

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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RIVER REGION
MEDICAL CENTER

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Welcome to River Region Medical Center

■ Thank you for choosing River Region Medical Center to meet your healthcare needs.

Everyone here at River Region is dedicated to providing you and your family with the best possible health services. We know hospitals can be confusing places, especially when you are concerned about your health or the health of a loved one. Part of our care for you includes providing you with clear information. As part of that effort, we have created this patient information guide. It contains a wealth of information on what to expect during your stay, but, of course, if you have any additional questions or concerns, please ask any of our staff.

On behalf of the entire team at River Region, please accept my best wishes for your good health. We take pride in offering you high quality and compassionate care, and we appreciate your decision to entrust your care to us. If there is anything we can do to make your stay better, please let us know.

Sincerely,
Doug Sills, CEO



About Us

■ River Region Medical Center is proud to provide you with quality, compassionate healthcare right here at home. You'll find the advanced medical care you need when you need it along with a dedicated and experienced medical staff offering a wide range of medical specialties. From 24-hour emergency medicine and advanced surgical services to being recognized as the first accredited chest pain center in the state of Mississippi, the quality you need is here at River Region.

Mission Statement

Our mission is to improve and deliver quality, compassionate healthcare aligned with the needs of the communities we serve.

Vision

Our vision is to be the health system of choice for patients, physicians, employees, and to be nationally recognized as a premier healthcare provider.

OUR ADDRESS

2100 Highway 61 North
Vicksburg, MS 39183



Our Commitment to Care

Your Opinion Counts

Soon after your discharge, an independent company may call you on behalf of this hospital to conduct a confidential patient satisfaction survey. Please take the time to speak with the representative and share your opinions about your hospital stay. Your feedback is an important part of our goal of improving the care and services we provide.

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, please contact our Patient Advocate at 601-883-5184 with your compliments, complaints, or concerns. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with either or both:

The Mississippi Department of Public Health

Bureau Director, Health Facilities licensure
& Certification
PO Box 1700
Jackson, MS 39215
800-227-7308

Office of Quality Monitoring

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
complaint@jointcommission.org





Rapid Response Team

River Region Medical Center is participating in the national trend to eliminate problems that affect optimal patient care. As a result, we've created a 'Rapid Response Team/HELP' line for patients, families, or visitors to call for assistance.

When to Call

You can call the Rapid Response team:

- If there is a noticeable change in the patient's condition that needs immediate attention and the healthcare team is not recognizing or addressing the concern.
- If after speaking with a member of the healthcare team (i.e. nurses, physicians), you continue to have serious concerns on how care is being given, managed, or planned.

Warning signs that a patient is getting worse:

- Changes in the heart or respiratory (breathing) rate
- A drop in blood pressure
- Changes in urinary output (much more or much less urine)
- Change in level of consciousness
- Any time you are worried about the patient

Where to Call

Call "0" from your bedside phone and tell the Operator you're experiencing the above symptoms. This is a special line just for the Rapid Response Team. The hospital operator will ask for caller identification, room number, patient name, and patient concern. In most cases, a Rapid Response Team/HELP will be activated.

A team of medical professionals will arrive in your room to assess the situation. The HELP team consists of the nursing manager of the unit, your nurse, and the nursing supervisor. Additional staff will be called in as needed.

HELP LINE FOR FAMILIES

DIAL 0 for the Operator and tell him/her how you feel

What is the Rapid Response Team?

The Rapid Response Team/HELP is a group of specially trained individuals who bring critical care expertise to the patient. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency, such as a heart attack.





