PATIENT GUIDE
Key Information For Your Stay

SPEAK UP!
Ask Questions & Voice Concerns

MEDICINE GUIDE
Key Questions to Ask

CAREGIVERS
How to Play a Role in Recovery

FREE! Take This Copy Home With You

HOUSTON Methodist
WILLOWBROOK HOSPITAL

houstonmethodist.org/willowbrook
281.737.1000

Brought to you by: PatientPoint
CONTENTS

WELCOME .............................. 2
ABOUT US .............................. 3
PHONE DIRECTORY ........................ 4
OUR COMMITMENT TO CARE ............ 5
RAPID RESPONSE TEAM ................. 7
FAST FACTS ABOUT YOUR STAY 8
  Plus TV Channel Guide

SPECIAL SECTION ...................... 14

RIGHTS & RESPONSIBILITIES 22
DERECHOS Y DEBERES 24
YOUR PRIVACY MATTERS 26
SU PRIVACIDAD IMPORTA 28
ADVANCE DIRECTIVES 30
DIRECTIVA ANTICIPADAS 32
SUPPORT FOR CAREGIVERS 34
LEAVING THE HOSPITAL 35
AFTER-HOSPITAL CARE 37
UNDERSTANDING YOUR BILL 38
FULL SPECTRUM OF SERVICES 40
FACT SHEET 41
STAFF DEFINITIONS 42
SPOTLIGHT ON HEALTH 44
  Stop Smoking

Take Charge of Your Care

■ Speak Up, Plus 7 Key Ways to Take Charge of Your Care
■ Choose a Support Person
■ Check IDs
■ Pay Attention to Your Care
■ 5 Ways to Fight Infections
■ Don’t Ignore Pain
■ Prevent Falls
■ Prepare for Surgery
■ Manage Your Meds

On Our Cover

Speak Up!
Ask Questions & Voice Concerns 14

Medicine Guide
Key Questions to Ask 21

Caregivers
How to Play a Role in Recovery 34

Stop Smoking
Welcome to Houston Methodist Willowbrook Hospital

Welcome to Houston Methodist Willowbrook Hospital. We recognize that you have a choice when it comes to your healthcare provider, and we thank you for choosing Methodist. We believe that the patient experience is of utmost importance, creating a personal and meaningful experience for our patients and guests – it is what we call The Houston Methodist Experience.

Caring for you means more than addressing your physical needs; it also includes the emotional and spiritual aspects of the healing process. You should expect to see all hospital team members and physicians exhibit our I CARE values of Integrity, Compassion, Accountability, Respect and Excellence while providing innovative and personalized care to you and your family.

We are proud to be ranked by U.S. News & World Report as a “Best Hospital” in Texas and in the Houston metro area in 2014, recognized as high performing in seven specialties, including orthopedics, neurology and neurosurgery, pulmonary, diabetes and endocrinology, gastrointestinal and GI surgery, geriatrics and nephrology. Houston Methodist Willowbrook has been named a Magnet recognized healthcare facility by the American Nurses Credentialing Center’s Magnet Recognition Program®, joining only 7 percent of hospitals nationwide with this distinction. These accolades and distinctions, among others, reinforce the quality care and clinical excellence we strive to provide and that patients have come to expect.

Please let us know how we can make your stay more comfortable. Thank you for choosing Houston Methodist Willowbrook Hospital!

Sincerely,

Beryl Ramsey
Chief Executive Officer, Houston Methodist Willowbrook Hospital
Senior Vice President, Houston Methodist

MISSION STATEMENT
To provide high-quality, cost-effective healthcare that delivers value to the people we service in a spiritual environment of care.

VISION
People will seek Methodist as a recognized leader of medical expertise and innovative, personalized care in our community.
Why We Are the Right Choice for Your Care

Located on an expansive 52-acre campus, Houston Methodist Willowbrook Hospital is a major tertiary care, not-for-profit hospital, with 277 licensed beds, serving the needs of Northwest Houston. As a part of Houston Methodist, the hospital opened in December 2000 and has expanded significantly since that time to bring more expertise, state-of-the-art technology and specialized care to best serve the comprehensive health care needs of the community. From emergency services and primary care to open heart surgery and robotic surgery, Houston Methodist Willowbrook offers a range of inpatient and outpatient services. Specialty centers on the hospital campus include Houston Methodist Orthopedics & Sports Medicine, Stroke Center, Birthing Center, Breast Center and Cancer Center at Houston Methodist Willowbrook Hospital. The hospital’s expansive cardiovascular program brings advanced treatment and technologies and renowned DeBakey-trained heart specialists to Northwest Houston.

Our Values

**Integrity:** We are honest and ethical in all we say and do.

**Compassion:** We embrace the whole person and respond to emotional, ethical and spiritual concerns.

**Accountability:** We hold ourselves accountable for our actions.

**Respect:** We treat every individual as a person of worth, dignity and value.

**Excellence:** We strive to be the best at what we do and a model for others to emulate.

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We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we’ll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

CONTACT US

18220 State Highway 249

Houston, TX 77070

281.737.1000

To learn more, visit us at <a href="houstonmethodist.org/willowbrook">houstonmethodist.org/willowbrook</a>
Phone Directory

Key Number
Main: 281.737.1000

Calling from INSIDE the hospital? Dial the last five digits only.

