



Memorial Medical Center



Patient Guide

Scan the QR code for more specific
visitor and patient information at
Memorial Medical Center





SPECIAL SUPPORT TO PREVENT EMERGENCIES

A highly trained group of individuals called the Rapid Response Team is in place at all times in the hospital. This team can be called at any time by you, or those who may be here with you, to check on any medical condition that is of concern before there is a life-threatening emergency.

When to call rapid response:

Call for help if you notice:

- Changes in heart rate or blood pressure
- Change in respiratory (breathing) rate or oxygen levels
- Changes in urine output (much more or less urine)
- Change in mental status or level of consciousness
- Any time you are worried something might be wrong
- Any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

How to call rapid response:

- 1** Dial 66 on bedside phone.
- 2** Tell the operator: your name, room number, patient's name and your concern.
- 3** The Rapid Response Team will be sent to your room.

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Welcome and About Us

We consider it a privilege to serve the healthcare needs of our community members, and we want to thank you for choosing us for your care.

During your stay, our priority is delivering the highest quality of care available and ensuring that you have a comfortable and pleasant experience. We know that critical to our success is making sure you have access to the information and resources you need, when you need them.

That is why we have developed this patient guide, which we hope you find helpful and reassuring. It is full of information to help you during and after your stay, so please take a few minutes to look through it.

We realize that hospitalization can be unsettling, and it is our sincere hope that you feel supported and well-cared-for while you are here. If you have any questions or concerns at any time during your stay, please let us know.

Again, thank you for choosing us for your healthcare needs. It is our pleasure to serve you.

Sincerely,

Your
Hospital
Care Team



Our Mission

Making communities healthier®

Our Vision

We want to create places where:

- People choose to come for healthcare
 - Physicians and providers want to practice
 - Employees want to work
-

Our Core Values



Champion patient care



Do the right thing



Embrace individuality



Act with kindness



Make a difference

Visitor Information

We understand that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, please ask your nurse or utilize the visitor guidelines via the QR code on the front of this book.

Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- Do not visit if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks, or other items like balloons, flowers or perfume that might trigger allergies into patient rooms.
- Wash your hands before entering and when leaving a patient's room.
- Make sure all children always have a supervising adult with them.

Speak Up!

If you have questions or concerns, you have the right to ask and get a response you can understand from your doctor or nurse. We encourage you and your family to become active partners on your healthcare team. To help, share your answers to these questions with hospital staff:

- What language do you speak at home?
- Do you need glasses, hearing aids or other devices to help you communicate with hospital staff?
- 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 hospital staff about your healthcare wishes?

Take Charge of Your Care

Learn About Who's Caring for You While You're in the Hospital

During your stay, you will be taken care of by a hospitalist. Hospitalists typically work in groups to provide patients with 24-hour care, and they only take care of patients who are hospitalized. Having a hospitalist oversee care may be a new experience for you or your loved one, so we've provided answers to some commonly asked questions below.

Does a hospitalist replace my primary care doctor?

Hospitalists don't replace your primary care doctor. In fact, our hospitalists work with your doctor to make sure you receive the best possible care while you're in the hospital. When you're admitted, your hospitalist receives a copy of your medical history. Upon discharge, your records are updated and sent back to your primary care doctor.

What if I don't have a primary care doctor?

If you don't have a primary care doctor, hospitalists still will take care of you while you're in the hospital. It's important that you receive the same, high-quality care regardless of whether you have a primary care doctor. Before discharge, we will work with you to make sure you have a doctor for follow-up appointments.

What are other benefits of hospitalists?

Hospitalists are available 24/7 to assess your condition, adjust treatment, follow up on test results and talk about your care with specialists. If there's an emergency, they are on-site and can make decisions about your care quickly. This helps ensure your recovery is smooth and steady, and it may help get you ready for discharge sooner.

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

Hospitalists Help Your Doctor

While you're in the hospital, a hospitalist may oversee your care. This helps your primary care doctor to be more available for you and other patients in an office setting.