Telephone Directory

MAIN NUMBER

601-883-5000

Patient Information/ Lobby

601-883-5000

Billing

601-883-4370

Gift Corner

601-883-5152

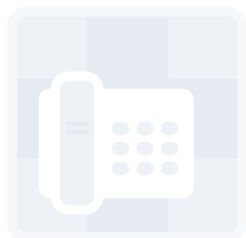
Cafeteria

601-883-5980

Administration	601-883-5217
Admitting	601-883-5912
Behavioral Health Services	601-883-3838
The Birthplace	601-883-5300
Cardio-Pulmonary Rehab	601-883-6880
Cardiovascular ICU	601-883-6400
Central Scheduling/Pre-Registration	601-883-5016
Diagnostics	601-883-5830
Dietary	601-883-5980
Education	601-883-5795
Emergency Department	601-883-5111
Engineering	601-883-5005
Healthy Woman	601-883-6118
Heart & Vascular Center	601-883-6071
Human Resources	601-883-5900
ICU Waiting Room	601-883-5800
In-patient Physical Therapy	601-883-5868
Patient Advocate	601-883-5184
Marketing/Public Relations	601-883-5187
Medical Records	601-883-5866
Nursery	601-883-5350
Pediatrics	601-883-5454
Premier Physical Therapy	601-883-3500
Safety and Security	601-883-5118
Senior Circle	601-883-6118
Sleep Center	601-883-3077
Support Groups	601-883-5000
Surgical Services	601-883-5707

Please visit us at RiverRegion.com

Calling a Department WITHIN the Hospital?
Dial "3" and then last four digits of the number.



“Truth is what stands the test of experience.”

Your Satisfaction

We encourage your feedback to improve care.

Your health care is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The telephone survey asks 27 multiple choice questions about your hospital stay.

What is HCAHPS?

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

You are part of the team

COMMUNICATE It's your health; don't be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.

www.hospitalcompare.hhs.gov



The Joint Commission

has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits, and certifies healthcare organizations that meet their high standards. Quality reports for all accredited organizations are available on their website.

www.qualitycheck.org



During Your Stay

In order to provide our patients with the rest they need to recover in a timely manner, from 9:00 p.m. until 6:00 a.m., only one visitor per patient will be allowed to go to the floors and only if that visitor is spending the night with the patient. Those visitors will need to sign in at the ER entrance. Exceptions will be made for OB patients in labor, critical patients or for the parents of a minor child.

VISITING HOURS

General

6:00 a.m. – 9:00 p.m.

Intensive Care Units

Immediate family only

6:00 a.m. – 7:00 a.m.

10:00 a.m. – 11:00 a.m.

2:00 p.m. – 3:00 p.m.

5:30 p.m. – 6:30 p.m.

8:00 p.m. – 9:00 p.m.

Please note that no children under 12 are allowed to visit unless the supervising nurse or a physician gives permission. A complete list of rules is available in the ICU/CVICU Waiting Room.

■ We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Other Units Visiting Hours

Emergency Room Visitor Policy

Only one visitor per patient with the exception of two parents of a minor child. Visitors must check in and out with registration and may be asked to wait and/or leave the room until the physician has completed an initial assessment, during procedures, etc.

Behavioral Health Psychiatric Services

No children under 12 permitted.

Monday, Wednesday, & Friday, 7:00 p.m. to 8:00 p.m.

Tuesday & Thursday, 6:30 p.m. to 8:00 p.m.

Saturday, Sunday & holidays, 2:00 p.m. to 4:00 p.m.

& 6:30 p.m. to 8:00 p.m.

General Guidelines

- Visitation is permitted in patient rooms and designated waiting areas.
- Only four visitors per patient are permitted in a room at a time. (6:00 a.m. – 9:00 p.m.)
- For safety reasons, any visitor creating a disturbance or seriously violating River Region Medical Center's policy will be escorted from the building.
- Visitors may be asked to leave a patient's room at any time depending on the situation.
- Visiting children must be accompanied by a responsible adult and supervised at all times.
- The use of tobacco products is not allowed by anyone on any River Region Campus.
- Violation of patient's privacy will not be tolerated.
- Clergy is allowed to visit at any time depending on patient's condition and permission.
- Visitors must check at the nurse's station before entering the room of any patient in isolation.