OTHER HOSPITAL SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Chaplain</td>
<td>281.737.1353</td>
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<tr>
<td>Food Service (At Your Request)</td>
<td>281.737.2665</td>
</tr>
<tr>
<td>Gift Shop (North Pavilion)</td>
<td>281.737.8189</td>
</tr>
<tr>
<td>Gift Shop (Women’s &amp; Children’s Pavilion)</td>
<td>281.737.4438</td>
</tr>
<tr>
<td>Imaging</td>
<td>281.737.1234</td>
</tr>
<tr>
<td>Lost &amp; Found</td>
<td>281.737.1002</td>
</tr>
<tr>
<td>Medical Records</td>
<td>281.737.1602</td>
</tr>
<tr>
<td>North Pavilion Registration</td>
<td>281.737.1500</td>
</tr>
<tr>
<td>Patient Accounts</td>
<td>281.737.2111</td>
</tr>
<tr>
<td>Patient Comment Line</td>
<td>281.737.1963</td>
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<tr>
<td>Physician Referral Line</td>
<td>281.737.2500</td>
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<tr>
<td>Scheduling</td>
<td>281.737.1900</td>
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<tr>
<td>Security</td>
<td>281.737.1002</td>
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<tr>
<td>Social Services</td>
<td>281.737.2131</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>281.737.1353</td>
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<tr>
<td>Women’s and Children’s Pavilion</td>
<td>281.737.1169</td>
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For more information on the resources available at Houston Methodist Willowbrook Hospital, visit houstonmethodist.org/willowbrook.

To find a physician, please call 281.737.2500.

For the hospital operator, please call 281.737.1000.
Our Commitment to Care

Patient Satisfaction Matters to Us

How’s your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is still not resolved, then contact patient comments line at 281.737.1963. You also have the right to file your complaint with either:

- Texas Department of State Health Services
  The Health Facility Licensing and Compliance Division
  1100 W. 49th Street
  Austin, TX 78756
  888.973.0022

- DNV GL Healthcare
  400 Technic Center Drive, Suite 100
  Milford, OH 45150
  Email: hospitalcomplaint@dnvgl.com
  1.866.523.6843

Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over Advance Directives (see p. 26). Our Biomedical Ethics Committee can help your team of support people make difficult decisions. For help, contact the Spiritual Care Department at 281.737.1353.

How are we doing?

We want you to be satisfied with your care. To help, speak up if we can...

- Respond quicker to your needs
- Explain things more clearly
- Help keep your room clean or quiet
- Ease your pain
- Help you understand your medicine plan

We are working to ensure your comfort and satisfaction.
After Your Stay
Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It’s made up of simple multiple-choice questions on key care topics such as:

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

If you’re selected to receive this brief survey, please take the time to complete it. The results will help us know what we’re doing right and where we can improve.

Want to Know How We Score?
You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, uses HCAHPS results and other data: [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)

You can also find information on hospitals through these accrediting organizations:

- DNV GL Healthcare
  [http://dnvglhealthcare.com](http://dnvglhealthcare.com)
- The Joint Commission:
  [www.qualitycheck.org](http://www.qualitycheck.org)
- Healthcare Facilities Accreditation Program (HFAP): [www.hfap.org](http://www.hfap.org)
During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

### WHEN to Call Rapid Response

**Call for help if you notice:**

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

### HOW to Call Rapid Response

**Step 1:**
Dial 77777 on bedside phone.

**Step 2:**
Tell the operator: your name, room number, patient’s name and your concern.

**Step 3:**
The Rapid Response Team will be sent to your room.
An A-Z Guide to the Most Frequently Asked Questions

**ATM**
For your convenience, an automated teller machine (ATM) is located in the Food Court by the vending machines.

**Bedside Shift Report**
We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change, around 7:00 a.m. and 7:00 p.m., your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day, and you can ask questions as well.

**Cafeteria**

**Hours of Operation:**
Monday through Friday: 7:00 a.m. to 9:00 p.m.
Saturday and Sunday: 7:00 a.m. to 5:00 p.m.

Pathway Cafe, a full-service cafeteria featuring a grill, salad bar, pizza bar and a specialty display, features a wide variety of daily entrees and heart-healthy menu options.

**Calling Your Nurse**
The intercom system in your room is used for direct voice contact with the staff member(s) at the nursing station. A hand-held device will be placed within your reach from which you can call for assistance. Staff will explain how to use this when you are admitted to your room.

Your nurse and patient care assistant also carry a portable phone, and will put their phone numbers on the whiteboard in your room. You may call them directly from your room phone using a five-digit number beginning with 7.

**Coffee Bars**
Location: Atrium of North Pavilion The Common
Grounds coffee bar offers espresso beverages and an assortment of regular and blended coffees, along with a variety of grab and go items, including salads, sandwiches, pastries, cookies, fruit cups and parfaits.

Location: Women’s & Children’s Pavilion
The Willow Express coffee bar offers espresso beverages and an assortment of regular and blended coffees, along with a variety of grab and go items, including salads, sandwiches, pastries, cookies, fruit cups and parfaits.

**Hours of Operation:**
Monday through Friday: 6:30 a.m. to 4:00 p.m.

**Continuous Status Reports**
Waiting for a friend or loved one to get out of surgery can be an anxious time. Throughout the procedure, we keep family members informed of the status of the patient. At short intervals, a nurse comes out or calls into the waiting area to provide a welcome update to those who are waiting.

**Fire Safety**
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

**Guest Meals**
Guest trays are available for your visitors. To receive a guest tray in your room, your guest must first pay the cashier in the Food Court before ordering.

**Handguns**
Do not bring firearms into the hospital. State law prohibits the carrying of firearms on hospital property.

**Hourly Rounding**
A staff member will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom and make sure you can reach your phone, call light and personal items easily.

**Housekeeping Services**
Housekeeping staff provides services 24 hours a day, seven days a week. Our nursing staff will change and remove your bedsheets, towels, washcloths, etc. If you require fresh towels or need to have your trash emptied, please contact your nurse.

**Gift Shop**
Our gift shops are located in the North and South Pavilions. We have a great selection of baby items as well as flowers and gifts for new parents.

