

Welcome



Patient & Family Guide



**TALLAHASSEE
MEMORIAL**
HEALTHCARE

TMH CARE TEAM MEMBERS'

Uniform Colors

Who's caring for you? Now TMH caregivers are more visible than ever. Reference the color chart below to see who's providing your care today.



Nurse



Patient Care Assistant



Respiratory Therapist



Radiology Technologist



Speech/Physical/Occupational Therapist



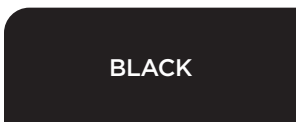
Dietary Host/Hostess



Music Therapy



Housekeeping/EVS



Transportation



Your Patient & Family Guide

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Tallahassee Memorial HealthCare follows federal law regarding Civil Rights and does not discriminate on the basis of race, color, national origin, gender, age, disability, sexual orientation and gender.

SPANISH: Tallahassee Memorial HealthCare cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

HAITIAN CREOLE: Tallahassee Memorial HealthCare konfom ak lwa sou dwa sivil Federal ki aplikab yo e li pa fe diskriminasyon sou baz ras, koule, peyi orijin, laj, enfimite oswa seks.

We provide interpreters. Please contact your nurse. An interpreter will be called.

Hay interpretes gratis a su disposicion, por favor preguntele a su enfermera.

Telephone Directory

Main Number	850-431-1155
Administration.....	850-431-5380
Behavioral Health Center	850-431-5100
Cancer Center	850-431-4226
Case Management	850-431-2910
Chaplain	850-489-0066
Housekeeping.....	850-431-5419
Nursing Administration	850-431-5311
Nutrition (Dietary).....	850-431-3663
Patient Experience	850-431-5488
Physician Referral Services.....	850-431-2063
Risk Management	850-431-5364
Security	850-431-5186
Social Work.....	850-431-2910
Business Office	850-431-6951
Gift Shop	850-431-5427
Women’s Pavilion Gift Shop	850-431-0294
Women’s Pavilion Security Desk.....	850-431-0288

HELPFUL NUMBERS AS YOU LEAVE THE HOSPITAL

A Woman’s Place	850-431-4915
Foundation	850-431-5389
Home Health Care	850-431-6800
Lifeline.....	850-431-6838
Mommy Market.....	850-431-4915
Outpatient Rehabilitation.....	850-431-6220
Sleep Center	850-431-4400
Rehabilitation Center	850-431-5440
Transition Center.....	850-431-4470
Women’s Pavilion/NICU.....	850-431-0200
Wound Care Center	850-431-4325

Welcome to Tallahassee Memorial HealthCare



*Welcome to Tallahassee
Memorial HealthCare.*

*We are pleased that you have
chosen our team to care for you.
During your stay, we hope to make
you as comfortable as possible.*

*This guide will help answer some
of the questions you may have
during your stay with us, and
even after your discharge. Please
feel free to ask questions of your
healthcare team whenever you
are uncertain about any aspect
of your care.*

*I hope the staff and colleagues of
Tallahassee Memorial HealthCare
meet your expectations during
your stay. We wish you a speedy
recovery and a healthy future.*

Sincerely,

MARK O'BRYANT
President and CEO

*It is my privilege to serve as the
Chief Clinical Officer at Tallahassee
Memorial.*

*Alongside our team of dedicated
nurses, our exceptional colleagues,
physicians and volunteers are
constantly seeking to provide patient-
centered and evidence-based care to
our patients and families.*

*Our colleagues are devoted to
embodying our organization's core
values of Integrity, Compassion,
Accountability, Respect and
Excellence as they provide you
with the utmost care.*

*Everything we do is for the well-
being of our patients and their
families, and we hope you find
comfort in the caring hands of our
teams as you recover.*

Sincerely,

RYAN SMITH, RN, MSN, MHA
Vice President & Chief
Clinical Officer





During Your Stay

YOUR STAY: HOSPITAL INPATIENT OR HOSPITAL OUTPATIENT OBSERVATION?

Your stay at TMH may be as an inpatient or outpatient/observation patient. You can be in outpatient/observation status even if you stay overnight or longer. Be sure you know which type of stay your doctor has ordered as there will be **differences in the way your insurance pays. Call your insurance company** (the number on the back of your card) for more information regarding payment.

If your insurance is Medicare and you need to transfer to a skilled nursing facility (SNF), Medicare regulations require you to have at least three midnights as an inpatient prior to transfer. If you are a Medicare beneficiary, you can call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

PATIENT- AND FAMILY-CENTERED CARE: YOUR PERSONAL PLAN OF CARE

Patient- and family-centered care (PFCC) is providing care that is respectful of and responsive to your individual preferences and needs, and ensures that your values guide all clinical decisions. You and your family should participate as partners with the healthcare team in your care. Your nurses will communicate with you to develop a daily goal and plan of care for the day.

CALLING YOUR NURSE

To call your nurse, press your call button and a staff member will respond via the intercom system. Another way to call may be directly to the nursing staff member, and if this is an option, the nursing staff member will write the number to call on the white board in your room.

PHYSICIAN VISITS

Either a physician, physician assistant (PA-C) or Advanced Practice Registered Nurse (APRN) will visit you each day. The time of the visit may vary.