Waiting Rooms

Waiting areas are located on each floor as you exit the elevators. Waiting areas for ICU, CVICU and Surgery are all located on the second floor of the hospital.

Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

Calling Your Nurse

You're able to call your nurse by pressing the call button located on your bed or by dialing your nurses individual mobile phone number which will be written on the dry erase board in your room.

Interpreters

For persons with limited English language proficiency an interpreter is available. The River Region Health System Coordinator for the language and hearing impaired services and program accessibility is Susan Fitzgerald (601-883-5463). In the event that these services are required after-hours, please contact the house supervisor at 601-883-5000.

For the Hearing Impaired

For persons with hearing impairments a qualified sign-language interpreter is available.

Telephone

Telephones are provided in all patient rooms. To place a local call, please dial 9 and then the number.

Parking

Patient and visitor parking at River Region Medical Center is free and located directly in front of the hospital main entrance. Emergency Department parking is located near the emergency entrance on the south side of the facility.

Where's the Cafeteria?

LOCATION:

The Cafeteria is located on the first floor of the hospital just off the Atrium.

Visitors are welcome to dine in the cafeteria.

HOURS:

Breakfast

6:30 a.m. – 9:30 a.m.

Lunch

11:00 a.m. – 2:00 p.m.

Dinner

3:30 p.m. – 7:00 p.m.

Vending Machines

Vending machines offering beverages and snacks are located adjacent to the dining area. They are available 24 hours a day, 7 days a week.

ATM

For your convenience, an automated teller machine (ATM) is located adjacent to the dining area in the Atrium of the hospital.



During Your Stay



Leave Your Valuables At Home

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids, and dentures should be stored in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost.

River Region cannot be responsible for replacement of personal belongings.



Wireless Internet Service

Wireless internet service is provided by River Region Medical Center and can be accessed from anywhere within the facility after agreeing to the terms and conditions of use.

Fire Safety

We periodically conduct fire drills. If you hear an alarm; stay where you are. In the event of an actual emergency, hospital staff will notify you.

Smoking

Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds.

Electrical Appliances

Electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers, and other devices are not permitted in patient rooms. You may use only battery-operated devices.

TV

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Channel listings are located on page 11.

Gift Shop

The hospital's gift shop is located in the hospital atrium. The proceeds from the gift shop are donated back to the hospital through the Auxiliary at River Region to assist the needs of our patients. Cash and credit cards accepted.

Hours of Operation:

9:00 a.m. to 4:30 p.m., Monday through Friday

Pastoral Care

Please contact your nurse or the Patient Advocate to request Pastoral Care. A chapel is on the first floor.



Television Channel Listing

2	TV Guide	36	Cartoon Network
3	WLBT - NBC	37	Fox News Channel
5	WDBD -FOX	38	The History Channel
6	Home Shopping Network	39	HGTV
7	WMPN-PBS	40	TNT
8	WRBJ-CW	41	A&E
9	WAPT-ABC	42	TBS
10	WGN	43	USA
11	WUFX-My TV	44	Discovery Channel
12	WJTV - CBS	45	ABC Family
13	TBN	46	Spike TV
16	Educational Access	47	CMT
17	Local Origination	48	Nickelodeon
18	Shop NBC	49	AMC
20	EWTN	50	TV Land
21	CSPAN 2	51	SyFy
22	CSPAN 1	52	TLC
23	City Channel	53	Tru TV
24	Leased Access	54	CNBC
26	The Weather Channel	55	Travel Channel
27	Telemundo	56	FX
28	ESPN Classic	57	BET
29	ESPN 2	58	Disney
30	ESPN	59	ION Network
31	Bravo	60	Animal Planet
32	CNN	61	VH1
33	CNN Headline News	62	MTV
34	FOX Sports South	63	MSNBC
35	Turner Classic Movies	65	Food Network

“Who questions much, shall learn much, and retain much.”



Speak Up!



Take charge of your care.

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff.

STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It's your body and you have a right to know.

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the health care team.

Remember:

- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

Don't Get Overwhelmed, Write It Down!



Courtesy of The Joint Commission.



Rights & Responsibilities

You have the right to:

- ✓ Be treated in a dignified and respectful manner and to receive reasonable responses to reasonable requests for service
- ✓ Effective communication that provides information in a manner you understand, in your preferred language with provisions of interpreting or translation services, and in a manner that meets your needs in the event of vision, speech, hearing or cognitive impairments; information should be provided in easy to understand terms that will allow you to formulate informed consent
- ✓ Respect for your cultural and personal values, beliefs and preferences
- ✓ Personal privacy, privacy of your health information and to receive a notice of the hospital's privacy practices
- ✓ Pain management
- ✓ Accommodation for your religious and other spiritual services
- ✓ Access, request amendment to and obtain information on disclosures of your health information in accordance with law and regulation within a reasonable time frame
- ✓ Have a family member, friend or other support individual to be present with you during the course of your stay, unless that person's presence infringes on others' rights, safety or is medically contraindicated
- ✓ Care or services provided without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression
- ✓ Participate in decisions about your care, including developing your treatment plan, discharge planning and having your family and personal physician promptly notified of your admission
- ✓ Select providers of goods and services to be received after discharge
- ✓ Refuse care, treatment or services in accordance with law and regulation and to leave the hospital against advice of the physician
- ✓ Have a surrogate decision-maker participate in care, treatment and services decisions when you are unable to make your own decisions
- ✓ Receive information about the outcomes of your care, treatment and services, including unanticipated outcomes
- ✓ Give or withhold informed consent when making decisions about your care, treatment and services
- ✓ Receive information about benefits, risks, side effects to proposed care, treatment and services; the likelihood of achieving your goals and any potential problems that might occur during recuperation from proposed care, treatment and service and any reasonable alternatives to the care, treatment and services proposed
- ✓ Give or withhold informed consent to recordings, filming or obtaining images of you for any purpose other than your care
- ✓ Participate in or refuse to participate in research, investigation or clinical trials



Rights & Responsibilities

without jeopardizing your access to care and services unrelated to the research

- ✓ Know the names of the practitioner who has primary responsibility for your care, treatment or services and the names of other practitioners providing your care
- ✓ Formulate advance directives concerning care to be received at end-of-life and to have those advance directives honored to the extent of the hospital's ability to do so in accordance with law and regulation; you also have the right to review or revise any advance directives
- ✓ Be free from neglect; exploitation; and verbal, mental, physical and sexual abuse
- ✓ An environment that is safe, preserves dignity and contributes to a positive self-image
- ✓ Be free from any forms of restraint or seclusion used as a means of convenience, discipline, coercion or retaliation; and to have the least restrictive method of restraint or seclusion used only when necessary to ensure patient safety
- ✓ Access protective and advocacy services and to receive a list of such groups upon your request
- ✓ Receive the visitors whom you designate, including but not limited to a spouse, a domestic partner (including same sex domestic partner), another family member, or a friend. You may deny or withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations

or restrictions on visitation; you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions

- ✓ Examine and receive an explanation of the bill for services, regardless of the source of payment.

Regarding problem resolution, you have the right to:

Express your concerns about patient care and safety to hospital personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below:

The Joint Commission

Phone: 800-994-6610

Fax: 630-792-5636

Email: complaint@jointcommission.org

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Healthcare Facilities

Accreditation Program

Phone: 312-202-8258

Fax: 321-202-8298

Online: http://www.hfap.org/pdf/complaint_form.pdf

Mail: Healthcare Facilities

Accreditation Program

c/o Complaint Department

142 E Ontario Street

Chicago, IL 60611

“Fear is the father of courage
and the mother of safety.”



Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don't ask to check your ID.
- Ask if the person has washed his or her hands before they touch you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

PATIENT IDENTIFICATION

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.