**North Pavilion Gift Shop Hours:**
Monday through Friday, 9:00 a.m. to 6:00 p.m.; Saturday, 10:00 a.m. to 5:00 p.m. and Sunday, 11:00 a.m. to 4:00 p.m.

**Women's and Children's Pavilion Gift Shop Hours:**
Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday and Sunday, 9:00 a.m. to 7:00 p.m.
Lost and Found
If you have lost a personal item, please notify your nurse. You may also contact the Methodist Willowbrook Lost & Found at 281.737.1002. This number is managed by our Security Department so they may also address your concerns about a missing item.

Mail and Flowers
We deliver cards and flowers to your room daily. If the hospital receives your mail after you are discharged, we will forward it to you. If the hospital receives flowers after you leave, these will be returned to the florist.

Medicines
If any medicines are required during your stay in the hospital, your doctor will prescribe them and they will be supplied by our pharmacy. Please bring a list of medications you are currently taking. In the event that you brought any medication of your own, please send it home with a family member. If you are unable to send it home with a family member, please give it to a nurse, who will deliver it to the pharmacy for storage until you are discharged. If it is a medication that our pharmacy does not stock and your doctor wants you to take it while in the hospital, the pharmacist will identify it and will then send the medication back to the unit for the nurse to administer.

Parking
Free parking is available throughout the campus. Parking for the Women’s & Children’s Pavilion can be accessed from the feeder of State Highway 249, Willowchase Boulevard or Hargrave Road. Parking for the North Pavilion can be accessed from Centerfield Drive.

Patient Meals
We realize that you are not necessarily hungry at typical hospital meal times. For this reason, we offer a unique food service called “At Your Request” room service, which is available between the hours of 7:00 a.m. and 6:30 p.m. seven days a week. This service allows you to order breakfast, lunch or dinner any time you are hungry. Food arrival time is approximately 45 minutes. Please dial ext. 72665 to order.

Personal Belongings and Valuables
Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Houston Methodist Willowbrook Hospital cannot be responsible for replacing personal belongings.

While the Hospital is not responsible for valuables left in your room, we have provided safes
in many patient rooms to assist you, if having the valuable taken home is not an option for you.

**Public Restrooms**
If you are visiting, 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.

**Smoking**
To help ensure a safe and healthy environment for patients, guests and others, the use of all tobacco products is prohibited on the hospital campus.

**Spiritual Care**
To meet the spiritual needs of patients, guests and staff, the Spiritual Care Department have staff chaplains available to offer spiritual support. The chaplains are here to provide prayer, compassionate care, along with worship services in our Chapel located in the North Pavilion on the first floor. The Chapel is open 24 hours a day for meditation and reflection. Along with seasonal and special services, Holy Communion is offered every Wednesday at 10:00 a.m. and Holy Mass at noon.

There is also a Prayer Room located in our Women’s & Children’s Pavilion on the first floor next to the gift shop in the atrium. The Prayer Room is open to all faiths and is also open 24 hours a day. Further reflection is also available on the fourth floor (Khaurana Healing Garden), and is open to the public during the day.

Those people desiring Holy Communion or the Eucharist in a patient’s room or on the unit are asked to contact our Spiritual Care Department Monday through Friday, 7:00 a.m. to 5:00 p.m. at 281.737.1353 or 281.737.2473. If a chaplain is needed after hours, please have a nurse contact the Administrative Coordinator on duty.

**Telephone**
All patient rooms have phones. Friends and family can dial directly to your room, and your direct dial number is listed on your patient information board. There is no need to go through the hospital operator.

Local calls are free. Just press 9 and dial the number. You are responsible for long-distance calls. To make a long-distance call, press 9, then 0, + area code + the number you are calling. The operator will ask you for your method of payment (collect or credit card), and will connect your call.

**TV**
Each patient room has a TV. Please be considerate of others by keeping the TV volume down and turning your TV off at bedtime. See p. 13 for Channel Listing.

**Vending Machines**
Vending machines offering beverages and snacks are located in the Emergency Department, North Pavilion Café, Women’s & Children’s Pavilion Atrium, as well as most patient care floors. They are available 24 hours a day, seven days a week.
Visiting Hours
To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time.

- **General Hours:** 24 hours a day. **Note:** While visitation is allowed 24 hours a day, the main entrances are open Monday through Friday, 5:00 a.m. to 9:00 p.m. and Saturday and Sunday, 7:00 a.m. to 9:00 p.m. During other hours, visitors are required to enter through the Emergency Department and present ID before being allowed to visit a patient. Children who visit must be directly supervised by an adult visitor at all times. Please note that minor children will not be able to spend the night.

- **ICU:** At the discretion of the nurses and for the safety of our patients, there will be no visitation from 6:30 a.m. to 7:30 a.m. and 6:30 p.m. to 7:30 p.m. so caregivers may focus on their patient’s needs during change of shift.

Visitor Guidelines
Visitors are welcome during your hospital stay; however, our main concern is for patient welfare and a quick recovery. Too many visitors or excessively long visits may not be to your benefit. Please ask your friends and relatives to observe our visiting rules:

- Visitors should ask the nurse’s permission before bringing food to patients.

- Visitors should not visit if they have colds or any infectious disease. A “No Visitors” sign may be posted on your door upon request.

Your Room
Our hospital features private rooms with reclining sleep chairs or pull-out sofas for the comfort of family and friends.

All patient rooms are equipped with their own thermostat; however, controlling air temperature is different depending on if your room is located in the North Pavilion or the Women’s and Children’s Pavilion. Please ask your nurse if you have any questions or cannot locate the thermostat.

