

Welcome



The Sparta Community Hospital Patient & Family Handbook





*Hello, welcome to
Sparta Community Hospital.*

*My name is Lori Clinton, RN MSN, Chief
Nurse Executive at our facility..*

*Throughout this patient and family
handbook, we will share useful tips to
help make sure your stay with us is as
comfortable, convenient and safe as
possible.*



Welcome to Sparta Community Hospital.

Thank you for choosing us as your healthcare provider of choice. Please be assured that you are in good hands. With a history spanning over 65 years, Sparta Community Hospital has been caring for generations of families. We have continued to build on our reputation of quality healthcare by utilizing the coordinated efforts of our team of professionals to provide a consistent, patient centered experience.

We do recognize that most people do not look forward to a stay in the hospital, but your health and well-being are our top priorities. Our hope is that your experience during your stay will be to your expectations. You are an important part of your healthcare team. We urge you and your family to take an active role in your care to ensure that we are aware of your specific needs.

Please use this guide to help you through your hospital stay. If you have any questions about our services, policies or other information, please do not hesitate to ask one of your caregivers.

Again, thank you for entrusting us with your care.

Sincerely,

Joann Emge, *CEO*
Sparta Community Hospital

Amenities

Cafeteria

Our hospital cafeteria offers hot & cold beverages at no charge to our patients and visitors.

Meal Hours:

Breakfast— 8am-10am

Lunch-11:30am-1:15pm

Dinner— 4:45pm— 5:15pm

Weekends:

Breakfast— 8am-10am

Soup, Sandwiches &
Daily Choice
11:45am-5:15pm

Vending Machines
Lab Hall
Cafeteria Hall

Gift Shop

The Caring Touch

Gift Shop is located in the main hall just past the lobby, Our gift shop is filled with a variety of items, such as jewelry, scarves, shawls, floral arrangements, seasonal home and garden décor, collectibles, music boxes and more. Gift wrap is free!

The shop is managed by our loving hospital Auxiliary with all proceeds supporting the needs of our organization. This group has donated numerous dollars to assist in the purchase of new equipment and technology in support of the communities they serve.

Gift Shop Hours:

Monday-Friday,

8:30am-4:30am

Closed Saturday & Sunday

Six

Things You Need to Know About Your Stay



Your Room:

Bedside rails contain controls for the bed, TV & nurse call button.

If you would like the room temp adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home.



Need Immediate Attention:

If your family members notice any change in your condition, contact your nurse right away.



WIFI:

Connect to SCH_Public. A homepage containing rules of use will display. Review and when ready enter User name "guest" & Password "guest" then click Login. You will be directed to the Sparta Community Hospital website & are free to browse the internet.



Visiting Hours:

Your care partner or family member is welcome 24 hours a day. Others are welcome 11am to 8pm, as long as they do not have a sore throat, fever or cough. If you would like to request NO Visitors, please contact your nurse.



Communication:

A room phone is available to you on your bedside table. To reach the nurses', station your call button is on your tv remote. Names of the people on your care team, are updated daily on your whiteboard.



Patient Meals:

We personalize meals. Our dietary representative will meet with you to discuss your diet, food likes and dislikes, snacks and meal times.



You & your loved ones play an important role in your care. We urge you to inform us of how you are feeling.

Ask questions when you need to & keep an ongoing list of concerns as you think of them.

Speak Up!

Speak up if you have any questions. If you don't understand, ask again.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate ("health care partner").

Know what medicines you take and why you take them. Always ask questions about any medications that are new or look different to you. Medication errors are among the most common health care mistake world wide.

Use an accredited health care facility, like Sparta Community Hospital, which has completed a rigorous survey to ensure safety and quality.

Participate in all decisions about your treatment plan. You are the center of the health care team.

Information Guide:

During Your Stay

Language Services:

Language Services are available 24-7 through STRATUS, free of charge, for patients or family members with limited English proficiency or those who are deaf or hard of hearing.

If you need translation services inform your nurse to access this service.

Phone Calls:

You may call locally by dialing 7 and the number you wish to call. You may make long distance calls by dialing 7, 0 and ask to make a collect call.

Patient & Family Concerns:

Sparta Community Hospital is dedicated to making your hospital a safe place for patient care. Condition H was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider. This call will provide our patients and families a resource to call for immediate help when they feel they are not receiving adequate medical attention. **To access Condition H, please call Ext. HELP (4357).** The operator will ask for the caller identification, room number, patient name and concern. The operator will immediately activate a "Condition H" where a team of medical professionals are alerted and will arrive in the room to assess the situation. Additional clinical support will be called as needed.



When to Call

1. *If a noticeable medical change in the patient occurs and the healthcare team is not recognizing the concern.*
2. *If there is a breakdown in how care is being given and/or confusion over what needs to be done for the patient.*

Visitation Rights/Visiting Hours:

To allow for patient treatments and rest, normal visiting hours are 11:00AM-8:00PM. Visits outside of the normal hours will be allowed in situations that include, but not be limited to:

- Changes in patient condition
- Conditions in which support person's presence is a benefit
- Provider consultations
- Conflicts in family/support person's schedule

Duration or number of visitors may be limited to maintain noise control on the unit. Visitors will be restricted during times of increased incidence of communicable disease or if visitors have been recently exposed to a communicable disease. Children under the age of 12 should not be admitted as visitors except in the company of a responsible adult. Children under the age of six should have limited visits and will remain in the patient room or waiting room.

All visitors will enjoy full and equal visitation privileges consistent with patient preferences. Sparta Community Hospital will not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

The right of a patient to have visitors may be limited or restricted when:

- There is a need to prevent the spread of infection.
- Visitation would interfere with the care of the patient and/or care of other patients.
- There is an existing court order restricting contact.
- Visitors are found to be disruptive, threatening, or violent.
- The patient needs rest or privacy.
- The patient is undergoing care interventions.