Fighting Infections



While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash their hands, too.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Doctors, nurses and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

USE THE MEDICATION TRACKER ON PAGE 36 TO HELP YOU MONITOR YOUR MEDICATIONS.



Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember— you play an important role in helping to reduce medication errors.





What are Your Advance Directives?

What Are Advance Directives?

A living will, healthcare proxy, and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

Keep It Current!

Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about Advance Directives or to obtain forms, please speak with your nurse.

Patient Services Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of Directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated, or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends, and medical professionals.

Healthcare Surrogate

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For healthcare: A legal document that names your healthcare surrogate. Once written, it should be signed, dated, witnessed, notarized, copied, and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.



Your Privacy & Information

Privacy & Your Health Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other health care providers
- 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 your doctors, nurses, and other health care providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law 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 before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

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

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends,



Your Privacy & Information

or others you identify who are involved with your health care or your health care bills, unless you object

- To make sure doctors give good care and nursing homes are clean and safe
- 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 your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights



Patients with Disabilities

For persons with disabilities including persons with impaired hearing and vision, access includes but is not limited to: convenient off-street parking specifically designated for disabled persons; curb cuts and ramps between parking areas and buildings; level access into first floor level with elevator access to all other floors; full accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas including examining rooms; full-range of assistive aids and communication aids provided to person with impaired hearing, vision, speech, or manual skills without additional charge for such aids.

En el hospital River Region, los pacientes que tienen problemas sensoriales, conocimientos limitados de inglés o que no hablan inglés, puede ser asistido por un intérprete de forma gratuita. Siempre hay un intérprete disponible las 24 horas del día para asistirlo. Para recibir asistencia de

la línea de idiomas/intérprete por favor llame al siguiente número de teléfono: 800-523-1786. Si está en el hospital y desea obtener más información sobre la línea de idiomas póngase en contacto con la operadora del hospital marcando el número "0".

Patients requiring any of the aids listed above should notify the nurse, receptionist, or any hospital employee.

- ✓ The facility will address and makes every effort to comply with the American Disabilities Act (ADA) in patient and employee relations.
- ✓ Reasonable accommodation includes but is not limited to designated parking, restroom accessibility, privacy, signage, mobility and equal access.
- ✓ Specific accommodation will be addressed on an as needed basis and as identified to the extent physically and financially feasible by the Facility.



Do You Have Pain?

Pain Management

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:

- When the pain began
- Where you feel pain
- How the pain feels—sharp, dull, throbbing, burning, tingling
- If the pain is constant, or if it comes and goes
- What, if anything, makes the pain feel better
- What, if anything, makes the pain feel worse
- How much, if any, pain your medicine is taking away
- If your medicine helps with the pain, how many hours of relief do you get?

If you are not able to talk and cannot tell us how bad your pain is, we have a picture scale you can use to let us know how much pain you are having. If you cannot use the picture scale, your nurses have been trained to observe and assess patients for pain and for response to pain medications.

You do not have to “just put up with” severe pain. You can work with your nurses and doctors to prevent or relieve pain. Ask questions so you know what to expect. This will help you be less afraid and more in control, which will make pain easier to handle. Do not worry about getting “hooked” on pain medicine. Studies have shown that the short-term use of pain medication is not addictive unless you already have a problem with drug abuse.

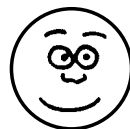
Communicating Pain Relief

You will be asked to rate your pain on a number scale from 0 to 10. Zero stands for no pain, up the scale to 10, which represents the worst possible pain imaginable. Be honest when rating your pain. If the pain medication is not helping, let the nurse and doctor know. Ask your nurse to give you your medication before the pain gets

Pain Rating Scale



**0 = VERY HAPPY,
NO HURT**



**2 = HURTS JUST
A LITTLE BIT**



**4 = HURTS A
LITTLE MORE**



**6 = HURTS EVEN
MORE**



**8 = HURTS A
WHOLE LOT**



**10 = HURTS AS MUCH
AS YOU CAN IMAGINE**
*(Don't have to be crying to
feel this much pain)*



Do You Have Pain?