MEDICAL EMERGENCY TEAM (MET)

Those who know you best can recognize a change in your condition. If you or your family think there is a serious change in your condition, our Medical Emergency Team (MET) can be called for help. A critical care registered nurse and a respiratory care therapist respond to MET calls initiated by floor nurses, patients and families. Consult with your nurse and remember that this is an emergency call to summon help for a serious condition change.

The MET numbers to call are:

- Ground, 1st and 5th floors – dial extension 11195 on the room phone
- 2nd floor (Children) – dial extension 12295 on the room phone
- 2nd floor (Adults) and 3rd floor– dial extension 13395 on the room phone
- 4th, 6th, and 7th floors – dial extension 14495 on the room phone
- Women’s Pavilion rooms – dial extension 11195 on the room phone

CLINICAL ALARMS

You may hear different pieces of equipment “alarming” during your stay. These are designed to let the staff know something needs their attention. For your safety, call your nurse to attend to any alarms and please do not make any adjustments to the equipment or try to stop the alarms yourself.

SAFE ZONE

You may notice a blue line around a part of the entrance way to your room. The blue line marks the point where staff can enter the rooms of patients who are on contact isolation and not have to dress in the yellow gown, gloves and/or mask. Staff will wash their hands or use hand sanitizing gel when entering each room and when leaving.

HOURLY ROUNDS BY STAFF

During your stay, our staff will check on you frequently to monitor your health status. Our nursing staff and patient care assistants will offer to help you to the restroom and meet your other needs. This will occur hourly from 6 am to 11 pm and every two hours from 11 pm to 6 am.

YOUR BEDSIDE REPORT

We have a commitment to provide daily report at the bedside as nurses change shifts. **Bedside report includes communication between the nurses and with you and others you choose to participate.** We do this so that you have the opportunity to be involved in decisions about your care. Nurses may change

shifts at other times, but 7 am and 7 pm are two of the most frequent times. It is important that you participate in these bedside reports in order to be a partner in your plan of care.

NURSE LEADER ROUNDING

Nursing leaders will make rounds on you to ask about your experience. They will record information. This is so they can use your feedback to help make your experience better.

DIETARY HOST/HOSTESS: YOUR MEAL SERVICE

When you enter the hospital as a patient, your physician will decide what type of diet is best suited for your care. A dietary hostess will visit with you to explain your diet and give you a menu. Our menu has many all time favorite selections as well as daily special features prepared fresh each day by our certified executive chef.

- Breakfast will be served between 7- 9 am and your breakfast order is taken the evening before.
- Lunch will be served between 11 am -1 pm and your order is taken just after breakfast.
- Dinner will be served between 5-7 pm and your order is taken just after lunch.

If you are concerned about a meal order or need any other service, please call our “FOOD” line by dialing 13663 on your in-room phone.

YOUR COMFORT

Providing comfort is an important part of your treatment. Please let your nurse or doctor know if you experience any discomfort, if your pain is not relieved, if you have any concerns about taking pain medications, or if you have questions about your comfort plan. A pain management rating scale is a tool to help you describe how much discomfort you are feeling and to measure how well treatments are relieving your pain. We use a **0 – 10 rating scale**, where zero is no pain and 10 is the worst possible pain.

DOUBLE-OCCUPANCY ROOMS

- We understand that having a roommate while you are ill is not ideal and we will do everything we can to make you and your family comfortable.
- We will always request a private room when a patient asks us to do so, although when we are busy, we often do not have enough beds to accommodate private rooms for all patients.
- We encourage you to have a support person to be with you for the duration of your stay. During overnight hours, the support person can frequently check on you, and must spend the majority of these hours in the designated guest areas. This is to ensure safety and protect the privacy of both patients in the room.

- We welcome each patient to have family members and guests visiting this shared room. We do ask that you are mindful of the number of people in the room at one time, as for safety reasons, we need to be able to have unobstructed access to both patients at all times.
- We may ask visitors to step out of the room during a consultation or procedure. Again, this is to ensure safety and privacy for all patients. Please be patient with us; we will invite visitors back when it is appropriate.
- Please be courteous and respectful of the volume of your television.
- We ask that you please use the guest areas for eating, as patients can often be nauseated and smells can make this worse.
- For family and guests' comfort, there is ample seating in our guest areas, our Magnolia Lobby, our Atrium Lobby, or our cafeteria. There is cellular signal in all of those areas so you can keep in touch via cellular phone.
- We encourage you and your family to get as much "good rest" as you can. If you are interested in local accommodations, please ask our colleagues to give you a list of area hotels that have specially priced rooms for families of our patients.
- Please be respectful of the privacy of your roommate.

PERSONAL BELONGINGS

- If you have valuables, such as jewelry and cash, please give them to a relative or friend to take home during your stay.
- If you are unable to send your valuables home, we have a safe in which you can have them placed. A nurse can assist you with this.
- If you wear dentures, ask your nurse for a denture cup.
- Contact lenses, eyeglasses, cell phones /chargers, hearing aids and dentures should be stored in your bedside table when not in use. Please don't put them on your bed or food tray, as they may be damaged or lost.
- Check for all your belongings before you leave!

The Hospital cannot be responsible for replacement of personal belongings.

OUR WEBSITE

To visit our website, visit TMH.ORG.



For Your Family and Guests

WE WELCOME YOUR FAMILY AND GUESTS

Tallahassee Memorial welcomes your family and guests, realizing the essential role they play in your recovery. Your family and guests are welcome 24 hours a day. You have the right to have an adult support person with you throughout your stay.