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 healthcare advocate. If you become stressed or 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

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

1. 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.
2. Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.
3. Always double-check your name with staff to avoid errors.

Take Charge of Your Communication

You are the most important member of your healthcare team.

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

- 1. Ask Questions:** If you hear a medical term you don't understand, ask what it means.
 - 2. Teach Back:** After you get instructions or an explanation, your care team will ask you to repeat back what you heard so they can be sure that you understood.
 - 3. Take Notes:** Write down any key facts your doctor tells you so you won't forget.
-

Pay Attention to Your Care

- Tell your nurse or a member of your care team 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.
-

Before You Leave the Hospital

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.qualitycheck.org
- www.medicare.gov/care-compare

Plan early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, 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

Checklist for Discharge

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

1. **Discharge summary.** This includes why you were in the hospital, who cared for you, your procedures and your medicines.
2. **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.
3. **Prescriptions.** Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
4. **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
5. **After-hospital services.** Know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing, toileting
 - Home care: cooking, cleaning, laundry, shopping
 - Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
6. **Local resources.** Ask your discharge planner for help finding local after-care services or other support groups. Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

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 discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Top 10 Questions to Ask Before You Go Home

1. What number can I call 24 hours a day if I have questions or concerns? Who is my contact?
2. Has my follow-up appointment been scheduled? With whom? Do I have a ride there?
3. What are key warning signs I need to watch out for? Whom do I call if they happen?
4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?
5. What kinds of activities and foods are limited? For how long?
6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?
7. Are my new medicines safe to take with my other medicines, vitamins or supplements?
8. Do I know how and when to take my medicines and how I will get prescriptions filled?
9. Who will provide the extra personal, home or healthcare services I may need?
10. Who can help me if I have concerns about medical costs?

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 "Find medical equipment & suppliers" or call 1.800.MEDICARE (800.633.4227).



After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs. After-hospital care that fits your needs is important. Make sure you understand what your doctor recommends for treatment after your hospital stay. After-care options include:

Home Health Care

Care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

Independent Living

Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing usually are not standard.

Assisted Living

Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

Nursing Home

Long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

Hospice

Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- Eldercare Locator eldercare.acl.gov
- National Respite Network and Resource Center www.archrespice.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

Commonly Confused Terms

Deductible: The amount you owe each year before your insurance begins making payments.

Co-payment: A flat fee you pay for a specific service, usually due at the time of service.

Coinsurance: The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.

Keeping track

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself. Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status

If you have questions, call the customer service number listed on your statement.

Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- The amount billed by your doctor or hospital
- How much of that cost is covered by your insurance
- How much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies. To prevent duplicate payments, COBs determine the primary payer. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.

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.

Advance Directives: A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself. Different states have different laws about advance directives. Check with your nurse if you have any questions.

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 and to obtain the forms you need, please ask your nurse.

Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

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

Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

Infection Prevention

Prevent Hospital Infections: Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart to the right lists common infections and steps you can take to prevent them.

Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection, but does not respond to the usual treatments. This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli and VRE. Superbugs spread from person to person through touching germmy hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



TYPE	HOW IT STARTS	SYMPTOMS	PREVENTION
Catheter-Associated Urinary Tract Infections (UTI)	Germs enter your urinary tract while using a tube to drain urine	<ul style="list-style-type: none"> • Fever • Burning • Pain • Bloody or frequent urination 	<ul style="list-style-type: none"> • Clean hands before touching area • Keep urine bag below level of bladder to prevent back-flow • Don't tug, pull, twist or bend the tube • Secure catheter to your leg and ask every day if it's still needed
Surgical Site Infections	Germs affect the site of your surgery—either on your skin or internally	<ul style="list-style-type: none"> • Redness • Pain • Drainage of cloudy fluid • Fever 	<ul style="list-style-type: none"> • Do not shave surgery site (irritation increases risk of infection) • Clean hands before touching area • Don't let visitors touch or dress your wound • Ask your nurse to show you how to care for your wound
Central Line-Associated Bloodstream Infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin	<ul style="list-style-type: none"> • Red skin and soreness at site • Fever • Chills 	<ul style="list-style-type: none"> • Clean hands before touching area • Make sure staff wears gloves, gown, cap, mask and sterile drape when handling the tube • Speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore • Avoid touching tube or letting visitors touch tube
Ventilator-Associated Pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe	<ul style="list-style-type: none"> • Cough • Mucus • Fever • Chills • Shortness of breath 	<ul style="list-style-type: none"> • Clean hands before touching area • Ask if it's safe to raise the head of your bed • Know how often the inside of your mouth needs to be cleaned • Ask that tube be removed as soon as possible