Our beds are made with state-of-the-art technology. A remote equipped with speakers is attached to your bed, and it allows you to turn the television on and off, change the channel, control the volume, adjust your bed height, call the nurse and operate the lights. All of our beds come with a built-in scale and a special mattress to protect your skin.

Some patients awaken at night confused and disoriented. We ask that you call your nurse to help you with your needs. Bed rails are on each bed and will be used when your safety requires them.
The hospital provides three movie channels for your entertainment. Channel 45 is an action movie channel, Channel 46 a family movie channel and Channel 47 a kid’s movie channel. Each quarter, 15 new movies are shown on each channel at various times. Check the programming guide on Channel 40 for movies and their show times.

<table>
<thead>
<tr>
<th>TV CHANNELS</th>
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<tbody>
<tr>
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<td>51</td>
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This list was current as of August 15, 2014. The most current list of channels is available on Channel 40.
Take Charge of Your Care

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

Speak Up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes? (see p. 16)

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?
7 Key Ways
TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It’s your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your healthcare team. Make sure you know what’s happening every step of the way—from admission through discharge.

Source: The content within the “Take Charge of Your Care” section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.
Choose a Support Person

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

A support person can:

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

Don’t forget to tell the staff who you’ve picked to be your support person.

Check IDs

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

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

- **Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

Always double-check your name with staff to avoid errors.

This may seem repetitive at times, but it helps ensure you receive the correct care.
Pay Attention To Your Care

- Tell your nurse if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

And Remember, Take Charge of Your Communication

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

“Teach Back”: In order to ensure that you understand your instructions or explanations, you may be asked to explain back in your own words what you heard.

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

You Are Key

You are the most important member of your healthcare team.

Understand your treatment

Ask questions

Speak up about pain

Know your medicines

Plan early for a successful discharge
5 Ways to Fight Infections

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

1 **Clean your hands.**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom

2 **Ask hospital staff members to clean their hands.** This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear latex gloves when touching you. Ask visitors to clean their hands too!

3 **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4 **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged. Please make sure not to touch central line dressing with bare hands.

5 **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

**CLEANING TIP:**

Use soap and water or hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing Happy Birthday).
Don’t Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. It may not be possible to fully relieve your pain. Your nurse will work with you to set a goal for pain control that will allow you to participate in your usual activities of daily living.

Ask yourself, then share with your nurse.

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

Which words describe your pain?

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

How bad is it on this pain scale?

![Wong-Baker FACES® Pain Rating Scale](https://www.wongbakerfaces.org/resources/images/faces.png)


You’re the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not seeming to work? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.
Prevent Falls

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

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

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

Prepare for Surgery

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

- your name
- the type of surgery you are having
- the body part to be operated on—In fact, your surgeon will mark the correct spot on your body. Make sure you or your support person check that it’s correct.

Take simple steps like these to help prevent medical mistakes.
Manage Your Meds

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

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

Remember, Take Charge of Your Medicines

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

Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).

Notes
You Have the Right to the Best Care

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

You Have the Right To:

- The hospital’s reasonable response to the patient’s requests and needs for treatment or service, within the hospital’s capacity, stated mission, and applicable laws and regulations.

- Considerate and respectful care, including the consideration of developmental age, sensory impairment, psychosocial, spiritual, and cultural variables, and the comfort and dignity of dying patients.

- In collaboration with their physician(s), to make decisions involving their healthcare, including the acceptance or refusal of treatment and the use of Advance Directives.

- The information necessary to enable them to make treatment decisions reflecting their wishes as outlined in a formal policy on informed decision making.

- Receive, at the time of admission, information about the hospital’s patient rights policy, and the mechanism for the initiation, review, and when possible, resolution of patient complaints, regarding quality of care.

- Participate in, or have their legally designated representative participate in, the consideration of ethical issues arising in their care.

- Be informed of any human experimentation, research, or education projects in which the patient is involved.

- Within legal limits, to personal privacy and confidentiality of information.

- Within legal limits, to access, or have their legally designated representative access, information contained in their medical records.

- The Guardian, next of kin, or legally authorized responsible person to exercise, to the extent permitted by law, the rights delineated on their behalf if they are incapable of understanding treatment, unable to communicate their wishes, are judged incompetent, or are a minor.

Concerns?

If you have concerns about the care you or your loved one are receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, please call the patients comments line at 281.737.1963.
File a grievance with the Texas Department of Health by writing or calling:
The Health Facility Licensing and Compliance Division
1100 W. 49th Street
Austin, TX 78756
888.973.0022

DNV GL Healthcare Corporate Office
400 Techne Center Drive,
Suite 100
Milford, OH 45150-2792
866.523.6842.
Email:
hospitalcomplaint@dnvgl.com

Questions?
If you have questions about your patient rights and responsibilities, contact 281.737.1963.

You Are Responsible For:
- Maintaining open and candid communication with healthcare providers.
- Complying with the directions and instructions of healthcare providers.
- Respecting the rights of others, including, but not limited to, patients and healthcare providers.
- Assuring that the financial obligations associated with your care are met in a timely manner.
Derechos y deberes

Usted tiene derecho a la mejor atención médica

Sírvase repasar los derechos y deberes indicados a continuación, para ayudarnos a brindarle atención médica de máxima calidad.