Smoke Free Campus:

Sparta Community Hospital is a Smoke Free Campus. Smoking is not allowed anywhere on hospital property.

Recording, Taping or Photographs are prohibited in this facility in respect to the privacy of other patients, staff or visitors.

Privacy Practices:

We are committed to protecting your health information. Our notice of privacy practices and Patient Rights are available to you by visiting our website: www.spartahospital.com and scrolling to the bottom of the page under HIPAA.

To receive a copy of this information, please contact the Medical Records Department at 618-443-2177, ext. 1449.

If you have a patient privacy concern, please call our Privacy Officer, Susan Gutjahr at 618-443-2177, ext. 1431.

Preparing for Your Stay: Stay Informed

We want you to take an active roll in your care and recovery. That is why we strive to educate you and your family or caregiver of your condition throughout your stay with us. Please do not hesitate to ask questions as many times as needed to understand your care plan.



Your Room, Designed for Your Comfort

Your Bed:

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for your bed, TV and a nurse call button are located on your TV remote. If you'd like the room temperature adjusted, ask any member of your health care team.

Communication Board (Whiteboard):

Your room has a white communication board that you can see from your bed. Your nurse will write the names of staff members who will be working with you each shift. Your nurse will also list your goals and activities for each day. There is also a place for family to leave comments. Please review your whiteboard with your nurse.

Alarms:

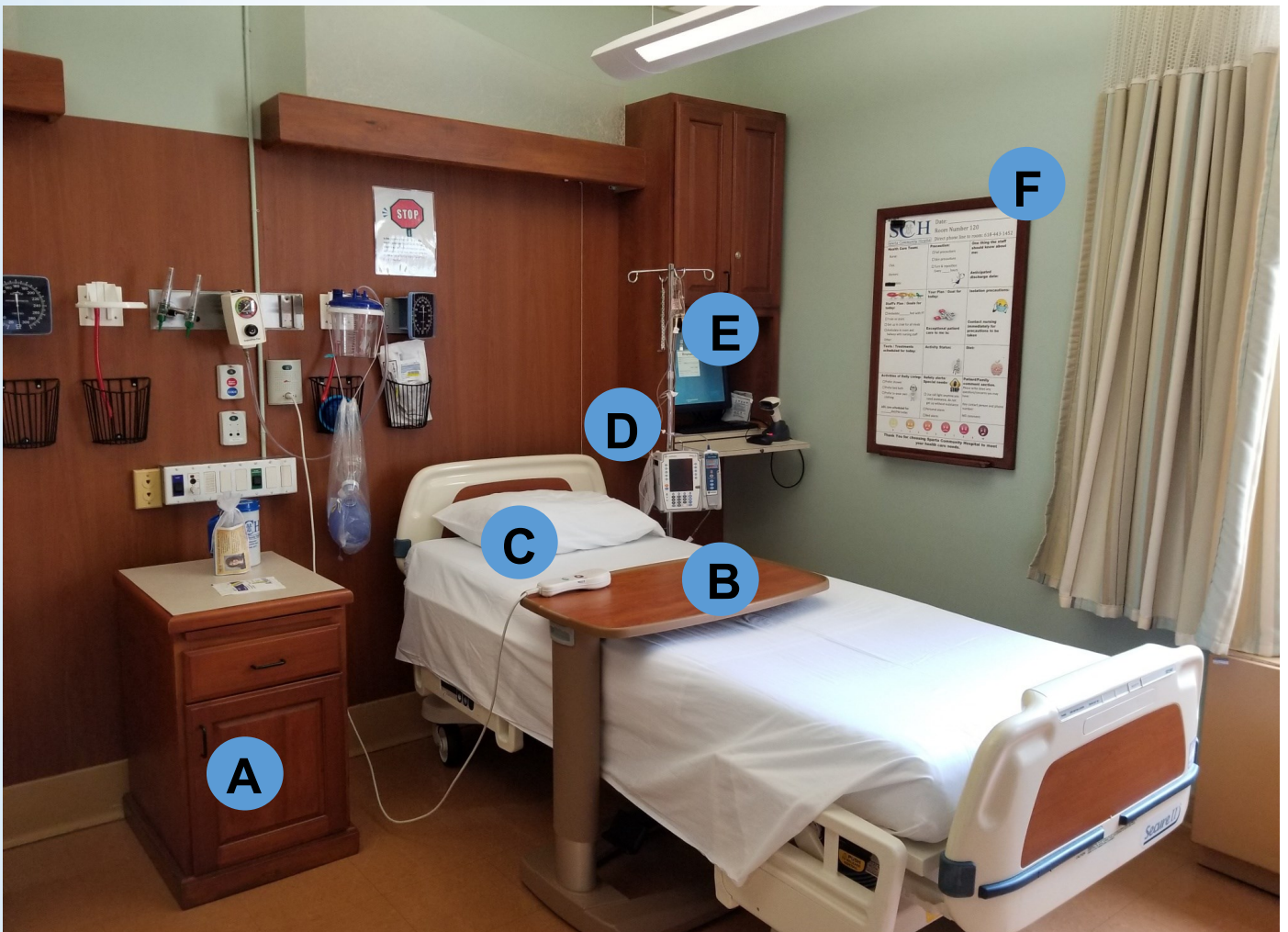
Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medicine pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.
- For your own safety, be careful not to touch other equipment..

Nature Photos:

Nature images can help heal the soul, which in turn helps heal the body.

We hope you enjoy the beautiful prints donated by former native of Sparta, Elaine Uchtmann Poggi. The Foundation for Photo/Art in Hospitals was established in the USA in 2002 by photographer, Elaine Poggi, who turned her personal tragedy of the loss of her mother into a worldwide campaign to bring photos of nature to hospitals.



