

# SURGICAL HOSPITAL OF OKLAHOMA



## ***PATIENT HANDBOOK***

### ***The Staff of Surgical Hospital of Oklahoma Welcomes You!***

We extend to you a cordial and warm welcome to Surgical Hospital of Oklahoma. Our hospital is a JCAHO accredited surgical hospital serving Oklahoma City and surrounding communities. We are a family-centered hospital providing you with the best care and service.

You are our guest and our first consideration. We want you to know us as caring people working together for your health and well-being. Be assured that every staff member is dedicated to making your stay a comfortable one, and assisting you to get well as soon as possible.

We hope this handbook will provide the necessary information to make your stay a pleasant one, and will better acquaint you with our hospital. If you have any questions concerning our policies and services, please call the hospital operator at "0". The operator can connect you to someone who will help.

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## ***YOUR ARRIVAL AND STAY***

Your doctor arranges your admission to Surgical Hospital of Oklahoma. Your admission to the hospital will be handled without regard to race, creed, color, or national origin.

When you arrive, certain necessary information will be requested for completion of your medical record and for financial arrangements. This is essential so that all hospital departments can provide prompt service to you, and necessary information to your doctor. Be assured that all of the information provided by you will be handled confidentially.

Surgical Hospital of Oklahoma does not provide in house physician coverage 24 hours a day, seven (7) days a week. In order to meet the emergency needs of our patients, at such times when a physician is not present, the organization provides on-call emergency physician coverage around the clock as well as registered nurses with advanced training and certification through the American Heart Association in Basic Cardiac Life Support, Advanced Cardiac Life Support and Pediatric Advanced Life Support.

We would also like to inform you that Surgical Hospital of Oklahoma is Physician owned. A list of owners is available upon request.



### **Patient Identification**

Upon admission, an identification band, that you will need to wear during your hospitalization, will be placed on your arm by the Admissions Representative. **DO NOT REMOVE THIS BAND UNTIL DISCHARGED.** This band enables the staff to coordinate the services you receive. Please wear your identification band at all times.

Our staff is required to identify each patient using the patient name and date of birth. You may grow weary of stating your name and date of birth, but this is essential to providing safe patient care. Staff must perform patient identification before providing any patient care, such as:

- giving medications
- obtaining lab work
- starting IV's
- at the start of each shift.

If you have any concerns regarding patient identification, please contact the Director of Nursing at extension 3014, or ask the operator to assist you.

### **Advance Directives/Wills**

Advance directives, in the form of a living will or durable power of attorney for health care, enable patients to give instructions regarding the treatment they would prefer if seriously ill. If you have a living will or durable power of attorney for health care, you must give a copy to your nurse. The document will be included with your chart. If you did not receive information on advance directives at the time of admission, please tell your nurse or doctor.

### **Your Personal Needs**

Toiletries, a bathrobe, and slippers are the only personal items that you will need. Patients may wear their own gowns or pajamas, but such articles cannot be laundered by the hospital.



### **Valuables**

The hospital cannot assume responsibility for loss of personal items from your room. It is urged that you leave valuables at home.

## **Medications From Home**

If any medication is required during your stay, your doctor will prescribe it for you. In the event that you brought any medication with you, please give it to the nurse. The nurse will store it for you and will return it to you when you are discharged. Please be certain to inform your doctor and nurses if you have been taking medicines recently, or have any known allergies.

## **Treatment Permits**

Each patient or personal representative of their choice must sign permits for treatments and/or operations. Parents or guardians must sign permits for minors.

## **Conflict Resolution**

We understand that sometimes in the course of treatment, conflicts may arise regarding your health care needs. All staff work to ensure that every patient receives the best care possible during his/her stay at Surgical Hospital of Oklahoma. Occasionally a patient may have questions or concerns regarding their care. If such questions arise during your hospital stay, our Director of Nursing will be happy to meet with you. To speak with the Director of Nursing, please call the Operator at "O" and make your desire to speak with the Director of Nursing known. The Operator will contact the DON with your request.

## **Services for the Physically Challenged**

Our hospital continually strives to meet the requirements of the Americans with Disabilities Act regarding the rights of all disabled individuals. If you or a visitor encounter any physical or communication barriers during your time at our hospital, or believe you have been denied access to the hospital's full array of services because of your disability, we encourage you to contact our Director of Nursing at extension 3014 or ask the Operator to assist you. We will respond to your concerns as soon as possible.