Five Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands:**
 - After touching hospital objects or surfaces
 - Before eating
 - After using the restroom
 - When entering and exiting your room
2. **Ask doctors and hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget. Ask visitors to clean their hands too!
3. **Cover your mouth if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.
4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged. Ask each day if it's time to remove your catheter or IV.
5. **Keep your vaccinations up to date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

CLEANING TIP:

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing Happy Birthday).

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, or eating?

Which words describe your pain?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Aching | <input type="checkbox"/> Pressure |
| <input type="checkbox"/> Bloating | <input type="checkbox"/> Pulling |
| <input type="checkbox"/> Burning | <input type="checkbox"/> Radiating |
| <input type="checkbox"/> Comes and goes | <input type="checkbox"/> Searing |
| <input type="checkbox"/> Constant | <input type="checkbox"/> Sharp |
| <input type="checkbox"/> Cramping | <input type="checkbox"/> Shooting |
| <input type="checkbox"/> Cutting | <input type="checkbox"/> Soreness |
| <input type="checkbox"/> Dull | <input type="checkbox"/> Stabbing |
| <input type="checkbox"/> Numbing | <input type="checkbox"/> Throbbing |
| <input type="checkbox"/> Pressing | <input type="checkbox"/> Tightness |

You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? 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 painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

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 button 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.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- Your name
- The type of surgery you are having
- The body part to be operated on—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.
- Ask your surgeon to take a “time out” to check: you're the right person, getting the right surgery, on the right body part.

Take simple steps like these to help prevent medical mistakes.

Ask your surgeon to take a “time out” to check: you're the right person, getting the right surgery, on the right body part.

Medication Safety

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:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

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 Medicine Errors

Be sure your doctors and nurses know:

- 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.
- That your name matches the name on the medicine (use your ID bracelet to double-check)

Take Steps to Improve How Antibiotics Work

Antibiotics can be lifesaving medicines, but using them incorrectly can harm your body. Taking antibiotics when you shouldn't can lead to antibiotic resistance. This means the medicines that used to work to fight off harmful bugs won't work anymore.

While you're in the hospital, your doctor will review your medicines, including antibiotics, regularly. He or she may change the dose or stop giving you the antibiotic if you don't need it anymore. If you're taking antibiotics outside the hospital, it's important to finish them unless your doctor gives you different instructions. This helps to make sure the antibiotics will help you if you ever need them again. You also can improve antibiotic use after you're discharged. Start by taking these steps:

- **Keep up with vaccines**

Vaccines help prevent diseases from spreading and infections that may require antibiotics.

- **Wash your hands**

This is one of the best ways to prevent the spread of germs that cause infections and keep yourself and your family healthy.

- **Ask about symptom relief**

Talk to your doctor about how to relieve symptoms of your illness so you can feel better.

- **Only take antibiotics for infections caused by bacteria**

Antibiotics don't help illnesses caused by viruses, like colds and the flu.

- **Ask about watchful waiting**

Some bacterial infections can get better without antibiotics. Your doctor may recommend waiting a few days to see if you get better before giving you antibiotics.

- **Take antibiotics as prescribed**

Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your doctor.

- **Throw leftover antibiotics away**

Ask your pharmacist about the best way to get rid of leftover antibiotics. When your doctor prescribes an antibiotic, it's important to make sure you're taking the right dose for the right amount of time.