A-F Inpatient Room

- A. Bedside Table
- B. Overbed Table
- C. Call Button/TV Remote
- D. Medication Pump
- E. Staff Computer
- F. White Board

G-N Call Button/TV Remote

- G. Nurse Call Button
- H. TV Power
- I. TV Volume
- J. TV Channel up & down
- K. Close Caption
- L. Mute
- M. Last Channel
- N. Sleep Timer

You may also use the numbers to choose your channel.

Housekeeping:

Housekeeping staff will routinely disinfect your room and bathroom following procedures designed to keep your room sanitary. Standard procedures include all surfaces in your room, such as bed rails, bedside table, overbed table, floor, etc.

We hope you noticed your welcome buddy towel upon your arrival with a note from the housekeeper that cleaned your room in preparation for your visit with us. We are very proud of our Environmental Services staff as they take great pride in keeping our facility clean for our patients and visitors.



Personal Items and Valuables:

Your nurse will assist you with your belongings when you arrive. A small welcome bag of toiletries and a message from our CEO, Joann Emge will be found on your bedside table. You may wear your own clothing or a hospital gown will be available to you, depending on any procedures you are scheduled for during your stay.

We recommend that you leave valuables at home. Credit cards, large sums of money, keys, jewelry, personal papers and other valuables should be sent home. You may keep your laptop computer, tablet, cellphone, etc. with headphones in your room.

Please note that Sparta Community Hospital is not responsible for lost or stolen items.

To keep your personal items secure, you should:

- Keep eyeglasses and hearing aids in their case in the top drawer of your bedside table.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place away from your food tray or on the bed linen.
- Keep clothing in your room closet, bedside table or suitcase.

Your Health and Safety:

Our health care partnership begins with our commitment to your safety. By working together with your health care team, you can lower your risk of harm and make your stay safer.

If you leave your room for anything other than a scheduled test or procedure, please inform the nurse where you will be.



Patient ID for Procedures and Medications:

Upon your admission to the hospital, you will be given a safety band with your name, date of birth and medical record number. ***This safety band must be worn at all times during your hospitalization.*** Staff members will always check your safety band before giving you any medications or performing any test or procedure. In some cases, they may ask you for your name and date of birth. Please be patient when your identity is verified often, it is for your own safety. We use bar code technology to help make sure medications are matched to the patient.

Preventing Infections:

Wash your hands and remind others to wash theirs also. Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating or after touching anything that is soiled.

Health care providers are required to wash or sanitize their hands before and after taking care of a patient. They should wear gloves when performing tasks such as drawing blood, touching wounds or handling body fluids. Do not hesitate to remind your care team, family or visitors to wash their hands before and after your visit.

Preventing the Spread of Respiratory Infections:

We ask that you cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Tissues and masks are available upon request.

Isolation:

If you have a illness or condition that requires isolation, a sign will be posted on your door. Staff members and visitors will be required to wear a protective gown, gloves, and in some cases, a mask. Please speak to your nurse before leaving your room if you are in an isolation room.

Vaccinations:

Upon admission you may be asked if you wish to receive a flu or pneumococcal vaccination.

They are both very effective at reducing the spread of disease.

Preventing Injuries from Falls:

Patients in the hospital are at higher risk of falling due to their illness, treatments, medicines or often times surgery that may weaken muscles and/or affect balance and judgment. Being in unfamiliar surroundings with medical equipment can also cause falls when the patient wishes to move about their room.

We will assess your risk of falling by asking you if you have a history of falling upon admission or as your condition changes. Ask your nurse about your assessed risk of falling and what prevention measures are being taken to reduce the risk of falls.

To improve your odds of not falling, please follow these guidelines.

- Please call the nurse by using your call light if your care team has asked you not to get up without assistance.
- Always wear the nonslip slippers that have been provided for you.
- Prevent falling by getting up slowly.
- Please call for assistance if you feel dizzy or weak before you get up out of bed.
- If getting up alone, make sure you have a clear path to your destination, be it a chair, bathroom, etc.
- Sit on the edge of your bed for a few minutes before you stand when getting up.



Your Care and Treatment:

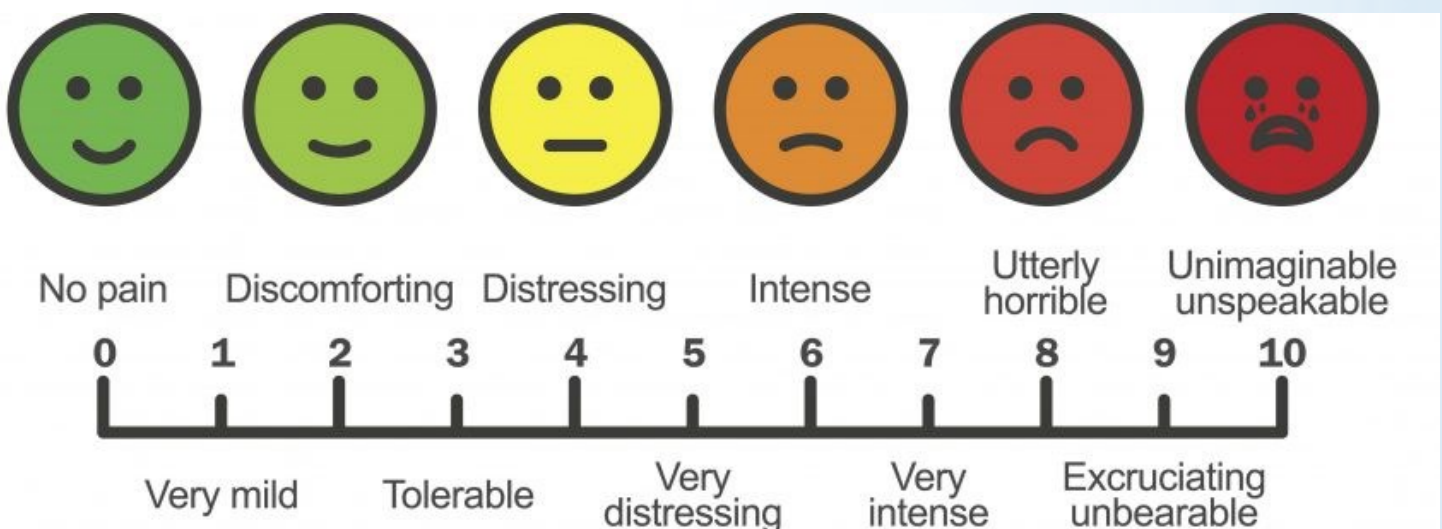
Surgery and Procedures:

We want you to be an active and informed member of your health care team. Before any surgery or procedure, you will be asked to sign a consent form. Please read it carefully and make sure all of your information is correct in regard to your identification information as well as the procedure or surgery you are to have.

Please check your specific information about the preparation for any procedure you are having. Your nurse will review this information with you if you wish.

Pain Management:

We want you to be as comfortable as possible during your stay with us. Your care team will ask you about your pain by using the scale from 1-10 on your white board.



Shift Change Report:

To promote good communication, many nursing units at Sparta Community Hospital participate in bedside shift reports. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner, and with the nurse who is coming on duty. If you have any questions during this bedside shift report, don't hesitate to ask them.

Palliative Care Team:

Palliative care is a multidisciplinary approach to specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms, pain, physical stress, and mental stress of a serious illness, whatever the diagnosis. Our goal of such therapy is to improve quality of life for both the patient and their family.

Understanding Your Medications:

**Hello, I'm Meredith Klausing, PharmD,
Pharmacist at Sparta Community Hospital.**

While you are in our hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your stay in our hospital, we ask about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter medicines, vitamins, and herbal supplements you are taking. Make sure you tell us about any new medications you started before you arrived in our care. Also, we need to know about any allergies or bad reactions you may have to medicines, foods, or supplements.

The most commonly prescribed new medications we start in the hospital are:

- Antibiotics for infections
- Medications for pain or anxiety
- Medications to prevent a blood clot, heart attack or stroke
- Medications to control high blood sugar
- Medications for your heart or blood pressure



Important Information about: **ANTIBIOTICS**

Antibiotics are medicines that treat or prevent infections caused by bacteria.

Some things your health care team thinks about before starting an antibiotic include:

- The kind of infection they think you have
- The kind of bacteria they think is causing your infection
- How well your liver and kidneys work
- Other medications you are taking
- Any allergies to antibiotics you have stated
- Potential side effects



The **most common side effects** with antibiotics are:

- Diarrhea
- Rashes
- Nausea

Diarrhea caused by *Clostridium difficile* infection and life threatening allergic reactions are **serious side effects** caused by antibiotics.

Examples include: Ancef (ceFAZolin), Rocephin (ceFTRIAXone), Maxipime (cefepime), Zithromax (azithromycin), Penicillin, Zosyn (piperacillin/tazobactam), Primaxin (imipenem/cilastatin), Invanz (ertapenem), Cleocin (clindamycin), Vancomycin, Flagyl (metronidazole), Azactam (aztreonam), Cipro (ciprofloxacin), Levaquin (levofloxacin), doxycycline, Keflex (cephalexin), Augmentin (amoxicillin/clavulanate), Amoxicillin

Introduction to:

PAIN MANAGEMENT

The management of pain during your stay is an important part of your recovery. Sparta Community Hospital is committed to making you as comfortable as possible. Our goal is to have your pain under control so that you can:

- Heal faster and feel better soon
- Start Walking and doing breathing exercises so you can get your strength back faster

Are you worried about getting “hooked” on pain medications?

Studies show this is very rare (less than 1% of patients that receive pain medications while hospitalized) unless you already have a problem with substance abuse.

Pain Management Options:

There are many ways to control pain beyond taking medication. Discuss your pain and options for reducing it with your health care team.

Medication Methods:

- Oral: pain medications given by mouth in pill or liquid form
- Injection (IM): pain medications given with a needle into a muscle
- Intravenous (IV): medication given directly into your vein through your IV tubing
- Suppository: pain medication given rectally
- Transdermal: a skin patch that delivers pain medication to be used for longer term pain management
- PCA (Patient Controlled Analgesia): pump that gives a patient a continuous dose of pain medication into their vein and allows for extra doses to keep breakthrough pain under control. If you are on a PCA, you are the only one allowed to push the button for extra doses

Non-Medication Methods:

- Physical Therapy
- Heat/cold packs
- Positioning
- Splinting
- Massages, Relaxation and positive thinking
- Distraction techniques (visiting, reading, listening to music, watching TV)

Important Information about: **PAIN MEDICATIONS**

Analgesics are medicines that treat or prevent pain.

Some things your health care team thinks about before starting any pain medications include:

- The best route of administration for your pain to be under control
- The kind of medications you have taken in the past for pain
- Your risk for breathing problems or bleeding issues
- How well your liver and kidneys work
- Other medications you are taking
- Any allergies to medications you have stated
- Potential side effects

The **most common side effects** with pain medications are:

- Dizziness/Drowsiness
- Constipation
- Itching
- Nausea

Addiction/abuse, liver complications, bleeding problems, withdrawal, and life threatening respiratory depression reactions are **serious side effects** caused by some pain medications.