The number of people at the bedside at any one time will be determined together by the patient, family and care team. If you are in a shared room, this decision will include the other patient and his or her family. To ensure safety, considerations will also be given to the physical limitations of the space.

OVERNIGHT LODGING

Participating area hotels accommodate out-of-town family and visitors at a reduced rate. A verification letter from the hospital must be presented to the participating hotel to receive the discount. Stop by the Information Desk in the Dozier Atrium or Magnolia Lobby to obtain the letter and maps.

CAFETERIA

Our cafeteria, known as Café 1300, is located on the ground floor, near Elevator B. A wide variety of food is served during the following times:

Breakfast: 7 - 10 am

Lunch: 11 am - 2 pm

Dinner: 5 - 7 pm

Some type of food service is available at all hours with the exception of 10:30 to 11 am. Vending machines offering assorted snacks and beverages are also available on many floors. They are accessible 24 hours a day.

GIFT SHOPS

Main Gift Shop

The main gift shop is located on the ground floor, near Elevator C.

The store has a wide selection of merchandise including balloons, flowers, books, snacks, plush items, greeting cards, jewelry, toys and many other gift items.

Proceeds earned from the stores are used to fund equipment and programs through the Auxiliary at Tallahassee Memorial.

Store Hours:

Monday - Thursday: 8 am - 7 pm

Friday: 8 am - 5 pm

Saturday: 10 am - 5 pm

Sunday: 1 - 5 pm

Women's Pavilion Gift Shop

This gift shop is located on the third floor of the Women's Pavilion.

The store has unique gifts for new parents, babies, big brothers and sisters, and grandparents. Choose from fresh flowers, stuffed animals, balloons, snacks, gift baskets and much more.

Hours are:

Monday - Thursday: 9 am - 7 pm

Friday: 9 am - 5 pm

Saturday: 10 am - 5 pm

Sunday: 10 am - 4 pm

Phone:

850-431-0294

IN-ROOM TV

Televisions are available in each patient room free of charge. Your Channel Guide is located in the back of this booklet.

ATM

For your convenience, automated teller machines (ATM) are located on the ground of the M.T. Mustian Center, Atrium and next to the Magnolia Lobby at the branch of the TMH Federal Credit Union.

CARING BRIDGE

Caring Bridge is a free confidential site set up by the patient or their designee to update family and friends regarding the patient's status. It also provides a strong family support system to promote patient healing. Visit www.caringbridge.com for more information.

PARKING

Parking is available for patients and visitors for a nominal fee. If you are visiting frequently, you can purchase discounted parking tickets at the parking booth.

Valet parking is also available for a small fee. Follow signs in the parking deck.

QUIET TIME

From 1 to 4 pm each day, we have quiet time so our patients can rest. Please be mindful of this quiet period for yourself and other patients. Encourage visitors to come at other times or ask them to observe quiet time with you while they are here.

CELL PHONES

Cell phone use is allowed in most areas of the hospital, except in areas where signage states it is not, since it could interfere with the monitoring system.

There is free guest access wifi available for your use.

WIFI

To access WIFI please accept the Terms & Conditions on your device. This will allow for complimentary WIFI throughout the hospital.

MAIL AND FLOWERS

Mail and packages will be delivered to you by a hospital volunteer. Individual florists deliver flowers to patient rooms.

Patient mail received after discharge will be forwarded to the patient's home. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available for purchase in the gift shop.

CHARGING STATIONS

Charging stations are conveniently located throughout the hospital. Our primary locations include the Atrium, Magnolia Lobby, and M.T. Mustian Lobby.



Your Healthcare Team

THE PATIENT AND FAMILY

You and your family are essential members of your healthcare team. Your partnership includes participation in bedside shift report, which includes communication with the nurses. It also includes physician rounds. This is to involve you and your family in decisions about your care.

PATIENT EXPERIENCE ADVOCATES/SPECIALISTS

If you have concerns or praise about the care you or your family member receives, we encourage you to speak to the nurse manager during his or her nurse leader rounds or call the Patient Experience Advocate at 850-431-5488. Patient Experience Advocates strive to promote positive experiences by assisting patients and their families with resolving any concerns. Concerns will be handled in a confidential and sensitive manner.

PHYSICIANS

Your care while you are in the hospital will be coordinated and supervised by a physician who may be your primary care physician, a surgeon, a hospitalist, or a resident in internal medicine or family medicine. There may be other physicians consulted in your care as well. Many physicians also have Advanced Practice Registered Nurses (APRN) or Physician Assistants (PA-C) visiting patients during the hospital stay. They can answer questions and direct care under the physician's supervision.

HOSPITALIST

A hospitalist is a physician who specializes in caring for hospitalized patients and acts as a primary care physician for the hospital. TMH Hospitalists are board certified in internal medicine and family medicine. Hospitalists do not work in outside clinics, therefore they can focus attention exclusively on your medical care inside the hospital.

NURSING

The Licensed Registered Nurse is responsible for reviewing your treatment plan, administering treatments, measuring your progress, and collaborating with other healthcare team members to coordinate your care. The Registered Nurse also educates you and your family about self-care and healthy habits. The Licensed Registered Nurse can be assisted by Licensed Practical Nurses, patient care assistants, monitor technicians, unit secretaries and other support staff. On each nursing unit, an RN Nurse Manager is responsible for the overall delivery of patient care by directing the nursing and support staff of the unit.