Ask the doctors and nurses what to expect.

Will there be much pain?

Where will it occur?

How many days is it likely to last?

worse or is at a pain level above “4.” If your pain gets ahead of the medication, you may not have the best level of relief.

Things to Remember

You can get better pain control by doing the following:

- Ask the doctors and nurses what to expect. Will there be much pain? Where will it occur? How many days is it likely to last?
- Discuss your past pain-control experiences with your doctors and nurses; tell them what has worked well or not so well for you. In addition, tell them about any allergies to medicines you have, or prior substance abuse, and ask about side effects that may occur with treatments.
- Learn deep-breathing and relaxation exercises. Use massage or hot or cold packs to help decrease the pain experience if ordered by your doctor. If you want to listen to music, bring your preferred listening device.
- Take the pain medicine that is ordered, and take it when pain first begins. Your pain will be better controlled if you do not wait to take your medicine until the pain is worse.
- Take pain medicine before you do any activity that makes your pain worse.
- Stick with your pain-control plan if it is working. Your doctors and nurses can change the treatment if your pain is not under control.



“In the field of observation,
chance favors only the prepared mind.”



Don't Leave Until...

6 things to know before you walk out that hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social

worker, or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or case-worker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

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

1. Discharge summary. This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done, and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.



4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, and respite care, and agencies that can help with patient care and respite care.

“Love begins by taking care of the closest ones
—the ones at home.”

After-Hospital Care

Know what your healthcare options are after you leave the hospital.

When you leave the hospital, you may need to spend some time in a rehabilitation facility, nursing home, or other institution. Or you may be able to stay home and receive healthcare services there. Be sure that you and your caregiver understand the plan for your care before you are discharged from the hospital.

Here's a brief explanation of the various services that you may use during your recovery.

Home Health Care

Part-time health care provided by medical professionals in a patient's home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning



Be sure that you and your caregiver understand your care plan before you are discharged from the hospital.

and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs, and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.



After-hospital care that is tailored to your needs can speed your recovery and help you get back to your normal routine.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, and social outings and events are provided.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors' appointments, shopping, etc.

Nursing Home

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for

most or all of their daily living activities, such as bathing, dressing, and toileting. Nursing homes provide 24-hour skilled care, and are also called long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

Hospice

A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his or her family.



Preparing for Discharge

■ An important part of your recovery is making sure that after you leave the hospital you get the care you need to get better. A nurse, case manager, social worker, or discharge planner will help plan your follow-up care. If no one is assigned to help you with your discharge plan, tell your doctor or nurse. If you have trouble understanding the language being used, you should be provided with translated documents or an interpreter. If you have trouble hearing, you should ask for instructions in writing. All patients will be given important directions about their follow-up care, including written instructions. If you follow these directions, you will have a greater chance of getting well faster, and are less likely to return to the hospital.

Going Home

When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See “Don’t Leave Until...” on page 23 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Billing

Paying the Hospital

River Region Medical Center accepts payments via: Cashier Office—Monday - Friday 8:00 a.m. – 4:00 p.m. After Hours and Holidays payments can be made in our Emergency Department.

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.





Preparing for Discharge

Insurance Benefits

Verification

Our staff will contact your insurance carrier to verify that you have coverage for your services.

Uninsured Patients

Payment in full at time of service is expected for patients who do not have insurance coverage.

Patients who are unable to pay in full at time of service will be referred to a financial counselor for financial screening. River Region Medical Center also will assist uninsured patients in applying for benefits with Mississippi Medicaid. For details please call 601-883-5141

U. S. Postal Service as follows:

River Region Medical Center
P.O. Box 841672
Dallas, TX 75284

Online bill pay at: riverregion.com and click the online services tab.