## **Language Interpreter Services**

Sign language interpreters are available to hearing-impaired patients free of charge. Please request these services through your nurse. Assistance is available for patients and families who do not speak English. For information, contact your nurse.

## **Your Diet After Surgery**

Undergoing a surgical procedure affects your body in many ways. It is important that you restore your nutritional health by following the diet established by your physician. It is very important that you let your nurse know how you feel after eating or drinking anything after surgery.



## **Pain Management**

At Surgical Hospital of Oklahoma we pay special attention to pain and try to keep you as comfortable as possible. Your nurse will spend time discussing our Pain Management Program and your important role in achieving post-operative comfort.

## **Infection Control**

To protect our patients and visitors from infection, we follow the recommended policies of the Centers for Disease Control. All staff members follow Standard Precautions to prevent the spread of infections. Members of our health care team who handle your blood or body fluids should wear gloves. In addition, please make sure that anyone who touches you has washed their hands or used the hand sanitizer.

We want you to be safe so we sometimes may have to impose additional isolation precautions on patients whom we suspect may have an infectious disease. If for any reason you are in isolation or under certain precautions, please have your visitors check in at the nursing station for proper attire before they enter your room. Our infection control nurse will be glad to answer questions about isolation and other precautions.

As a partner in your care, please do not hesitate to ask our staff "Did you wash your hands?" If you have any concern regarding hand washing, please contact our Infection Control Nurse at extension 3019 or have the Operator assist you.

## ***HOSPITAL RULES***

### **Smoking Policy**

For your health and safety, Surgical Hospital of Oklahoma is a "smoke free environment", therefore, smoking is not allowed by patients, visitors, employees or medical staff in the hospital building or on hospital property, including entrances and exits.

### **Identification Badge Policy**

All members of the Surgical Hospital of Oklahoma staff are required to wear an identification badge with his/her name and professional title on it. Please do not hesitate to ask if you do not see a badge on someone involved with your care.



### **Guidelines for Visitors**

Visitors are an important part of the healing process, and we encourage family and friends to visit during your stay. Visiting guidelines ensure that patients have adequate rest and allow our staff to provide the best possible care. Guests may enter through the front door of the hospital until 6:00pm. After 6:00pm, guests may enter through the Emergency Department door located on the Northeast side of the building. If you have questions about visiting hours, please ask your nurse.

### **Visiting Hours**

Regular visiting hours are 08:00 a.m. to 8:00 p.m., seven days a week. Visitors are limited to two at a time and other visiting restrictions may apply. You may have one guest stay the night with you. We will provide linen and guests meals for this guest throughout your stay. See your nurse if you have questions.



### **Safety and Security**

Security personnel work with the staff, patients, and visitors to create a safe environment. If you need security assistance, please tell your nurse or any other staff member.

We also have a full fire alarm system throughout the hospital that alerts the Oklahoma City Fire Department to smoke or fire. Surveillance cameras are focused on areas such as parking lots and entrances. All hospital employees are issued identification badges, which they are required to wear during their working day.

## **Fire Drills**

For your protection, the hospital conducts fire drills regularly. If a drill occurs while you are here, please remain in your room and do not be alarmed. Your caregivers have been trained in fire safety procedures and will advise you as needed.



## **Telephone and TTY Services**

Telephone services are available 24 hours a day for incoming and outgoing calls. Your nurse can assist you with any calls. The hospital does not accept collect calls. The direct line to the nurses' station is 635-3059. The direct phone line to the hospital is 634-9300. The direct line to your assigned room will be available in the room upon admission.

We also have a TTY telephone for those with a hearing impairment. Dial "0" for assistance with the TTY service.

## **Television Services**

Television service is immediately available to you in your room upon admission. The channel guide will be available in your assigned room upon admission. Please do not bring televisions from home. In addition, no electrical appliances may be brought from home as they do not meet safety standards for hospitals and may be hazardous.

## **Housekeeping**

If you need housekeeping assistance in your room, you may tell your nurse or call the Operator (dial "0").



## **Food Service and Vending Machines**

For your convenience vending machines for cold drinks and snacks are available 24-hours a day in the front lobby. Your nurse can also provide your guests with a Local Dining Guide and map if needed.

Outside food is not to be brought to a patient without written approval by the physician.