It's on us

to recognize drug misuse,
abuse and diversion in our
hospital and in our community.

For patients.

For each other.

For our community.

Together we can defeat
drug diversion.



IT'S
ON **US**

Medications and Side Effects

The following are commonly prescribed medicines in the hospital. Ask your nurse if you have questions about these medicines or if you would like to speak with a pharmacist.

Medication Reason	Names (Generic)	Names (Brand)	Most Common Side Effects
Pain Relief	Acetaminophen	Tylenol	Dizziness/Drowsiness Constipation Nausea/Vomiting Rash Confusion Itchiness
	Fentanyl	Duragesic Patch	
	Hydrocodone/ Acetaminophen	Vicodin, Lortab, Norco	
	Hydromorphone	Dilaudid	
	Ibuprofen	Advil, Motrin	
	Ketorolac	Toradol	
	Morphine		
	Oxycodone	Roxicodone	
	Oxycodone/ Acetaminophen	Percocet	
	Gabapentin	Neurontin	
Antibiotics	Pregabalin	Lyrica	Stomach upset Diarrhea Rash/Flushing Headache
	Tramadol	Ultram	
	Amoxicillin/ Clavulanate	Augmentin	
	Azithromycin	Zithromax	
	Cefazolin	Ancef	
	Ceftriaxone	Rocephin	
	Ciprofloxacin	Cipro	
	Levofloxacin	Levaquin	
	Clindamycin	Cleocin	
	Metronidazole	Flagyl	
High Blood Sugar	Piperacillin/ Tazobactam	Zosyn	Headache Irritation at injection site Low blood sugar (hypoglycemia)
	Vancomycin	Vancocin	
	Insulin aspart, short acting	NovoLog	
	Insulin lispro, short acting	Humalog	
	Insulin glargine, long acting	Lantus	
	Insulin detemir, long acting	Levemir	
	Insulin regular	Novolin R, Humulin R	

Medication Reason	Names (Generic)	Names (Brand)	Most Common Side Effects
High Cholesterol	Atorvastatin	Lipitor	Headache Muscle pain Stomach upset
	Simvastatin	Zocor	
	Lovastatin	Mevacor	
	Rosuvastatin	Crestor	
Blood Thinner	Apixaban	Eliquis	Increased risk of bleeding Bruising
	Rivaroxaban	Xarelto	
	Enoxaparin	Lovenox	
	Heparin		
	Warfarin	Coumadin	
Antiplatelet	Aspirin		Stomach upset Increased risk of bleeding
	Clopidogrel	Plavix	
	Ticagrelor	Brilinta	
Lowers Blood Pressure and Heart Rate	Calcium Channel Blockers:	Cardizem [CD], Cartia XT	Dizziness Drowsiness Headache
	Diltiazem	Tiazac	
	Beta Blockers:		
	Atenolol	Tenormin	
	Carvedilol	Coreg	
	Labetalol	Normodyne, Trandate	
	Metoprolol	Lopressor, Toprol	
Lowers Blood Pressure	Calcium Channel Blockers:		Dizziness Cough Headache
	Amlodipine	Norvasc	
	Nifedipine	Procardia	
	ACE Inhibitors:		
	Lisinopril	Zestril	
	Angiotensin Receptor Blockers:		
	Losartan	Cozaar	
Heart Rhythm Problems	Sacubitril/Valsartan	Entresto	(For Amiodarone only: Cough, Nausea and Sun sensitivity) Dizziness Headache
	Amiodarone	Pacerone	
	Sotalol	Betapace	
	Digoxin	Digitek	