SPIRITUAL CARE CHAPLAINS

Chaplains are clinical healthcare professionals who provide spiritual care to assist you and your family members to cope with the stress of a hospital stay.

REGISTERED 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 diet you may need to follow after you are discharged.

PHARMACISTS

A pharmacist will review all of the medications ordered by your physician and is a resource for the medical and nursing staff. The pharmacy fills the medication orders for patients in the hospital, but does not sell retail prescription medications to the public.

REHABILITATION THERAPISTS

This professional group includes physical, occupational and speech therapists. They specialize in the treatment of any condition that causes an interruption in a person's ability to function. They are here to offer comprehensive services regardless of the disease process, accident or injury that causes an interruption in normal functioning.

RESPIRATORY THERAPISTS

Licensed respiratory therapists provide services under medical supervision in the treatment of patients with breathing problems. The respiratory staff is available 24 hours a day.

TECHNICIANS AND TECHNOLOGISTS

Technicians and technologists are skilled health professionals who perform and assist with laboratory and other procedures, including x-rays, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy, and other procedures that help in diagnosing and treating your illness or injury.

SOCIAL WORKERS AND CASE MANAGERS

Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization. Social workers and case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangements for home health care, admission to a long-term facility or rehabilitation care.

HOUSEKEEPING (ENVIRONMENTAL SERVICES)

Environmental services technicians will clean and sanitize your room and bathroom daily. Anytime during your stay, you may call the Environmental Services department by dialing 15419 on your room phone.

DIETARY HOSTESS/HOST

A dietary hostess/host will visit with you to explain the diet your physician ordered, give you a menu, and take your order. You may call Dietary Services by dialing 13663 on your room phone.

STUDENTS

Tallahassee Memorial partners with many of the area schools to educate and train students in many healthcare fields. Students wear badges identifying them as such and are always under the supervision of their instructors and hospital staff.

VOLUNTEERS

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients.



ANIMAL THERAPY

Tallahassee Memorial Animal Therapy is the only one of its kind in the Big Bend. The therapy teams provide mental health, motivational, recreational, educational, rehabilitation, pain management and other therapeutic services. Healthcare providers request animal therapy for patients in certain situations to help patients feel better and aid in their healing. Please contact your nurse for more information about this program.

MUSIC THERAPY

Tallahassee Memorial Music Therapy is used to help with the needs of patients in the clinical setting. At TMH, our music therapy program is designed to meet our patients' needs in a variety of clinical situations, such as working with newborns, stress reduction, procedural support, childbirth, pain and anxiety management, relaxation, and rehabilitation. Please contact your nurse for more information about this program.

THERAPEUTIC TOUCH

Therapeutic Touch (TT) is a holistic, evidence-based practice that originated at New York University in the early 1970's. Research since that time has shown that TT can be helpful in reducing pain, nausea, and anxiety, and tends to improve relaxation, sleep, and a sense of well-being. A TT session actually involves very little physical touch; for the most part, hands stay about 4-6 inches away from the body. A typical session lasts approximately 10 minutes, and the recipient remains fully clothed. Please contact your nurse for more information on this program.

TALLAHASSEE MEMORIAL FOUNDATION

The Tallahassee Memorial HealthCare Foundation has maintained a long-standing tradition of philanthropic support for the hospital through the generosity and dedication of individuals, businesses, professional associations, corporations, foundations and organizations - including its patients and their families. If you wish to make a charitable contribution, please either call 850-431-5389 or e-mail Foundation@TMH.ORG.

Speak Up™ For Your Rights

As a patient, you have the right to...

- Be informed about your care.
- Make decisions about your care.
- Refuse care.
- Know the names of your caregivers.
- Be treated with courtesy and respect.
- Be listened to by your caregivers.
- Have an interpreter.
- Receive information in a way that meets your needs, such as if you have impaired vision.
- Religious or spiritual services.
- Copies of your test results and medical records.
- Have a patient advocate with you during your care.
- Privacy of your health information.
- Ask that pictures or videos taken of you be used only to identify you or assist in your care.
- Care that is free from discrimination.

Be active in your care...

- Ask questions.
- Pay attention to instructions from your caregivers.
- Inform caregivers about your medicines, supplements and allergies.
- Share your wishes about life-saving actions, such as being put on a ventilator.

Your advocate can help...

- Get information and ask questions when you cannot.
- Ask for help if you are not getting the care you need.
- Make care decisions when you cannot (so long as he or she is a legal guardian, a healthcare power of attorney, or has some other legal permission).

If you think something is wrong...

- Ask to speak to a patient representative.
- Work with the facility or health system to address the issue.
- File a complaint with the state agency that licenses or certifies the facility.
- Report a patient safety event to The Joint Commission.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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MEDICATION SAFETY

Tell your healthcare provider what medications you have been taking, including prescription, over-the-counter drugs, and herbal and vitamin supplements. Let them know if you have any allergies.

While you are in the hospital, make sure you know **what medications** you are taking, **why you are taking them**, and **any side effects** to expect. Again, make sure your healthcare team is **checking your ID band before you are given medication**.

INFECTION CONTROL/HAND HYGIENE

To help prevent the spread of germs:

1. Clean Your Own Hands

- Before touching or eating food.
- After you use the bathroom.
- Clean your hands with soap and warm water.
- You may also clean your hands with alcohol-based hand sanitizers.
- If you aren't able to get out of your bed, ask for help – someone will provide you with sanitizer gel and/or a wash cloth.