Como paciente, usted tiene derecho a:

- Que el hospital responda de manera razonable a sus pedidos y necesidades de tratamiento o servicio, en conformidad con la capacidad y la misión declarada del hospital y las leyes y normas aplicables.
- Atención considerada y respetuosa en todo aspecto, incluso en cuanto a edad de desarrollo, presencia de deficiencias sensoriales, variables psicosociales, espirituales y culturales, y la comodidad y dignidad de los pacientes moribundos.
- Tomar decisiones en colaboración con su(s) médico(s) en lo que respecta a su atención médica, incluso considerando la aceptación o el rechazo del tratamiento y el uso de Directivas Anticipadas.
- Recibir la información necesaria que le permita tomar decisiones tomando en cuenta sus deseos sobre su tratamiento, tal como se indica en la política formal sobre toma de decisiones informadas.
- Recibir, al momento de su hospitalización, información sobre la política del hospital referente a los derechos del paciente y el mecanismo para la iniciación, evaluación y —de ser posible— resolución de las quejas del paciente con respecto a la calidad de la atención.
- Participar —o tener un representante legalmente designado que participe por usted— en la consideración de asuntos éticos en relación con su atención médica.
- Que se le informe sobre todo proyecto de experimentación humana, investigación o educación en el que se involucre al paciente.
- Dentro de los límites de la ley, privacidad personal y confidencialidad de la información.
- Dentro de los límites de la ley, tener acceso —o a que su representante legalmente designado tenga acceso— a la información contenida en sus expedientes médicos.
- Que—en la medida en que lo permita la ley—su guardián, un pariente cercano o la persona encargada legalmente autorizada ejerza en su nombre los derechos indicados en caso de que usted

¿Le preocupa algo?

Si tiene alguna inquietud con respecto a la atención que usted o algún ser querido está recibiendo, sírvase comunicársela a su médico o al supervisor del personal de enfermería. Si piensa que su problema no se ha resuelto, por favor, llame a la línea de comentarios de los pacientes, al 281-737-1963.
Si tiene preguntas sobre sus derechos y deberes como paciente, llámenos al 281-737-1963.

Es su deber:
▶ Mantener una comunicación franca y abierta con sus proveedores de atención médica.
▶ Seguir las indicaciones e instrucciones de sus proveedores de atención médica.
▶ Respetar los derechos de los demás, entre ellos, los de los pacientes y proveedores de atención médica.
▶ Asegurarse de que las obligaciones financieras en relación con su atención médica se cumplan oportunamente.

Preguntas:

If you have questions about your rights and duties as a patient, call us at 281-737-1963.

Your obligations:
▶ Maintain an open and frank communication with your health care providers.
▶ Follow the instructions and recommendations of your health care providers.
▶ Respect the rights of others, including patients and health care providers.
▶ Ensure that your financial obligations related to your health care are met in a timely and satisfactory manner.

Questions:

If you have questions about your rights and duties as a patient, call us at 281-737-1963.
Privacy and Health Information

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

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare 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

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission

Right to Complain

If you believe your rights are being denied or your health information isn’t being protected, you can file a complaint with your provider, health insurer or the U.S. government at www.hhs.gov/ocr/hipaa.
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

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

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

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare 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

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov).

Source: U.S. Department of Health & Human Services Office for Civil Rights
Su privacidad importa

Privacidad e información sobre la salud

Según una ley federal que protege la información sobre la salud, usted tiene derecho a la privacidad. Esta ley establece normas y límites con respecto a quiénes pueden mirar y recibir información sobre su salud. Es importante que usted conozca esos derechos.

¿Quiénes deben acatar esta ley?

- La mayoría de los médicos, enfermeros, farmacias, hospitales, clínicas, centros geriátricos y muchos otros proveedores de atención médica.
- Las compañías de seguro, las organizaciones para el mantenimiento de la salud (HMOs) y la mayoría de los planes colectivos de seguros médicos corporativos.
- Ciertos programas gubernamentales que pagan la atención médica, como por ejemplo, Medicare y Medicaid.

¿Qué información se protege?

- La información que sus doctores, enfermeros y demás proveedores anotan en sus expedientes médicos.
- Las conversaciones que su médico sostiene con el personal de enfermería y otras personas en relación con su atención médica o su tratamiento.
- La información sobre su persona registrada en el sistema computarizado de su compañía de seguros.
- La información contable con respecto a usted en la clínica a la que asiste.
- La mayoría de la demás información sobre su salud que poseen quienes deben acatar esta ley.

¿Qué derechos tiene usted en lo que respecta a la información sobre su salud?

Los proveedores y las compañías de seguro médico deben acatar su derecho a:

- Pedir ver y obtener una copia de sus expedientes médicos.
- Obtener las correcciones que se añadan a la información sobre su salud.
- Recibir una notificación en la que se explique cómo se puede utilizar y compartir la información sobre su salud.
Decidir si quiere dar su autorización antes de que la información sobre su salud pueda ser utilizada o divulgada para fines tales como la comercialización.

Obtener un informe sobre cuándo y por qué la información sobre su salud fue divulgada para ciertos fines.

Presentar una queja.

¿Cuáles son las normas y los límites con respecto a quiénes pueden ver y recibir la información sobre su salud?

Para asegurarnos de que la información sobre su salud sea protegida de manera que no interfiera con su atención médica, su información se puede utilizar y divulgar:

- Para coordinar su tratamiento y atención médica.
- Para pagar a los médicos y hospitales la atención médica prestada, ayudándoles así a llevar a cabo su actividad empresarial.
- A sus familiares, parientes, amigos o conocidos suyos que tienen que ver con su atención médica o con sus cuentas al respecto (esto, claro, a menos que usted se oponga).
- Para asegurarnos de que los médicos brinden la atención adecuada y que los centros geriátricos estén limpios y sean seguros.
- Para proteger la salud pública, como por ejemplo, al informar sobre cuándo la gripe o influenza se encuentra en su zona.
- A fin de preparar los informes correspondientes para la policía (por ejemplo, sobre heridas de bala).

Sin su permiso por escrito, su proveedor no puede:

- Entregar la información sobre su salud a su empleador.
- Utilizar o divulgar la información sobre su salud con fines de comercialización o de publicidad.
- Compartir las notas privadas sobre sus sesiones de asesoramiento en relación con su salud mental.