Examples include:

- *Lidocaine, Marcaine (bupivacaine), Tylenol (acetaminophen), Toradol (ketorolac), Motrin (ibuprofen), Aleve (naproxen), Duragesic (fentanyl), Morphine, Dialudid (hydromorphone), Ultram (tramadol), Percocet (oxycodone/acetaminophen), Norco (hydrocodone/acetaminophen) codeine*
- *Others: nitroglycerin, Neurontin (gabapentin), Lyrica (pregabalin), Elavil (amitriptyline), Cymbalta (duloxetine), Flexeril (cyclobenzaprine), Norflex (orphenadrine), Valium (diazepam)*

Important Information about: **MEDICATIONS FOR ANXIETY**

Anxiety can be a life-long disorder, or a short term feeling of nervousness, fear, apprehension, and worry. Sometimes during a hospital stay, you may feel anxious about everything that is going on. If it is inhibiting your ability to heal, the health care team may start a short term medication to reduce your anxiety and help you with your anxiety, which can also help with pain management.

Some things your health care team thinks about before starting any medication to treat anxiety include:

- The best route of administration for your anxiety to be under control
- The kind of medications you have taken in the past for pain/anxiety
- Other medications you are taking
- Any allergies to medications you have stated
- Potential side effects

The **most common side effects** with anti-anxiety medications are:

- Dizziness/Drowsiness
- Sedation

Respiratory depression reactions are **serious side effects** caused by some anti-anxiety medications.

Examples include: *Ativan (LORazepam), Xanax (ALPRAZolam), Valium (diazepam), Klonopin (clonazepam)*

Important Information about: **MEDICATIONS USED TO PREVENT BLOOD CLOTS**

Anticoagulants are medicines that treat or prevent blood clots. When you are not feeling well, you are not as mobile as you usually are. When you are less active, your blood can “pool” which puts you at risk for developing a blood clot. This is especially true if you are on bed rest for recovery or have had certain recent surgical procedures. A blood clot in your body could cause a heart attack or a stroke.

Most critical care patients are started on an anticoagulant medication to prevent a blood clot while they are temporarily hospitalized until they become more mobile, and the health care team determines their risk of developing a blood clot is minimal. Sometimes you will need to go home on an anticoagulant to complete a course of treatment.

The hospital staff may also apply thick hose to your legs to help the blood pump and not pool, to less the likelihood of clotting.

Some things your health care team thinks about before starting any anticoagulant medications include:

- Your risk of your blood clotting and causing issues versus your risk of bleeding
- How well your liver and kidneys work
- Other medications you are taking
- Any allergies to medications you have stated

The **most common side effect** with anticoagulant medications are:

- Bleeds

Severe, sometimes life threatening bleeding is the **serious side effect** caused by some anticoagulant medications.

Examples include: *Heparin, Lovenox (enoxaparin), Eliquis (apixaban), Coumadin (warfarin), Pradaxa (dabigatran), Xarelto (rivaroxaban)*

Important Information about: **ANTI-DIABETIC MEDICATIONS**

Antidiabetic are medicines that treat high blood sugar.

Most diabetic patients are started on a sliding scale insulin routine while hospitalized to help keep the blood sugar under tight control. Some routine diabetic medications (metformin) need to be held for some medical tests.

Sometimes another medication you are taking may cause high blood sugars while you are in the hospital and we will temporarily control your blood sugar with insulin. This does not necessarily mean you are diabetic or will be put on an antidiabetic medication after discharge.

Some things your health care team thinks about before starting any antidiabetic medications include:

- The reason for your high blood sugar
- Other medications you are taking
- Any allergies to medications you have stated
- Potential side effects

The **most common side effects** with antidiabetic medications are:

- Low blood sugar
- Stomach upset: pain, nausea, vomiting, diarrhea

Examples include: *insulin: NovoLOG, HumaLOG, HumuLIN R, NovoLIN R, Lantus, NovoLOG Mix 70/30, Glucophage (metformin), Amaryl (glimepiride), Dia-Beta (glyburide), Actos (pioglitazone), Avandia (rosiglitazone), Onglyza (saxagliptin), Januvia (sitagliptin)*

Important Information about: Medications for Your Heart

- **Diuretics (water pill):** help your kidneys get rid of extra water and salt from your body through urination. Because there is less total fluid, your blood pressure drops and makes it easier for your heart to pump.
The **most common side effect** with diuretics is increased urination. Some cause low potassium in the body which could lead to weakness or leg cramps. Some patients take potassium supplements with certain diuretics.
Examples Include: Hydrochlorothiazide (HCTZ), Lasix (furosemide), Bumex (bumetanide), Aldactone (spironolactone).
- **Beta Blockers:** reduce the heart rate, workload, and output of blood, which lowers the blood pressure.
Some **side effects** with beta blockers are insomnia, cold hands and feet, slow heartbeat, low blood pressure.
Examples Include: Tenormin (atenolol), Lopressor/Toprol-XL (metoprolol), Inderal (propranolol).
- **ACE (angiotensin-converting enzyme) Inhibitors:** block a chemical (angiotensin) that causes the arteries to narrow (especially in the kidneys). So, by blocking that chemical, these drugs help the blood vessels to relax and open up which lowers the blood pressure.
Some **side effects** with ACE inhibitors are chronic dry, hacking coughs, loss of taste, skin rashes, high blood potassium.
Examples Include: Lotensin (benazepril), Vasotec (enalapril), Monopril (fosinopril), Zestril (lisinopril), Accupril (quinapril), Altace (Ramipril).
- **ARB (Angiotensin II Receptor Blockers):** also block angiotensin (see above) so it fails to constrict the blood vessel. This means the blood vessels stay open and blood pressure is reduced.
Some **side effects** with ARBs are dizziness.
Examples Include: Avapro (irbesartan), Cozaar (losartan), Miscaldis (telmesartan), Diovan (valsartan).
- **Calcium Channel Blockers (CCB):** prevent calcium from entering the smooth muscles of the heart and arteries which causes the heart's contraction to be less forceful. They also relax and open up blood vessels, reduce the heart's rate and lower blood pressure.
Some **side effects** with calcium channel blockers include: palpitations, swollen ankles, constipation, headache, dizziness.
Examples Include: Norvasc (amlodipine), Cardizem (diltiazem), Plendil (felodipine), Cardene (nicardipine), Procardia (nifedipine), Calan (verapamil).