2. Cover Your Mouth and Nose

- Many diseases are spread through sneezes and coughs. Cover your mouth and nose to prevent the spread of infection.
- Use a tissue or cover your mouth and nose with the bend of your elbow.
- If you use your hands, clean them right away.

3. Make Sure Healthcare Team Members Clean Their Hands

- Before doctors, nurses and other healthcare team members treat you, ask them if they've cleaned their hands.
- Healthcare providers should also wear clean gloves when they take throat cultures, take blood, touch wounds or body fluids, and examine mouth or private parts.
- Don't be afraid to ask them if they cleaned their hands or if they should be wearing gloves.

YOUR PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they **must check your name and hospital number before they proceed**. You may be asked the same question repeatedly. This verification process is critical to your safety and to guarantee you receive the correct medication and treatment.

FIRE SAFETY

We periodically conduct fire drills. If you hear an alarm, stay where you are and hospital staff will notify you if there is an actual emergency or not.

VIRUS OR BACTERIA- WHAT'S GOT YOU SICK?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Antibiotics aren't always the answer.

PREVENTING FALLS

Falls may happen for many reasons, including:

- Medication side effects
- Muscle weakness due to surgery or illness
- Slippery or wet floors
- Trouble seeing
- Blocked pathways

Please call so you don't fall!

- Ask for help
- Keep your call button within easy reach
- Know the side effects of your medications
- Keep your pathway clear
- Wear non-slip socks or shoes
- Your family and friends can help keep you safe by letting your nurse know when you are alone in your room.
- We will stay by your side when you are out of bed to make sure you don't fall!

PHOTOS AND VIDEO RECORDING

To protect patient confidentiality, videotaping and photography on the hospital premises can only occur with written permission. Please respect others' privacy by refraining from utilizing these devices while in the facility.

TELEPHONE

- Telephones are provided in most patient rooms free of charge. Outside calls can come to your room from 7 am to 9 pm. You can dial out at any hour. Your room phone number is on the White Board.
- To place a local call, dial 9 and then the number.
- Long distance calls can be made, but they must be charged to the patient's calling card or placed collect.



Your Surgery

If you are having surgery, partner with the healthcare team in order to help make your surgical procedure and follow-up care as safe as possible.

On Your Surgery Day

You will be asked to sign a medical consent form. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form. Your doctor should have reviewed the information with you beforehand.

If you brought anything valuable, please send it home with family or ask the staff to have locked it in our safe.

Before Your Surgery or Procedure Begins

Staff at the hospital will ask you the following questions more than once before your surgery:

- What is your name?
- What kind of surgery are you having?
- What is the part of your body being operated on?

You may be asked to stop eating and drinking for a period of time, please be sure to follow these directions as they are important to your safety.

You will meet your anesthesiologist and they will design a plan to meet your pain and sedation needs during the procedure, you or your representative will need to sign an anesthesia consent form.

A healthcare professional will mark the spot on your body that is going to be operated on.

- Make sure they mark only the correct part. This is something you will be asked to participate in identifying.
- If marked incorrectly, be sure the old mark is completely cleaned off.
- If you won't be awake for the marking, be sure your relative or friend watches the marking.

Your surgical team will pause and take a “time out” just before the procedure. This is done to make sure they are doing the right surgery on the right body part of the right person.

After Surgery

- Let the staff know about any discomfort you are having and ask for relief. They will ask you to be specific about the intensity and location.
- Ask what medications or intravenous (IV) fluids you are being given and what they are for. The staff should tell you about side effects. Also, ask about prescriptions you must take when you leave. Be sure you understand the instructions including the dosage, how frequently you need to take the medications, and for how long.
- Ask if you should limit activities, and if so, for how long. Ask when you can resume work, exercise and travel.
- Be sure to get instructions in writing for taking care of yourself before you leave the hospital.



Preparing for Your Discharge

When your doctor feels you no longer need hospital services, you will be discharged. This doesn't mean you are completely well, it only means you no longer need hospital services.

All of the doctors who are treating you have to be notified and approve of your discharge, and then order all of the medications you are to take at home before you may leave the hospital. This may take some time to coordinate, so we appreciate your patience during this process.

Please know you, or anyone acting on your behalf, can request a discharge plan at any time. Ask your nurse to call Discharge Planning.

Here are a few tips on partnering with your healthcare team to make sure your discharge process goes smoothly:

The Nurse's Role:

- Help you to understand your plan of care once you leave the hospital.
- Educate you and your caregiver about your new medications, including any side effects there may be.
- Advise you if you are to stop any of your previous medications.
- Help you with information to schedule, and be prepared for, follow-up appointments.
- Tell you about important symptoms to look for after you go home and when to call the doctor about them.

You and your Family's Role:

- Verify your discharge date and time with your nurse, case manager or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver have all necessary paperwork for billing, referrals, prescriptions, etc.

PATIENT CHECKLIST

A checklist for preparing for discharge is located on the back of your welcome folder. Before you leave, there are several things you or your caregiver must attend to:

✓ Medications List

Make sure you have prescriptions for any medications you need.