Para solicitar copias de los expedientes médicos, sírvase contactarse con nuestro Departamento de Expedientes Médicos, llamando a la extensión 71612, de lunes a viernes, de 8:00 a.m. a 4:30 p.m.

A Simple and Smart Way to Take Charge of Your Care

You have the right to make fundamental decisions regarding the medical care you receive while you are in the hospital and give informed consent to treatment recommended by your physician. However, there may be circumstances which prevent you from making those decisions for yourself.

A growing number of individuals desire to make their wishes regarding life prolonging treatment known in advance to their families and physicians. Texas law allows individuals to make such decisions in advance through documents known as Advance Directives. Complaints concerning Advance Directives requirements may be filed by calling the Texas Department of Health at 800.228.1570.

What Are Advance Directives?

There are four types of Advance Directives available under Texas law – Directive to Physician (also known as a living will), Medical Power of Attorney, Out-of-Hospital Do Not Resuscitate (DNR), and Declaration for Mental Health Treatment. These four types of Advance Directives have been implemented to assure your rights to make medical treatment decisions are honored to the extent of the law.

In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with your Advance Directive, the Bioethics Committee is available to hear such disputes. Contact the Administrative Coordinator at 832.522.0307 or notify your nurse.

Fill out your forms
Make sure you submit advance directives each time you go to the hospital, so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact your nurse.

Choose Your Care

Fill out advance directives so your wishes are met and your loved ones aren’t unsure of what you want.

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

• Directive to Physician (Living Will)

• Medical Power of Attorney for Healthcare Decisions (also known as Durable Power of Attorney for Healthcare Decision Making)

• Out of Hospital DNR (Do Not Resuscitate)

• Declaration for Mental Health Treatment

Directive to Physician

A Directive to Physicians allows a competent individual to accept, refuse, withdraw or control decisions relating to rendering of medical care, specifically the use of life-prolonging medical treatment when a condition is terminal and/or irreversible and you are not able to make your own decisions.

Medical Power of Attorney

A Medical Power of Attorney allows a competent person to designate someone they trust (agent) to make healthcare decisions for them should they become unable to do so. The person you choose may make healthcare decisions on your behalf only when your physician decides you cannot make those decisions yourself.

Once signed, a Directive to Physicians or a Medical Power of Attorney does not have to be renewed. It can be revoked at any time by the person who signed the document in writing or orally by telling the physician, agent, family or an immediate healthcare provider.

Out-of-Hospital DNR

An Out-of-Hospital DNR form allows you to refuse certain life-sustaining treatments outside of the hospital. Those settings include Hospital Emergency Centers, Home Health, Hospice, Nursing Homes, and Ambulances. A physician’s signature is required, along with two witnesses.

Declaration for Mental Health Treatment

A Declaration for Mental Health Treatment deals with mental health treatment issues only. A Declaration for Mental Health Treatment allows you to tell your healthcare providers your choices for mental health treatment, in the event you become incapacitated.

Surrogate Decision Maker

If you become unable to make your own healthcare decisions and do not have a legal guardian or someone designated under a Medical Power of Attorney, then certain family members and others can make medical treatment decisions on your behalf.

Legal Aspects of Advance Directive

An Advance Directive does not need to be notarized. Neither this hospital nor your physician may require you to execute an Advance Directive as a condition for admittance or receiving treatment in this or any other hospital. The fact that you will have executed an Advance Directive will not affect any insurance policies you may have.
Una manera simple e inteligente de hacerse cargo de su atención médica

Usted tiene derecho a tomar decisiones fundamentales con respecto a la atención médica que recibe mientras está en el hospital y a dar su consentimiento informado al tratamiento recomendado por su médico. No obstante, puede que surjan situaciones que le impidan tomar esas decisiones por sí mismo.

En lo que respecta a los tratamientos para la prolongación de la vida, un número creciente de individuos prefieren dar a conocer sus deseos a sus familiares y médicos anticipadamente. La ley de Texas permite a la gente adelantarse en la toma de este tipo de decisiones, mediante documentos conocidos como Directivas Anticipadas. Las quejas en relación con los requisitos de las Directivas Anticipadas se pueden presentar llamando al Departamento de Salud de Texas (Texas Department of Health) al 800-228-1570.

¿Qué son las Directivas Anticipadas?
Según las leyes de Texas, hay cuatro tipos de Directivas Anticipadas: La Directiva para el Médico (también conocida como Testamento Vital), el Poder Notarial Médico, la Orden de No Reanimar al Paciente Externo o en Entorno No Hospitalario (conocida como DNR por sus siglas en inglés) y la para el Tratamiento de la Salud Mental. Estos cuatro tipos de Directivas Anticipadas se han ideado para garantizar que su derecho a tomar decisiones sobre su tratamiento médico sea respetado en la medida en que lo permite la ley.

En caso de desacuerdo entre los miembros de su familia u otros cuidadores con respecto a sus deseos en relación con el tratamiento para prolongarle la vida u otros asuntos en conexión con sus Directivas Anticipadas, el Comité de Bioética está a disposición de los interesados para escuchar sus cuestionamientos. Diríjanse estos al Coordinador Administrativo, llamando al 832-522-0307.

Para obtener más información sobre las Directivas Anticipadas o para conseguir formularios al respecto, sírvase hablar con su enfermero(a).
o notifíquense al enfermero (o a la enfermera) que le atiende.