Staying Active:

Staying active will make your transition to home easier after you are discharged. It also results in better recoveries. To prevent the negative effects of bed rest and immobility, ask a member of your health care team their advice on activities you can do to maintain or increase your level of activity.

Some Examples Include:

- Spending time out of bed or sitting in a chair for meals.
- Performing your own hygiene, such as bathing and grooming.
- Using your bathroom, when you are able.
- Going for supervised walks in the hallway with any equipment needed.

Managing Your Emotional State:













It is not abnormal to feel overwhelmed and in need of emotional support. Please speak with a member of your care team who can assist in determining the best resources that are available to you and help make arrangements for your care.

Who's Who?

Your Caregiver Identifier:

At Sparta Community Hospital we have a highly trained staff of health care professionals working together to provide you quality care. Below please find a guide to help you identify the members of our staff that will be providing services to you throughout your stay and the departments they work in.

 RED	RN House Supervisor	 Light BLUE	Surgery
 GRAY	Med Surg. Staff	 BLACK W BURGUNDY	Dietary
 BLACK	Radiology Personnel	 PURPLE	Environmental Services
 NAVY	Lab Personnel	 AQUA BLUE	ER Staff
 ROYAL BLUE	Respiratory Therapy	 WHITE LAB COAT	Social Services
Pharmacy –Variety of Colors			

Your Care Team:

AIDET

Our staff at Sparta Community Hospital has been trained to identify themselves by using a practice we call AIDET.

A-Acknowledge-greet you.

I-Introduce-give their name and information about themselves, their skills and how long they have been in the healthcare field.

D-Duration-how long they will be working with you.

E-Explanation-details about your procedure

T-Thank You for choosing SCH as your healthcare provider of choice.



At Sparta Community Hospital you will be cared for by a team of providers, including your physician other specialists, hospitalists, nurses, physician assistants and nurse practitioners . Every day your physician will direct that team and will remain closely involved in your care.

- ♦ **You & Your Family**-You, the patient and your immediate family are the center of your health care team.
- ♦ **Physicians**-The attending physician or physician of record is the doctor who supervises your treatment. He or she may be assisted by other doctors, specialists, hospitalists, physician assistants or nurse practitioners.
- ♦ **Hospitalists**-These board-certified physicians, physician assistants or nurse practitioners manage your care if you do not have a primary care provider or if your provider prefers that a hospitalist handles your inpatient care.
- ♦ **Registered Nurses**-These licensed professionals have primary responsibility for your care and direct the care provided by other members of the nursing team.
- ♦ **Anesthesiologist**-These highly trained professionals are licensed to administer anesthesia and manage your care during a surgical procedure.

Your Care Team Cont'd:

- ♦ **Care Coordination Team**-Our social worker and care manager will help you and your hospital team to create a discharge plan for your care after you leave the hospital. We start working on this plan with you and your hospital team as soon as you are admitted or placed in observation. Plans may include assistance with the activities of daily living, Sparta Community Hospital's Homeward Bound program or At-Home Health Care Services, nursing home or assisted living placement, rehabilitation and other services to meet your needs.
- ♦ **Specialists**-Respiratory therapists, physical therapists and occupational therapists, radiology technicians and others may work with you.
- ♦ **Environmental Services (Housekeeping)**-You will see this team daily cleaning and disinfecting your room.
- ♦ **Dietary**-This staff will be your favorite as they will bring your delicious meals to you at mealtimes and maybe even a snack if allowed.
- ♦ **Diagnostic Imaging Technologists-**

You may see several of these professionals as they perform diagnostic imaging examinations your physician has ordered. They are responsible for ensuring that quality images are available to our radiologists 24-7. Diagnostic imaging technicians include radiology technologists, sonographers, MRI technologists and nuclear medicine technologists.

- ♦ **Laboratory Technicians-**
The members of this team are authorized to draw your blood for various laboratory screenings your physician has ordered.



Preparing to Leave the Hospital:

Your Discharge Information:

When you are preparing to leave the hospital your nurse will go over your discharge summary with you. It will list your medications and your discharge plan of care, including when you should schedule follow up appointments with your doctors. At this time please discuss any questions you and your family or caregiver may have with the nurse. The nurse will provide you with a phone number in case you have any questions after you leave the hospital.

If your health condition warrants services such as home health care, special equipment or extended care, your care coordinator or social services representative can help you arrange those services.

Homeward Bound Program:

If you are in need of general inpatient or outpatient medical, surgical or short term skilled services, we are available to meet the needs of patient and family. Our Physician Led Skilled Team of Caregivers will review each patient's needs to provide the individualized care you deserve.

Services Available:

- 24/7 Acute Care Nurses, In House Physicians
- In House Respiratory Therapist 5 days per week
- Physical Therapy 6 days a week
- Occupational Therapy 5 days a week
- Speech Therapy 5 days a week
- Private Rooms
- Newly Designed Physical and Occupational Therapy rooms with washer/dryer, table and chairs, cabinets, weights, stairs, and much more
- You will be set up with an individualized therapy plan to meet each individual's specific needs
- You may dress as if your were at home
- Activity Room for Family events, dining, etc.



At-Home Health Services:

The road to recovery can be difficult, but with the assistance of At-Home Health Care you are on the right path to recovery. Our **Award Winning** dedicated staff members work one on one with children, adults and seniors to restore independence, the ability to complete day-to-day activities or manage new health issues.