Make sure you leave with a listing of:

- What medications you will be taking.
- How long you will be taking them.
- Why you are taking them.
- In what dosage you will be taking them.
- Who prescribed them.
- What are the possible side effects.
- What foods, drinks, or activities should I avoid while taking this medication.
- If it is safe for me to take this medication with other drugs or dietary supplements.
- What I should do if I miss a dose of my medication.
- What I can do if I think I cannot afford to buy the medication.

✓ Walgreens

Walgreens has an optional prescription medication program you can use to fill your medications at discharge. The medications can be brought to you before you leave. You will be asked if you are interested in participating. The service may have limited hours.

✓ If You Disagree With Your Discharge

You or a relative can appeal your doctor's discharge decision.

If you are a Medicare patient, you will receive a notice titled "An Important Message from Medicare." This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

If you have questions, please do not hesitate to speak with your case manager.

✓ Community Resources

If you or your caregiver feel unprepared for what will happen after your discharge, ask to speak with a discharge case manager, who can provide you with information about local resources that offer services such as transportation, equipment, home care and help for the caregiver.

✓ Discharge and Follow-Up Care Instructions

Make sure you have paperwork that tells you:

- What, if any, dietary restrictions you need to follow and for how long.
- What kinds of activities you can and can't do, and for how long.
- How to properly care for any injury or incisions you may have.
- What follow-up test(s) you may need and when you need to schedule them.
- When you need to see your physician.
- Any other home care instructions for your caregiver, such as:
 - How to get you in and out of bed
 - How to use and monitor any equipment
 - What to do if symptoms continue, get worse, or return, and what to watch out for.
 - Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care.

FOLLOW-UP PHONE CALL

We care about your safe transition from hospital to home, so you may receive an automated follow-up phone call, introduced by our President/CEO when you get home. Please answer the automated call and if you state you have questions, a nurse will call you back.

FOLLOW-UP SURVEY

You may receive a paper survey via mail or electronic survey via e-mail following your discharge. Please complete the paper survey and return it in the postage-free envelope provided, or complete the e-mail survey via link provided. We appreciate any and all feedback.

BILLING

After you leave the hospital, you may find that you will need to pay more than one bill. Hospital costs are broken down into two areas:

- One covers the cost of the use of equipment and professional support staff such as nurses, dietitians, social workers, patient care assistants, etc.
- The other bill covers the cost associated with physicians interpreting and analyzing various test results.
- Check with your insurance company about whether they will cover personal care items used during your stay.

myTMH PATIENT PORTAL

The online patient portal provides you with free, secure access to view certain medical records, check test results, pay bills and send medical information to other healthcare providers from the convenience of your home or office.

If you have not already signed up for myTMH Patient Portal but would like to do so, please call extension 15782 from your hospital phone Monday–Friday from 8 am to 4:30 pm. For general information about myTMH Patient Portal or to sign up after you have been discharged, please visit [TMH.ORG/PatientPortal](https://www.tmh.org/PatientPortal).

To purchase a copy of your complete medical record after discharge, please call 850-431-5454.



Your Rights & Responsibilities

Para obtener una copia en Español de “Sus Derechos y Responsabilidades Como Paciente,” haga el favor de preguntarle a su enfermera.

Tallahassee Memorial HealthCare recognizes the rights you have as a patient receiving medical care or undergoing treatment at our hospital. Florida law requires your healthcare provider or healthcare facility recognize your rights while you receive medical care and that you respect the healthcare provider’s or healthcare facility’s right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities follows:

YOU AS A PATIENT HAVE THE RIGHT TO:

- Be treated with courtesy and respect, appreciation of your individual dignity, and protection of your need for privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for your care.
- Impartial access to medical treatment or accommodations regardless of age, race, national origin, religion, language, culture, gender, gender identity, sexual orientation, physical handicap or source of payment.
- Know what patient support services are available, including whether an interpreter is available if you do not speak English, or if you are hearing impaired. TMH provides interpretation services, including but not limited to, American Sign Language, free of cost to patients and family members needing such services. Let a staff member know by pointing to your language on the Language ID Card that will be provided to you. An interpreter will be called promptly.
- What rules and regulations apply to your conduct.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
- Know, if eligible for Medicare and upon request in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
- Impartial access to medical treatment or accommodations and nondiscrimination on the basis of race, color, national origin, sex, age or disability. A variety of auxiliary aids and services are available free of charge and will be provided in a timely manner to anyone who needs such services. Ask a staff member if you need assistance of this kind.

- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give consent or refusal to participate in such experimental research.
- File a grievance if TMH has failed to provide you with auxiliary aids or language services or if they have discriminated in another way on the basis of any of the above, in violation of Section 1557 of the Affordable Care Act. You can file a grievance by contacting the Corporate Compliance Officer by mail or phone at:

Tallahassee Memorial HealthCare Compliance Office
1300 Miccosukee Road
Tallahassee, Florida 32308
850-431-5339

Or by contacting the United States Department of Health and Human Services, Office of Civil Rights at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 | 1-800-537-7697 (TDD)

- Express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of the healthcare provider of the healthcare facility that served you and to the appropriate licensing agency. Call Patient Experience at 850-431-5488, or Risk Management at 850-431-5364 for assistance.
- Be given by your healthcare provider information concerning diagnosis, planned and unplanned outcomes in the course of treatment, alternatives, risks and prognosis.
- Have your pain treated, to be taught about pain and how your pain can be relieved, and to have your complaint of pain addressed.
- Receive visitors you choose, including, but not limited to a spouse, domestic partner (including same sex domestic partner), another family member or a friend, and you have the right to deny consent at any time.
- Be free from restraint, unless the restraint is needed to protect you or others from harm.