**Tipos de Directivas Anticipadas**
- **Directiva para el Médico (Testamento Vital)**
- **Poder Notarial Médico para Toma de Decisiones sobre Atención Médica (también conocido como Poder Notarial Permanente para Toma de Decisiones sobre Atención Médica)**
- **Orden de No Reaninar (No Resucitar; DNR, por sus siglas en inglés) al Paciente Externo o en Entorno No Hospitalario**
- **Declaración para el Tratamiento de la Salud Mental**

**Directiva para el Médico**
La Directiva para el Médico permite a un individuo competente aceptar, rehusar, retirar (retractarse de) o controlar decisiones relacionadas con la prestación de atención médica, específicamente, el uso de tratamiento médico para prolongar la vida, en caso de que la enfermedad sea incurable y/o irreversible y el paciente ya no pueda tomar sus propias decisiones.

**Poder Notarial Médico**
El Poder Notarial Médico permite a una persona competente designar como agente a alguien de su confianza, para que en su nombre tome decisiones sobre su atención médica, en caso de quedar imposibilitada de tomarlas por sí misma. La persona que usted elija podrá tomar decisiones en su nombre solo cuando el médico decida que usted ya no puede hacerlo.

Una vez firmados la Directiva para el Médico o el Poder Notarial Médico, no hay necesidad de renovarlos; sin embargo, la persona que los firmó podrá revocarlos en cualquier momento, por escrito u oralmente, haciéndoselo saber al médico, al agente, a un familiar o al proveedor de atención médica inmediato.

**Orden de No Reanimar (No Resucitar; DNR, por sus siglas en inglés) al Paciente Externo o en Entorno No Hospitalario**
El formulario correspondiente a la Orden de No Reanimar le permite rehusar ciertos tratamientos de soporte vital fuera del hospital; por ejemplo, en centros de emergencia de algún hospital, bajo atención médica domiciliaria, o en centros de cuidados paliativos, asilos de ancianos y ambulancias. Para esta orden se requiere la firma de un médico y las de dos testigos.

**Declaración para el Tratamiento de la Salud Mental**
Tal como lo indica su nombre, la Declaración para el Tratamiento de la Salud Mental se refiere solo a asuntos relacionados con este tipo de tratamiento. En caso de ya no poder expresar sus deseos, la Declaración para el Tratamiento de la Salud Mental le permitirá hacer saber a sus proveedores lo que ha escogido como tratamiento para la salud mental.

**Sustituto para la Toma de Decisiones**
Si queda imposibilitado para tomar decisiones sobre su propia atención médica y no tiene un guardián legal o alguien designado según un Poder Médico Notarial, ciertos familiares y terceros pueden tomar decisiones en su nombre con respecto a su tratamiento médico.

**Aspectos legales de la Directiva Anticipada**
No es necesario hacer certificar por notario la Directiva Anticipada. Ni este hospital ni su médico pueden exigirle presentar una Directiva Anticipada como condición para hospitalizarle o para recibir tratamiento en este o en otro hospital. El hecho de que haya presentado una Directiva Anticipada no afectará las pólizas de seguro que usted pueda tener.
We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care both here—and beyond the hospital.

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

- **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.

- **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.

- **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down, as well as the name and contact number to call.

Caregivers Need Care Too
If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

**RESOURCES**
- National Alliance for Caregiving
  www.caregiving.org
- Family Caregiver Alliance
  www.caregiver.org
- Caregiver Action Network
  www.caregiveraction.org
Before You Leave the Hospital

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

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

To begin, ask to speak with your nurse, case manager or social worker, and review the following:

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

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

- www.medicare.gov/nursinghomecompare
- www.medicare.gov/homehealthcompare
- www.qualitycheck.org
You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You may also need to reach out to Medicare, Medicaid or your insurance company.

Not Ready To Leave?

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

Checklist for Discharge

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

- **Medicine list.** This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

- **Prescriptions.** Your physician will leave prescriptions for any new medications that are prescribed for you at the time of discharge. These can be filled at any pharmacy.

- **Follow-up care instructions.** Beyond medicine, this can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions

- **After-hospital services.** Know how much support you’ll need in these areas:
  - **Personal care:** bathing, eating, dressing, toileting
  - **Home care:** cooking, cleaning, laundry, shopping
  - **Healthcare:** taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

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

**Discharge Time**

We care about the safe and seamless discharge of our patients. Please discuss your discharge time with your nurse or case manager. The target discharge time is 1:00 p.m. We ask that you arrange your transportation for discharge. Please talk to your nurse or case manager if you require assistance.
After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you.

**Home Healthcare**—Care provided by professionals in your home to help maintain or restore health. Includes: skilled care provided by a nurse, physical therapist, occupational therapist. This requires a physicians order.

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

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

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

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

To get started evaluating or finding after-hospital care resources in your area, visit:
- **Eldercare Locator**
  www.eldercare.gov
- **National Respite Network and Resource Center**
  www.archrespite.org

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs.
Take Charge of Your Payments

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

Understanding your Bill

For in-house patients who have a patient portion due, you will receive a visit from a Hospital Financial Counselor during your admission. During that visit, it will be requested that you pay any out-of-pocket responsibility prior to your discharge from the hospital. The Financial Counselor can process your payment directly at your bedside. The Financial Counselor can review your insurance plan and benefits and answer any questions you may have about your insurance benefits.

Medicare

If you have Medicare, you are required to complete a MSPQ (Medicare Secondary Payer Questionnaire) form during your registration. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don’t have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare summary notices) to review:

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

If you have questions, call the customer service number listed on your statement.
**Commercial Insurance Providers**
If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About three weeks after you are discharged from the hospital, you will receive an Explanation of Benefits (EOB) statement from your provider. This is not a bill. EOBs show:

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

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

**Non-Insured Patients and Payment Arrangements**
If you pay your bills without help from Medicare or a commercial insurance provider, then you will receive bills directly from the hospital. Non-resource patients may be requested to pay an admission deposit at time of registration. Additionally, when the first bill arrives, call the hospital’s Financial Services Department who will be able to assist you with payment arrangements.