Credit Card and Debit Card Payments can be made by phone by calling 601-883-4321 or 601-883-6061

River Region Medical Center accepts cash, checks, debit, Visa, MasterCard, Discover, American Express.

Hospital Collection Efforts

You will receive notices and telephone calls until your balance is paid in full. Should your account remain unpaid, the account may be referred to a collection agency. Once an account is assigned to an agency, all inquiries must be made to the collections agency. Each collection agency will decide when past due balances are reported to the credit bureau.

EMTALA

The Emergency Medical Treatment and Active Labor Act is a federal law that allows everyone, regardless of ability to pay for services, to receive a medical screening in the Emergency Room. The screening indicates to the doctor the seriousness of your condition.

Registration

All patients will need to register upon arrival at River Region Medical Center. Please bring your insurance cards, a photo ID, and be prepared to pay the required deductibles, co-insurance, co-pay, and non-covered services.

Pre-Registration

You can preregister for services at River Region Medical Center by calling 601-883-6910, Monday - Friday 10:30 a.m. - 7:00 p.m. or by visiting the PreRegistration Desk in the Hospital Admissions Office.





Billing

River Region Medical Center is a participating provider with Medicare, Medicaid, Tricare, BCBS and a number of managed care payors. To determine whether your managed care plan is contracted with River Region Medical Center please call Customer Service at 601-883-4321

Hospital Correspondence & Request for Payment

In some cases River Region Medical Center may send you letters asking for additional information or assistance in obtaining payment from your health care insurance plan. It is extremely important for you to respond to the request for information so your claim can be paid by your health care insurance plan. If you do not respond to the request for additional information or assistance you will receive a request for payment of your account from the hospital.

Statement of Charges

Monthly statements do not include a full itemization of charges. Patients desiring an itemized statement should call our Customer Service Department at 601-883-4252

Other Healthcare Providers

River Region Medical Center bills for hospital services. In most cases when services are provided, your physician will also send you a bill for services. A sample list of providers who may also send you bills for services includes but is not limited to:

- Primary Physician
- Pathologist
- Radiologist
- Emergency Room Physician
- Admitting Physician
- Surgeons
- Anesthesiologists
- Hospitalists/Apogee
- Psychiatrist

Physician Orders For Service

Even though River Region's nurses and technicians are highly trained and experienced professionals, they only provide clinical services as directed by a physician order. This formal written "order" must be signed by your physician and must include the admitting diagnosis and a specific procedure. The 'order' determines how services will be provided.

Medicare Non-Covered Services

Medicare only pays for tests & procedures considered to be medically necessary. Prior to services being provided, River Region staff are required to identify the Medicare non-covered service. If the test or procedure is not medically necessary per Medicare guidelines the staff will inform you of your options.

“In compassion lies
the world’s true strength.”



For the Caregiver

Your role as a patient advocate



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

know what condition your loved one is being treated for.

patient’s rights

Know your patient’s rights and responsibilities (See page 13).

advance directives?

Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 18).

ask questions

If your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have and don’t be afraid to speak up (see *Speak Up!* on page 12).

help track medications

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with *My Medications* on page 36.

what’s next

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.

Staff Definitions

Physicians

Your primary care physician, or a hospitalist will supervise your care while you are in the hospital.

Hospitalists

A hospitalist's only focus is to take care of patients when they are in the hospital. Hospitalists work in close consultation with the patient's primary care physician and specialists. They manage a patient's entire hospital experience, from admission until discharge.

Nurses

In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants and nurse technicians. The nursing staff is available around the clock.

Dietitians

A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-

term intervention, based on the extent of your injuries or illness.

Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including x-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization and other procedures that help in diagnosing and treating your illness or injury.

Case Managers and Social Workers

Case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care.

Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Pharmacists

While you are in the hospital all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

The Auxiliary at River Region

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including staffing the information desk, the Diagnostics Desk, The Heart Center Desk, the ICU Waiting Room desk and



Resources

the Surgical Services desk, as well as, delivering newspapers, and operating the gift shop

Support Groups

Alzheimer's Caregivers Support Group

West Campus Cafeteria
Last Thursday of the Month
11:30 p.m. - 12:30 p.m.
Phone: 601-883-3288

Brain Injury Support Group

West Campus Conference Room
1st Tuesday of the Month
6:30 p.m. - 7:30 p.m.
Phone: 601-981-1021

Diabetes Education Classes

Group and Individual
Street Clinic
Call for information: 601-883-2276

Marian Hill Aftercare Support Group

Marian Hill
Weekly on Mondays, 6:00 p.m.
Prior to attendance,
please call 601-883-3624
or 601-883-3849

Mended Hearts Support Group

River Region Medical Center
Conference Room
1st Tuesday of the Month
5:00 p.m. - 6:00 p.m.
Phone: 601-883-6880

Serenity Al-Anon Support Group

Marian Hill
Weekly on Thursdays, 5:30 p.m.
Phone: 601-456-4888
or 601-883-3624

Parkinson's Disease Support Group

West Campus Conference Room
1st Thursday of the Month
2:00 p.m. - 3:00 p.m.
phone: (601) 638-1877

Prostate Cancer Support Group

West Campus Cafeteria
2nd Tuesday of the Month
6:30 p.m. - 7:30 p.m.
Phone: 601-883-5000

Caregiver Resources

www.aoa.gov

Caregiver resources from the
Administration on Aging

www.caregiving.com

Online support groups and articles
on caregiving

Children of Aging Parents

800-227-7294
www.caps4caregivers.org
Information, referrals and support for
caregivers of the elderly and chronically ill

Eldercare Locator

800-677-1116
www.eldercare.gov
Help with locating aging services
throughout the U.S.

“It is impossible to travel faster than the speed of light, and certainly not desirable, as one’s hat keeps blowing off.”

Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 thru 9.

			5			4		3
			9	8	3			
		6		4		9	1	
9		3	2			7	6	8
4	5						9	2
6	7	2			9	1		4
	8	5		2		6		
			3	9	5			
7		9			8			

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ANSWER KEY

7	2	9	4	6	8	5	3	1
1	6	4	3	9	5	8	2	7
3	8	5	1	2	7	6	4	9
6	7	2	8	3	9	1	5	4
4	5	8	6	7	1	3	9	2
9	1	3	2	5	4	7	6	8
8	3	6	7	4	2	9	1	5
5	4	1	9	8	3	2	7	6
2	9	7	5	1	6	4	8	3

MIND TEASER

WINEEEEE

ANSWER: WIN WITH EASE



Medicine Safety Tips & Information Log

At the Hospital and Clinic

- Share with your doctor a list of your current medicines, vitamins, herbs, and supplements. A medications card is attached to this brochure.
- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine.
- Ask your doctor or nurse how a new medicine will help. Ask for written information about it, including its brand and generic names.
- Ask your doctor or nurse about the possible side effects of your medicines.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Know what time you normally get a medicine. If you don't get it then, tell your nurse or doctor.
- Tell your nurse or doctor if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- If you're not feeling well enough to ask questions about your medicines, ask a relative or a friend to ask questions for you and to help make sure you get and take the right medicines.
- If you receive intravenous (IV) fluids, read the contents labels on the bags of IV fluids. If you're not well enough to do this, ask a relative or friend to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out.
- Ask for a list of your medications. This lists all of the drugs you should be taking. Check it for accuracy. If you're not well enough to do this, ask a friend or relative to help.
- Before you leave the hospital or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you have about any of your medicines.

Here are some basic steps you can take to help prevent a medication mistake from happening to you or your loved ones.



“Science is organized knowledge.
Wisdom is organized life.”



Bring this with you to every visit!
Get your medication list at
PatientPoint.com/CareSearch

My Medications

Keep track of all medications you are prescribed while in the hospital.

When you get home add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____