Medication Reason	Names (Generic)	Names (Brand)	Most Common Side Effects
Diuretic (Water Pill)	Bumetanide	Bumex	Dizziness Headache Frequent urination
	Furosemide	Lasix	
	Torsemide	Demadex	
	Spiroonolactone	Aldactone	
	Hydrochlorothiazide (HCTZ)	Microzide	
Heartburn or Reflux	Famotidine	Pepcid	Diarrhea Headache
	Omeprazole	Prilosec	
	Pantoprazole	Protonix	
Inflammation	Celecoxib	Celebrex	Stomach upset Increased risk of bleeding
	Meloxicam	Mobic	
	Steroids:		
	Hydrocortisone	Cortef, Solu-Cortef	
	Methylprednisolone	Solu-Medrol	
Nausea or Vomiting	Dexamethasone	Decadron	Constipation Drowsiness Dry mouth Headache
	Ondansetron	Zofran	
	Promethazine	Phenergan	
	Scopolamine patch	Transderm Scop	
Calms Nerves or Helps with Sleep	Prednisone	Deltasone	Confusion Dizziness/ Drowsiness Headache
	Bupirone	Buspar	
	Alprazolam	Xanax	
	Diazepam	Valium	
	Lorazepam	Ativan	
	Midazolam	Versed	
Inhaled Treatment (for asthma or COPD)	Temazepam	Restoril	Cough Dry mouth Anxiety Headache Throat irritation
	Zolpidem	Ambien	
	Albuterol	Proair, Ventolin, Proventil	
	Ipratropium	Atrovent	
	Budesonide	Pulmicort	
Constipation	Fluticasone	Flovent	Diarrhea Stomach upset
	Tiotropium	Spiriva	
	Docusate, Docusate/Senna	Colace, Senokot-S	
Allergies/ Itching	Polyethylene Glycol	Miralax	Dry mouth Drowsiness Dizziness
	Cetirizine	Zyrtec	
	Loratadine	Claritin	
	Diphenhydramine	Benadryl	
	Hydroxyzine	Atarax, Vistaril	

Patient Rights and Responsibilities

Quality Care

You have the right to:

- Receive quality care in a safe and secure environment by courteous and skilled doctors and staff who respect your privacy, confidentiality and dignity.
- Receive care regardless of your age, race, ethnicity, religion, culture, national origin, or language, and have your culture, values, beliefs and preferences respected.
- Receive care regardless of physical or mental disability, education, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Safety

You have the right to:

- Be free from neglect, harassment, misuse, verbal, mental, physical, and sexual abuse.
- Be free from seclusion or restraints unless needed for safety.
- Be heard and voice your concerns, file a complaint or grievance, and receive a response without fear of retaliation.
- Have access to available protective and advocacy services.
- Have contact information for reporting a quality-of-care concern to the appropriate State and Federal protection and advocacy services.

Communication

You have the right to:

- The privacy of your medical information and records, in accordance with state and federal law.
- Receive information in your preferred language, including services for visual and/or auditory needs, including interpreter services free of charge.
- Information about advance directives and how a person of your choice may be designated to make care decisions in the event you are unable to communicate your wishes.
- Have a family member, friend, and your doctor notified of your admission.

- Take part in making decisions concerning your care including treatment, anticipated outcomes, request for second opinion or consultant, and the need for additional services while in the hospital or after discharge.
- Information about your current health status and need for treatment, including information necessary for you or your designee to give informed consent prior to treatment, except in an emergency.
- Refuse care, treatment, or consent.
- Review and inspect your medical record with your caregivers at any time during your stay.
- Receive a copy of your medical records within a reasonable time frame.
- Request and receive a detailed bill for the services you received after discharge.
- Receive discharge instructions and assistance with post-discharge medical needs.

Personal Care

You have the right to:

- Personal privacy and private conversations.
- Request and have a chaperone present during examinations and treatments and during certain intimate examinations and treatments.
- Have an emotional support person with you unless prohibited by policy.
- Be notified if something goes wrong and when there is a change in treatment or care.
- Be treated with respect and dignity in a setting that promotes health and well-being.
- Know the names and jobs of the people who care for you.
- Have your advance directive or end-of-life care wishes respected, followed and conflicts addressed.
- Receive visitors of your choice, including but not limited to spouse, domestic partner including same sex partners, family member, or friend without discrimination unless you are provided with an explanation for safety or medical reasons. You can refuse visitors at any time.
- Receive assessment and appropriate treatment for your pain.
- Refuse to allow photographs, videos, films, recordings, or other images of you for purposes other than providing medical care.
- Accept or refuse participation in research and care by students.

