example, if you had tests in the morning, the hospitalist will be able to interpret and respond to those tests quickly.

Does the hospitalist communicate with my personal physician? Absolutely. The hospitalist and the primary care physician work as a team. Both physicians will share information about your medical condition throughout your hospital stay. Upon discharge, the hospitalist will send a detailed report and treatment plan to your family doctor. You will need to make an appointment with your family physician to follow-up after discharge.



LIVING WILL

What this form does: If you cannot make decisions for yourself, this form tells your doctors and caregivers what you want so that they do not have to guess. **This form only applies if your health problems are so bad that you cannot make decisions for yourself.**

What is life-support treatment? Life-support treatment means medical care that keeps you alive when some part of your body fails.

What care do you want if you become so sick that you are likely to die soon?

If my doctors decide I am likely to die soon and life-support treatment would only delay my death, then I want the following:
(Only check one box or fill out entire chart)

- I want my doctors to do everything medically reasonable to keep me alive.
- I **DO NOT** want life-support treatments. If it has been started, I want it stopped so I die a natural death.
- I want my doctors and the person I have chosen as my healthcare agent to discuss and decide what is best for me on **EVERY** issue.
- I have the following specific wishes: initial beside appropriate wish

		I DO NOT WANT	I DO WANT
INTUBATION (keep you breathing by machine)	Intubation		
FEEDING TUBE (requires use of a tube by surgery or placed down nose to provide nutrition)	Feeding Tube		
ARTIFICIAL NUTRITION (Total parental nutrition given by intravenous line)	Artificial Nutrition		
CPR (cardiopulmonary resuscitation to restart your heart by mechanical and electrical means)	CPR		
DIALYSIS (to clean your blood if kidneys stop working requires a catheter to be placed)	Dialysis		
ANTIBIOTICS (to treat bacterial infections)	Antibiotics		
HYDRATION (to provide any method of hydration other than oral)	Hydration		

Patient Signature _____ Date _____ Time _____

Either two witnesses or notary-- both not required; Only one of the witnesses may be related by blood, marriage or adoption

I am a competent adult. I am not the patient's healthcare agent, or the patient's healthcare provider. I witnessed the patient sign this form and the patient appeared to be of sound mind and acting without undue influence, fraud or restraint, having a full understanding of what was being signed and that his/her signature was voluntary.

Signature of Witness #1 Date Time

I am a competent adult. I am not the patient's healthcare agent or healthcare provider. I am not related to the patient, and I am not entitled to anything from the patient's estate. I witnessed the patient sign this form and the patient appeared to be of sound mind and acting without undue influence, fraud or restraint, having a full understanding of what was being signed and that his/her signature was voluntary.

Signature of Witness #2 Date Time

State of Arkansas, County of _____

I am Notary Public in and for the State and County named above. The person who signed this form is personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is signed above. This person personally appeared before me and signed above or acknowledged the signature above as his or her own. I declare under penalty of perjury that the patient appears to be of sound mind and under no duress, fraud, or undue influence.

Date my commission expires _____

Signature of Notary Public Date Time

1600 West 40th Avenue
Pine Bluff, Arkansas 71603
(870) 541-7100

jrmc.org