We are committed to providing excellent communication within the healthcare delivery system and that personal caring touch.

At-Home Health Care is recognized in the industry as a leader in home care for advanced training, specialized services and disease management. We are Medicare certified.

Specialized Services To Maximize Your Quality Of Life

- **Skilled Nursing Care:**

Skilled nursing care is coordinated by a professional registered nurse under the direction of your physician. Examples of skilled nursing include education and management of intravenous antibiotics, wound care, tube feedings, urinary devices, disease process and medications.

- **Physical Therapy:**

Physical Therapy is an effective method of regaining strength, managing pain, and enhancing safety following surgery or illness. Physical therapy services are delivered by licensed physical therapists and physical therapy assistants.

- **Occupational Therapy:**

Occupational Therapy helps people to regain the skills needed to live as independently as possible. Licensed occupational therapists work with clients and their families to enhance an individual's ability to care for him or herself.

- **Speech and Language Therapy:**

Speech Therapists help clients to relearn speech skills that may have been lost due to brain injury. These professionals also aid clients in relearning how to chew and swallow safely after stroke or other brain injury.

- **Home Health Aide Services:**

Home Health Aides are caring individuals who help clients to carry out their activities of daily living.

- **Medical Social Work Services:**

Medical social workers are licensed professionals who help families to coordinate community services for their loved one. Additionally, medical social workers are a valuable resource in guiding individuals and families through the difficult time that follows a catastrophic illness.

***Nurse On Call 24 Hours
.....7 Days A Week.***

- **Telehealth Services:** Telehealth is the remote monitoring of health conditions of a patient at home by their clinician (s) to assist in the management of patients with chronic diseases, such as congestive heart failure, COPD and diabetes to reduce re-hospitalization.

Understand Your Medications:

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide them with your medication information as well.

It's important to find out exactly when to take your medicine for the first time at home, after you are discharged. Make sure you write it down. Also, make sure your regular primary care doctor is informed of any new changes or new medicines.

If you are not sure about when to take your medications at home, ask your nurse to review them with you again.

Be sure to write down the information.

Homework: Medication List

Having a current medication list can help you, your family, and your health care team keep track of everything you take to keep you healthy.

Instructions: When you are discharged, get out a sheet of paper and have all the medications you take in front of you (be sure and include over-the-counter medicines and dietary supplements).

Write down these things:

- The name of what you take
- The dose or strength of the medication
- How much you take
- How you take it
- When you take it
- Why you take it

Whenever you stop taking something or start taking something new, be sure to update your list!

Always keep this list with you. Fold it and keep it in your wallet or purse so you will have it in case of an emergency.

When you go to see a doctor, dentist, pharmacist, have a test, or come to the emergency room, take the list with you. It really helps **us** keep **you** on the right track!

It's Your Choice:

Advance Directives

“Advance Directive” means a written instruction, such as a living will or durable power of attorney for health care recognized under state law, relating to the provision of health care when the individual is incapacitated.

“Living Will” is a document that contains your specific wishes about health care that would only delay your death.

“Durable Power of Attorney” for Health Care is a document that identifies who you want to be your agent, to make health care decisions for you when you are not able to make them for yourself.

Why choose a Health Care Agent?

If you become unable to make your own health care decisions and have not named an agent, your health care provider will ask a family member or guardian to make decisions for you. In Illinois, the law directs which individuals will be consulted and identifies those individuals as “surrogates”. The surrogate listed by law may not be the one you want to make decisions about your care or may not be able to make the decisions you would want.

Your Health Care Agent has the Authority to:

- A. Talk with your physicians about your care,
- B. See medical records and approve who can see them,
- C. Give permission for medical tests, medicines, surgery, or other treatments,
- D. Choose where you receive care and which physicians to provide the care,
- E. Decide to accept, withdraw, or decline treatment designed to keep you alive if you are not likely to recover, and
- F. Agree or decline to donate your organs or whole body for research.

Who can be a Health Care Agent?

Your agent can be a family member, friend, or other person you can trust to make decisions about your care. The only requirements are that the person has to be at least 18 years old and is comfortable talking with your healthcare providers and making decisions about your treatment. Successor agents may also be named to serve as back-up agents if your first choice is not available.

How are Advance Directives used?

Health care facilities ask patients if they have an advance directive and if so, what is included in the directive and if they have named a health care agent. The facility will request a copy of the directive and keep it on file at the facility. Medical providers will use the information to determine what interventions are appropriate for the treatment plan. If the facility is not able to honor the directive, arrangements will be made to transfer the patient to another facility that is able to provide the care.

Your Medical Bill and Insurance Information:

We want to make it as simple as possible for you to manage the costs of services. By discussing expenses in advance with your doctor, your insurer and the hospital, you will be better able to manage and minimize your medical bills.

SPECIAL SERVICES

YOUR MEDICAL BILL AND INSURANCE INFORMATION:

Medical costs are often unanticipated, and not all expenses are covered by insurance. Please know that we have payment plans and, in certain circumstances, financial assistance programs that can make your payments more manageable. Learn more at www.spartahospital.com.

Insurance:

Our financial counselors are committed to help your insurance billing work smoothly. If you need assistance, please call one of the following numbers weekdays during business hours. **M-F 8:30am-5pm**

Inpatient/outpatient: **618-443-2177, ext. 1338**

Physician bill: **618-443-2177, ext. 6821**

For more information on understanding your medical bills and payment Information please call **618-443-2177, ext. 6821**

Financial Assistance

If you are unable to pay for medical care, you may qualify for free or reduced-cost medically necessary care.

You are eligible if you:

1. Are a U.S. citizen or permanent resident living in the U.S. for a minimum of one year.
2. Have no other insurance options.
3. Meet specific financial criteria.