## ***SAFETY SUGGESTIONS DURING HOSPITALIZATION***



### **FALL PREVENTION**

Accidents can happen anywhere, and occasionally accidental falls occur during hospitalization. We want your stay here to be as pleasant as possible. The following is a list of suggestions to minimize your risk of falling.

- Ask your nurse for help if you feel dizzy or weak when you sit upright or stand. Sometimes, you may get weak after sitting or lying for a long period of time.
- If you get up without help, sit up for awhile before standing. When you feel OK, rise carefully and begin to walk slowly.
- Make sure that your clothing doesn't get in your way or cause you to fall. Clothes that are so loose that they catch on things or that need to be held up may cause you to fall. Make sure that your shoes or slippers are non-skid and fit well.
- Follow your doctor's orders if told not to be up out of bed, or if the nurse tells you not to be up without the nurse's help.
- Don't tamper with the side rails or restraints if they are in place. They are used to remind you that you need help to get out of bed and they help to keep you safe.

**Even if you think you don't need help, remember that you are in the hospital and that:**

- Certain medications and treatments may cause you to become weak, dizzy, or confused.
- The hospital may seem strange to you, especially at night. Furniture and equipment may not be where you would expect it to be and may get in your way. Getting to the bathroom may be hazardous in your darkened and unfamiliar room.

*Keeping these suggestions in mind will help us to provide the best possible care to you.*

### **TIPS TO MAKE YOUR HEALTHCARE AS SAFE AS POSSIBLE---SPEAK UP!**

**S**peak up if you have questions or concerns, and if you don't understand-ask again. IT'S YOUR BODY AND YOU HAVE A RIGHT TO KNOW.

**P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. DO NOT ASSUME ANYTHING!

**E**ducate yourself. KNOW ABOUT YOUR DIAGNOSIS, THE MEDICAL TESTS YOU ARE UNDERGOING, AND YOUR TREATMENT PLAN.

**A**sk a trusted family member or friend to be your ADVOCATE.

**K**now what medications you take and why you take them. MEDICATION ERRORS ARE THE MOST COMMON HEALTHCARE ERRORS.

**U**se a hospital or other health care facility that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by JCAHO. SHO IS ACCREDITED BY JCAHO.

**P**articipate in all decisions about your treatment. YOU ARE THE CENTER OF THE HEALTHCARE TEAM!

### ***TUBING DISCONNECTIONS***

If any tubing becomes disconnected-**PLEASE DO NOT RECONNECT THE TUBING YOURSELF!** Notify your nurse or the charge nurse, immediately. ***THIS WILL HELP MAKE YOUR STAY A SAFE ONE!***

## ***GOING HOME***



### **Discharge Planning**

Discharge instructions, as ordered by your physician, will be given to you by your nurse. Some patients will need additional treatment or care following discharge. Our Case Manager will discuss resources available to you and make any required arrangements with your physician.

Please be sure you have arranged for appropriate transportation to return to your home. A staff person will escort you by wheelchair to the patient pick-up area located in front of the hospital.

When you are discharged, you and/or your family members will receive instructions on the recovery process.

If you need to talk with someone regarding finances, call the Operator at "O" and a business office representative will be happy to visit with you.

### **Things to remember before leaving:**

- Ask your doctor about any special diet, medication needs or equipment needs.
- Discuss any limitations or follow-up treatments that might be necessary.
- Speak with a business office representative about your hospital bill.
- Make sure you have all of your belongings.
- Be sure to take your discharge instructions and prescriptions.
- If you are wearing monitoring devices, please have your nurse determine if they should be removed before your departure.

### **Patient Perception Surveys**

Our health care team is dedicated to providing quality care in a friendly and caring environment. We want your hospital stay to be a pleasant one, and we welcome your comments and suggestions.

Before you are discharged your nurse will leave a Patient Perception Survey with you. You may complete it before discharge and seal it in the envelope provided and just leave it in your room, or you may return it by mail in the envelope provided.

### **Patient Follow-Up Telephone Calls**

You will also receive a telephone call approximately 24 to 48 hours after you are discharged to see if you are recuperating as planned. If you have any needs or concerns our nurses can assist you.

## ***MEETING YOUR NEEDS***



### **Confidentiality**

All patient medical information, whether stored electronically, in the medical record, or obtained by any other means, is treated as private and confidential. All SHO staff members take precautions to assure the privacy and confidentiality of patients.