You or your representative have the responsibility to:

- Share accurate and complete health and contact information, including your advance directives or living will.
- Ask questions when you do not understand your condition or treatment, or you do not plan to follow your doctor's advice.
- Be kind, respectful and considerate of other patients and hospital property and staff.
- Send your valuables home.
- Let us know if you have concerns or questions about your treatment plan and the need for follow-up care.
- Make arrangements for meeting your financial responsibilities, and provide accurate health insurance information or payment information for billing purposes.
- Inform staff of ways we can improve services or make your family or visitors feel more welcome.

If you feel these rights have been violated, if you want to share a care concern or file a grievance, or if we do not live up to your expectations, please contact our patient advocate.

You may also contact any of the following agencies to share a care concern:

Care concerns

The Joint Commission
Officer of Quality and Patient Safety
One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Submit online at www.jointcommission.org

Quality concerns for Medicare Beneficiaries

Kepro
5201 W. Kennedy Blvd., Suite 900, Tampa FL 33609
888.317.0751, Keproqio.com
Privacy concerns – Office for Civil Rights
Email: OCRMail@hhs.gov
Phone: 1.800.368.1019, TDD: 1.800.537.7697
Submit online at hhs.gov

Would you like a chaperone?

¿Te gustaria un(a) acompanete?



Please let us know if you'd like a chaperone to be present during your examination.

Por favor dejenos saber si le gustaria tener un(a) acompanante presente durante su examen.

Key Numbers:

Main 575.522.8641

Billing 575.532.4450

Discharge (Case Management) 575.521.5512

Gift Shop 575.521.5365

Central Scheduling 575.521.5270

Guest Relations 575.521.5459

Nutrition/Dietary Services 575.521.3635

Medical Records 575.521.2297

Chaplain 575.521.5579

Administrator on Duty (AOD) 575.556.6339

Using Your Telephone

Your friends and family can call your hospital room directly.

If you are in a private room, your direct phone number is 575.521 + 5 + your room number. For example, if you are in room 225, the phone number would be 575.521.5225. If you need to make a phone call, dial 9 + area code + the phone number you want to call. To reach your nurse, use your call button or call the nurse directly using the phone number listed on the whiteboard.

Calling from INSIDE the hospital?

Dial the last five digits only.

Accessing the Wifi

Please ask your care team for assistance and we will get you connected to wifi.

Television Channels

2 Mural Vision	25 NBC Sports Network	48 The Weather Channel
3 CBS (KDBC)	26 ESPN	49 Travel Channel
4 EVINE Live	27 ESPN2	50 Animal Planet
6 PBS (KCOS)	28 FS New Mexico	51 Freeform
7 ABC (KVIA)	29 FX	52 Disney Channel
8 FOX (KFOX)	30 truTV	53 Cartoon Network
9 NBC (KTSM)	31 USA Network	54 Nickelodeon
10 Univision (KINT)	32 TNT	55 TV Land
11 Telemundo (KTDO)	33 TBS	57 AMC
12 Televisa (XHJCI)	35 Comedy Central	59 Syfy
13 UniMas (KFTN)	37 E!	60 Bloomberg TV
15 WGN America	39 Lifetime	61 Headline News
16 LIFE! CBN	40 Food Network	62 CNN
17 C-SPAN	41 HGTV	63 CNBC
18 C-SPAN2	42 Oxygen	64 MSNBC
20 City of Las Cruces TV	43 A&E	65 Fox News Channel
21 EWTN	44 History	67 VH1
22 HSN	45 TLC	68 MTV
23 Galavision	46 Oprah Winfrey Network	69 BET
24 Golf Channel	47 Discovery	71 TV One



Memorial Medical Center