AS A PATIENT, YOU ARE RESPONSIBLE FOR:

- Providing to your healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Reporting unexpected changes in your condition to your healthcare provider.
- Reporting whether you clearly understand a course of treatment and what is expected of you.

- Your actions if you refuse treatment or do not follow the healthcare provider's instructions.
- Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
- Following healthcare facility rules and regulations affecting patient care and conduct.
- Proper conduct, including no violence toward patients, visitors or staff.
- Following the treatment plan recommended by the practitioner primarily responsible for your care, including the instructions of nurses and allied healthcare personnel as they implement this plan.
- Being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise and limiting the number of visitors.
- Being respectful of the property of other persons and of the hospital.

Para obtener una copia en Español de "Sus Derechos y Responsabilidades Como Paciente", haga el favor de preguntarle a su enfermera.

YOUR FEEDBACK

Patients, families and visitors are encouraged to speak directly with the manager of the care unit in which they have a complaint. In addition, concerns may be shared by filling out one of the comment cards provided at locations throughout the hospital. A hospital representative will contact you to discuss your concerns.

In addition, Tallahassee Memorial sends patient satisfaction surveys to a sample portion of our patients. If you receive a survey, please fill it out and return it. In this way, we can make improvements based on your feedback.

AVAILABILITY OF CLINICAL ETHICIST

Recognizing the stress and indecision that may accompany an illness, Tallahassee Memorial maintains clinical ethicists who may assist patients and families to better understand a variety of choices or decisions that may arise during the course of an illness.

You may contact an ethicist by calling the Nursing Supervisor at extension 14983 or 14984 on your room phone.

ACCESS TO PATIENT ADVOCACY GROUPS

- Suspected abuse or neglect of child, elderly person or a disabled person.
Abuse Registry Hotline, 800-962-2873
- Suspected sexual or partner abuse.
Refuge House, 850-681-2111
- Suspected violation of residents' rights at long term care.
Long Term Care Ombudsman, 850-921-4703

CALL OR WRITE

If you have an issue, concern or complaint about your care at this hospital, please call the Patient Experience Department at 850-431-5488. For a complaint against a hospital or ambulatory surgical center:

Agency for Healthcare Administration Consumer Assistance Unit

2727 Mahan Dr. /Bldg. 2
Tallahassee, Florida 32308

Toll-free 1-888-419-3456 or go to www.apps.ahca.myflorida.com/hcfc/

Joint Commission's Office of Quality Management

Toll-free 1-800-994-6610 and at www.jointcommission.org

For a complaint against a healthcare practitioner, write to:

Florida Department of Health Consumer Services Unit

4052 Bald Cypress Way BIN C-75
Tallahassee, Florida 32399-3275

850-245-4339 or go to TMH.ORG/about-us/quality-care-at-tmh/florida-agency-for-health-care-administration



Your Advance Directives

MAKING YOUR WISHES KNOWN

Advance directives outline predetermined actions that should be taken in regard to your health if you are no longer able to make decisions for yourself due to incapacity or illness. These legally binding documents outline your wishes regarding life support, resuscitation and other interventions for both your healthcare team and your family members.

LIVING WILL

A living will provides your physician instructions regarding procedures that are meant to prolong your life. Your physician and your healthcare surrogate are required to follow all the directives in a living will.

HEALTHCARE DECISION MAKER

Your healthcare decision maker is another adult you appoint to make decisions on your behalf when you are unable to do so. It is usually recommended that you appoint someone who knows your wishes and is willing to carry them out, especially regarding your personal, religious, moral and cultural beliefs. This can be done by signing a written designation of a healthcare surrogate that complies with Florida law. If you are incapacitated, your healthcare surrogate will have the authority to make all the medical decisions regarding your healthcare, including decisions about when to withhold or withdraw life-prolonging procedures.

DURABLE POWER OF ATTORNEY

A durable power of attorney is another legal document that can be used to name your healthcare decision maker. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare.

POLICY AND PROCEDURE ON HEALTHCARE ADVANCE DIRECTIVES

Federal and state regulations require Tallahassee Memorial HealthCare (TMH) to provide information regarding its policy and procedure relative to advance directives. This notice is provided at the time of registration. If the patient is incapacitated the notice is provided to the patient's healthcare surrogate or other healthcare decision maker.

Acute care hospital inpatients, as well as patients in the emergency care centers, Behavioral Health Center, Rehabilitation Center and Home Health will receive an advance directive admission screening. This screening will include whether the patient is able to answer the questions, the name and phone number of the healthcare surrogate if known, documentation of whether or not the patient has an advance directive, and the patient's preferences regarding certain life-prolonging treatments.

TMH honors the right of each patient to make decisions concerning their medical care through advance directives.

Patients have the right to accept or refuse treatment.

Patients are not required to have an advance directive.

Advance directives may be amended or revoked at any time.

Copies of advance directives will be electronically scanned into the patient's medical record, if provided.

The patient's attending physician directs the course of care and treatment consistent with the advance directives and patient preferences to the fullest extent possible.

Please bring or have someone else bring a copy of your advance directives to the hospital. We can save it in your medical record.