## **Access to Your Medical Record**

If you would like access to your medical record, please talk to your nurse. The medical record is the property of Surgical Hospital of Oklahoma. You have a right to review, on request, a copy of your medical record and/or receive a copy of your medical record for reasonable copying charges. Please put your request in writing, or ask for and complete the form "Consent to Release of Information" and forward to:

SURGICAL HOSPITAL OF OKLAHOMA  
PRIVACY OFFICER  
100 SE 59<sup>TH</sup> Street  
OKC, OK 73129.

**Please call 405-634-9300 if you have questions**

[Click here to view the full Notice of Privacy Practice](#)

## ***Patient Rights and Responsibilities***

As a patient at SHO, you have many rights and responsibilities. The following is a summary of those:

### **PATIENT RIGHTS**

Regarding your medical care, you have the right to—

- Request a change of your health care provider.
- Obtain a second opinion if you choose.
- Medical care without discrimination based on race, religion, national origin, gender, age, sexual orientation, or disability.
- Considerate and respectful care.
- Be treated with dignity and participate fully in all aspects of your care.
- Receive information about your diagnosis, medical condition, and treatment in terms that you can understand.
- Be given an explanation of all procedures and to be informed about the outcome of your care.
- Receive information about pain and pain relief.
- Receive assessment and management of your pain.
- Receive a timely response from your doctor or nurse whenever you report pain or discomfort.
- Refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- Know the names and professional titles of your caregivers.
- Be advised that you have been referred to SHO which may be a non-participating provider in your health plan. Your doctor may have an indirect ownership interest in the hospital.
- Be aware that SHO is a teaching institution.
- Know that resident physicians, student nurses, and other supervised health care providers in training may become involved in your care and treatment. Ask if any of your health care providers are in training.
- Know that resident physicians, student nurses, and other supervised health care providers in training may become involved in your care and treatment. Ask if any of your health care providers are in training.

### **Regarding decision-making and advance directives, you have the right to--**

- Make informed decisions about your care or designate a representative to make decisions for you.
- Receive information about advance directives including a living will and durable power of attorney.
- Set up advance directives and have them followed.

**Regarding the use of experimental treatment, you have the right to--**

- Receive a full explanation of any experimental methods of diagnosis and/or treatment offered to you for consideration.
- Consent to or refuse experimental treatment or research activities. If you refuse, your future access to quality health care will not be compromised.

**Regarding your personal needs, you have the right to--**

- Personal privacy.
- Prompt, reasonable, and courteous responses to any request for services within the capacity of the hospital
- Receive care in a safe and secure environment, free from abuse or harassment.
- Be free from restraint except in a situation where your own safety or the safety of others must be protected.
- Use the services of an interpreter and access to assistive devices, when needed.
- Be provided with sufficient, nutritious, and palatable food, with consideration given to religious and medical requirements.
- Meet with clergy or other spiritual advisors if you choose.
- Uncensored and unobstructed communication by telephone, letter, or in person with any willing party except as provided by law.
- Choose and be provided with recreational and educational activities.

**Regarding your physician, family, friends, or personal partner, you have the right to--**

- Have contact with family members, friends, or personal partner.
- Request that your family or a representative of your choice be notified of your admission to the hospital.
- Request that your own physician be notified of your admission to the hospital. With your consent, we will send to your physician reports concerning your diagnosis, treatment, and continuing health care requirements.

**Regarding your records and bill, you have the right to--**

- Confidentiality regarding your clinical and personal records.
- View your medical records within the limits of the law.
- An explanation of all items on your bill.

**Regarding your discharge planning, you have the right to-**

- Be involved in discharge planning from the time of admission.
- Receive information about continuing health care needs and planning for care after leaving the hospital.
- Work with members of our staff and other care providers, as needed, concerning your transfer to an alternate health care organization.

**Regarding problem resolution, you have the right to--**

- Express concerns or grievances regarding your care to the hospital staff or to our Director of Nursing.
- Participate in a formal grievance procedure.