Please communicate with the Financial Services Department as soon as possible. If you do not set up a payment plan or if you stop making payments, then your account may be placed with a third-party collection agency. The hospital wants to work with you, so please reach out with any questions or concerns you have.

**Understanding Coordination of Benefits (COB)**
COBs happen when you are covered under two or more insurance companies. This may occur when a husband and wife are both listed on each other’s insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You are responsible for communicating which insurance is primary at time of registration. Insurance companies usually request completed COBs from you before paying a claim so please make sure you respond to these requests quickly.
We provide a full continuum of medical services, including:

- Accredited Chest Pain Center
- Birthing Center
- Breast Care Center
- Cancer Center
- Cardiology
- Cardiovascular Surgery
- Digestive Medicine
- Emergency Medicine
- General Surgery
- Human Performance Lab
- Imaging & Diagnostic Services
- Infusion Center
- Neonatal Intensive Care
- Neurology
- Neurosurgery
- Obstetrics & Gynecology
- Orthopedics & Sports Medicine
- Plastic & Reconstructive Surgery
- Radiation Oncology
- Rehabilitation Services
- Robotic Surgery
- Spine Center
- Stroke Care
- Urology
- Vein Clinic
- Weight Loss Surgery
- Wellness Center
- Wound Care

About Houston Methodist

Houston Methodist is one of the nation’s leading health systems and academic medical centers. Houston Methodist consists of seven hospitals: Houston Methodist Hospital, the flagship academic hospital in the heart of the Texas Medical Center, and six community hospitals throughout the greater Houston metropolitan area. Houston Methodist also includes a research institute, an international business division, numerous physician practices and several freestanding emergency rooms and outpatient facilities.

Each hospital is staffed with experienced and dedicated personnel who exemplify our core I CARE Values: Integrity, Compassion, Accountability, Respect and Excellence. Patient safety, quality and service are our highest priorities.

Overall, Houston Methodist employs over 15,000 employees and serves 750,000 patients annually. FORTUNE Magazine has placed Houston Methodist on its annual list of “100 Best Companies To Work For” since 2006.

Follow us on Facebook to learn more about community events, free seminars and the latest health information.
Medical Center Level Care—Close to Home
Houston Methodist Willowbrook Hospital is a not-for-profit, 251-licensed-bed, tertiary-care hospital on a 52-acre campus that opened December 18, 2000.

From emergency services and primary care to open heart surgery and advanced orthopedic care, Houston Methodist Willowbrook Hospital provides high-quality healthcare to you and your family. We bring the world-renowned quality and expertise of Houston Methodist close to you in the growing Northwest Houston community.

Quality Awards
Physicians, nurses and staff at Houston Methodist Willowbrook Hospital champion I CARE Values of Integrity, Compassion, Accountability, Respect and Excellence. This focus has created a culture at the hospital that promotes best practices and has earned recognition from across the medical community.

- Named a Magnet recognized healthcare facility by the American Nurses Credentialing Center’s Magnet Recognition Program®
- Certified Chest Pain Center by the Society of Cardiovascular Patient Care
- Ranked by U.S. News & World Report as one of America’s “Best Hospitals” in seven specialties
- “A” Hospital Safety Score from The Leapfrog Group
- Designated as a Center of Excellence in Metabolic and Bariatric Surgery
- Top Performer on Key Quality Measures™ by The Joint Commission
- Get With The Guidelines®–Stroke Gold Plus Quality Achievement Award from the American Heart Association
Dietitians
A registered dietitian will review your medical record and work with your healthcare 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 discharge.

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. Nursing assistants and nurse technicians assist registered nurses. The nursing staff is available around the clock.

Patient Liaison
Patient liaisons can help make sure the hospital responds to any concerns or questions you might have in connection with your care. As your special communication link with the hospital and your doctor, the patient liaison works with you and the hospital to address your concerns. To contact a patient liaison, call 281.737.1963.

Pharmacists
While you are in the hospital, our pharmacists will dispense all your medications. They can answer any questions you have regarding your medications.

Physicians
Your primary care physician, a resident physician on duty or a hospitalist will supervise your care while you are in the hospital.
Rehabilitation Therapists
Physical therapists, occupational therapists and speech pathologists will work with you, your family and your medical team to help meet recovery goals. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Social Services
Our Social Services department can counsel you and your family about any adjustment to your lifestyle that may be necessary due to changes in your health. Our social workers have a master’s degree in social work with state certification. Social workers are an ideal source of information for programs such as support groups, community resources, convalescent care, rehabilitation centers and nursing home care. If your doctor recommends post-hospital nursing care, call the Social Services Department at 281.737.2256 from 8:00 a.m. to 5:00 p.m. to arrange for those services. If after hours, please leave a message, and a social worker will contact you the following day.

Volunteer Services
We have an active organization of adult Guest Relations Volunteers who provide a variety of services to departments located throughout the hospital on a year-round basis. During the summer months, we have opportunities for Junior Volunteers. Junior Volunteers are identified as students age 16 to 18 who are still in high school.

Volunteer Services provides you the opportunity to accept new challenges, develop skills, make new friends, give back to your community, and have fun. Our application can be found online.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.
Stop Smoking
Reduce Your Chances of Returning to the Hospital

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

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

**Ready, Set, Quit!**
Now that you’ve decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait it out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

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**3 Tips to Help You Quit**

1. **Fight the Urge**
   Don’t let yourself think that you can have just one cigarette, but if you do slip, start again and make tomorrow your new first day to quit.

2. **Get Moving**
   Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

3. **Keep Your Mouth Busy**
   Try toothpicks, celery, sugarless gum or sugar-free lollipops.