If you do not qualify for financial assistance, you may be eligible for an extended payment plan for your medical bill.

If you do not have insurance, you can meet with on-site certified application counselors who can assist you and your family with applying for financial assistance.

To reach someone in financial assistance, call **618-443-2177, ext. 6821**

Online Patient Portal:

ACCESS TO YOUR MEDICAL RECORDS AT YOUR FINGERTIPS!

The Patient Portal is an online health management tool that includes a view of clinical data from your Electronic Medical Record. It is available only to patients 18 years and older.

Features include:

Review Clinical Information:

Vital Signs, Med List, Allergies,
Lab Results, Discharge
Instructions

Online Bill Pay - you will be able
to pay your Sparta Hospital bills
online 24/7 via credit card or
electronic check.



Thank you for your interest in Sparta Community Hospital's Patient Portal.

We are glad that you are taking advantage of this free service offered to you. From your portal you will have the ability to view your discharge instructions, lab results, allergies and immunizations as well as access your online bill pay.

During your account creation:

The first page will ask basic information to create your account and allow you to create your unique user name and password.

The second page will ask you three security questions.

Once you have finished those steps, you will be launched into the portal.

To register, click on this link to our secure portal:

<https://www.thrivepatientportal.com/registration.html#/register/ld=85412917653>

Once you have created your account, you may access your information at any time by going to www.thrivepatientportal.com directly or accessing the portal through the Sparta Community Hospital website www.spartahospital.com

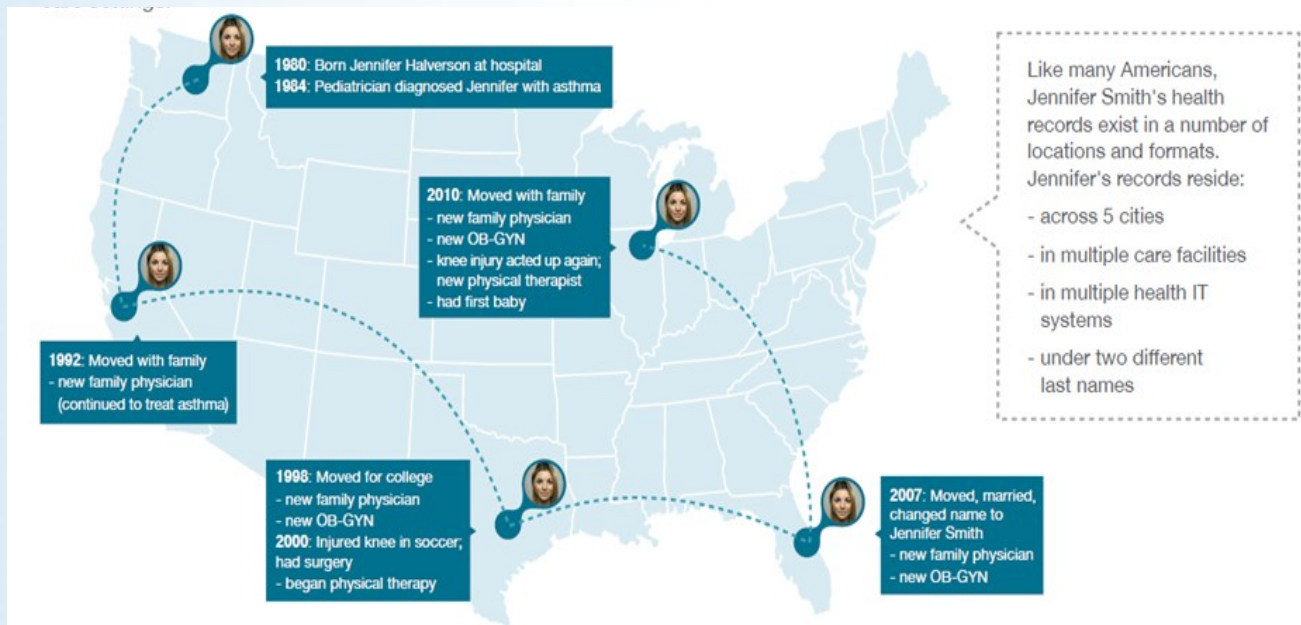
If you need assistance during this process, please call 618-443-1449.

*This link expires in 48 hours.

CommonWell:

CommonWell is a service that allows the network of participants to securely identify, send and receive your accurate and approved medical information. This is a free service that is offered so your health information can be quickly and securely available to your doctors who are part of the *SCH Care Team*.

Our current health care delivery system lacks an easy, affordable way to allow the frictionless movement of patient-centered data across all settings of care and among all health care IT systems. We are also unable to manage a patient's consent to share her/his health information among her/his providers on such a large scale.



We are transitioning to a model of exchanging patient data electronically rather than by fax.

Who has access to this data?

Answer: Only staff that is directly involved in your care will access your medical information shared through the **CommonWell** service and it won't be shared with other care settings unless you enroll in the service.

Why would I want my data shared? What is the benefit to me if I share my data?

Answer: If you visit another participating doctor, your doctor could access this information without any hassle to you to receive relevant information related to your condition, which could help improve your care decisions.

Additional Example:

If you go to a participating emergency room, the ER providers can see your health information from your participating providers, which could save time diagnosing you.

Thank You for Choosing Sparta Community Hospital!

As part of our continuous effort to improve patient care, we participate in a publicly reported government survey measuring patients' experiences of care they received. The survey is called Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Shortly after you return home from Sparta Community Hospital, you may receive a survey about various aspects of your care. We encourage you to participate in the survey. The information you provide is confidential and we appreciate your comments and suggestions to help us evaluate and improve the quality of our care and services.

It is our goal to provide the best in quality, safety, and service. We hope that during your stay, you found our service so exceeded expectations that you would refer your family and friends.