## **PATIENT RESPONSIBILITIES**

### **Regarding your medical care, you are responsible for:**

- Providing accurate and complete information about all matters pertaining to your health, including medications and past or present medical problems.
- Reporting changes in your condition or symptoms, including pain, to a member of the health care team.
- Asking your doctor or nurse what to expect regarding pain assessment and pain treatment options.
- Informing your doctor or nurse when you are having pain and asking for pain relief measures when pain or discomfort first begins or is not relieved by prescribed treatment measures.
- Following the instructions and advice of your health care team. If you refuse treatment or do not follow the instructions or advice, you must accept the consequences of your decisions.
- Identifying and reporting any safety concerns that may affect your care.
- Notifying a member of the health care team if you do not understand information about your care or treatment.
- Informing your physician, nurse, or other health care provider if you are not satisfied with any aspect of your care.
- Participating in the planning of your care, including discharge planning.
- Providing timely information regarding your health insurance.
- Paying your bills or making arrangements with SHO to meet your financial obligations in a timely manner.

### **Regarding your personal behavior, you are responsible for:**

- Acting in a considerate and cooperative manner.
- Respecting the rights and property of others.
- Following the policies and procedures of SHO affecting your care.

## **AN IMPORTANT MESSAGE FROM MEDICARE ABOUT YOUR RIGHTS**

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### **AS A HOSPITAL INPATIENT, YOU HAVE THE RIGHT TO:**

- Receive Medicare covered services. This includes medically necessary hospital services and services you may need after you are discharged, if ordered by your doctor. You have a right to know about these services, who will pay for them, and where you can get them.
- Be involved in any decisions about your hospital stay, and know who will pay for it.
- Report any concerns you have about the quality of care you receive to the Quality Improvement Organization (QIO) listed here: **Oklahoma Foundation for Medical Quality- Telephone: 405-840-2891**

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### **YOUR MEDICARE DISCHARGE RIGHTS**

**Planning For Your Discharge:** During your hospital stay, the hospital staff will be working with you to prepare for your safe discharge and arrange for services you may need after you leave the hospital. When you no longer need inpatient hospital care, your doctor or the hospital staff will inform you of your planned discharge date.

#### **If you think you are being discharged too soon:**

- You can talk to the hospital staff, your doctor and your managed care plan (if you belong to one) about your concerns.
- You also have the right to an appeal, that is, a review of your case by a Quality Improvement Organization (QIO). The QIO is an outside reviewer hired by Medicare to look at your case to decide whether you are ready to leave the hospital.
  - **If you want to appeal, you must contact the QIO no later than your planned discharge date and before you leave the hospital.**

- If you do this, you will not have to pay for the services you receive during the appeal (except for charges like copays and deductibles).
- If you do not appeal, but decide to stay in the hospital past your planned discharge date, you may have to pay for any services you receive after that date.

To speak with someone at the hospital about this notice, call the Director of Health Information Management at 405-635-3021.

### **STEPS TO APPEAL YOUR DISCHARGE**

- **STEP 1:** You must contact the QIO no later than your planned discharge date and before you leave the hospital. If you do this, you will not have to pay for the services you receive during the appeal (except for charges like copays and deductibles).
  - Here is the contact information for the QIO:  
**Oklahoma Foundation for Medical Quality, 405-840-2891**
  - You can file a request for an appeal any day of the week. **Once you speak to someone or leave a message, your appeal has begun.**
  - Ask the hospital if you need help contacting the QIO.
  - The name of this hospital is: **Surgical Hospital of Oklahoma, Provider ID Number: 1033229240.**
- **STEP 2:** You will receive a detailed notice from the hospital or your Medicare Advantage or other Medicare managed care plan (if you belong to one) that explains the reasons they think you are ready to be discharged.
- **STEP 3:** The QIO will ask for your opinion. You or your representative need to be available to speak with the QIO, if requested. You or your representative may give the QIO a written statement, but you are not required to do so.
- **STEP 4:** The QIO will review your medical records and other important information about your case.
- **STEP 5:** The QIO will notify you of its decision within 1 day after it receives all necessary information.
  - If the QIO finds that you are not ready to be discharged, Medicare will continue to cover your hospital services.
  - If the QIO finds you are ready to be discharged, Medicare will continue to cover your services until noon of the day after the QIO notifies you of its decision.

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### **IF YOU MISS THE DEADLINE TO APPEAL, YOU HAVE OTHER APPEAL RIGHTS:**

- You can still ask the QIO or your plan (if you belong to one) for a review of your case:
  - If you have Original Medicare: Call the QIO listed above.
  - If you belong to a Medicare Advantage Plan or other Medicare managed care plan: Call your plan.
- If you stay in the hospital, the hospital may charge you for any services you receive after your planned discharge date.

**For more information,  
call 1-800-MEDICARE (1-800-633-4227), or TTY: 1-877-486-2048.**