Call Risk Management for help formulating an advance directive at 850-431-5364. You may also wish to contact your own legal counsel for advice.



Your Privacy & Information

You have certain rights regarding the privacy of your healthcare information. There are specific rules determined by federal law, **Health Insurance Portability and Accountability Act** (HIPAA), that describe who can look at your records and to whom your health information may be sent. Information is shared and discussed with you, the patient, and with your permission, the healthcare decision maker and/or the next of kin listed in our records.

WHO MUST FOLLOW THIS LAW?

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers.
- Health insurance companies, HMOs and 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.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

You have a right to:

- Ask to see and get a copy of your health records.
- Request that corrections be made in your health information.
- Receive information from the healthcare provider that tells you how your health information may be used and shared.
- Decide if you want to allow your health information be used or shared for certain purposes, such as marketing.
- Ask for information on when and why your health information was shared for certain purposes.
- File a complaint.

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

- For your treatment and care coordination.
- To pay doctors and hospitals for providing your healthcare.
- With your family, relatives, friends or others you identify who are assisting you with your healthcare or bills, unless you object.
- To protect the public's health, for example by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.

YOU WILL HAVE TO GIVE WRITTEN PERMISSION FOR A PROVIDER:

- To give your health information to your employer.
- To use or share your health information for marketing or advertising purposes.
- To share notes about your mental health counseling sessions.

If you believe your health information was used or shared in a way that is not allowed under the privacy law or if you weren't able to exercise your rights. You can file a complaint with the Compliance Office at 850-431-5339. No one will retaliate or take action against you for filing a complaint.

You may also report any privacy law violations via an anonymous hotline by calling **1-877-772-6723**.

You can also file a complaint with the U.S. government. Go online to [hhs.gov/ocr/hipaa/](https://www.hhs.gov/ocr/hipaa/) for more information.

KNOW THE RISKS OF OPIOID PAIN MEDICATIONS

Opioid pain medications can help with severe, acute pain. These medications can be an important part of treatment but also come with serious risks of addiction and overdose, especially with prolonged use. Some of the common names include oxycodone combined with acetaminophen (Percocet®); oxycodone (OxyContin®); hydrocodone combined with acetaminophen (Lortab® and Vicodin®); and Tramadol (Ultram®).

1



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THESE MEDICATIONS:

- Cause your brain to block the feeling of pain; they do not treat the underlying cause of pain.
- Are very addictive, especially if they are not used correctly.
- Increase your chances of accidental overdose, coma and death if taken with prescription medications, including anti-anxiety and sedating medications, and alcohol.

WHAT ARE THE RISKS?

- Side effects like physical dependence, increased sensitivity to pain, depression, nausea and vomiting.
- Overdose
- Addiction
- Opioid Use Disorder

WHAT ARE ALTERNATIVES TO OPIOIDS?

Many non-opioid treatments may control pain effectively with fewer side effects such as:

- Physical therapy and/or exercise
- Non-opioid medications such as acetaminophen or ibuprofen
- Massage Therapy
- Cognitive behavioral therapy (CBT)
- Chiropractor
- Acupuncture

HOW DO I DISPOSE OF OPIOID MEDICATIONS?

- Do not flush your medicines down the toilet or down the drain. Many pharmacies and the Tallahassee Police Department offer safe drug disposal kiosks. If this is not available, dispose of old medications in the trash.

PROPER DOSAGE:

- Never share your prescription with anyone. Most addiction begins with medication from a friend or family member.
- It is imperative that you keep your medications out of the reach of young children but also safely protected from any individuals living in or coming into your home.

KNOW THE RISKS OF OPIOID PAIN MEDICATIONS

As your healthcare providers, we promise to:

MANAGE

Provide the best possible treatment to manage your pain. Non-opioid pain relievers, physical therapy and cognitive behavior may be useful alternatives.

CUSTOMIZE

Work closely with you to set pain management goals and develop a treatment plan that will help you achieve your goals.

COLLABORATE

Assess the risks and benefits of prescription opioids together, and prescribe opioids only when their benefit outweigh their risks.

If you are prescribed a medication, ask your doctor if it is an opioid or if there is risk for addiction. If the answer is yes, ask for alternatives.

How can I get help?

If you or a loved one have a problem with painkillers, call 2-1-1 Big Bend by dialing the three digit number 2-1-1.



**Talk to your health care provider about how to treat your pain.
Create a safe and effective treatment plan that is right for you.**

Alternatives to Opioids: Medications

ADVANTAGES:

- Can control and alleviate mild to moderate pain with few side effects.
- Can reduce exposure to opioids and dependency.

DISADVANTAGES:

- May not be covered by insurance.
- May not be effective for severe pain.

NON-OPIOID MEDICATIONS

Acetaminophen (Tylenol)

Relieves mild–moderate pain, and treats headache, muscle aches, arthritis, backache, toothaches, colds and fevers. *Overdoses can cause liver damage.*

Non-steroidal Anti-inflammatory Drugs (NSAIDs):

Aspirin, Ibuprofen (Advil, Motrin), Naproxen (Aleve, Naprosyn)

Relieve mild–moderate pain, and reduce swelling and inflammation. *Risk of stomach problems increases for people who take NSAIDs regularly. Can increase risk of bleeding.*

Nerve Pain Medications:

Gabapentin (Neuraptine), Pregabalin (Lyrica)

Relieve mild–moderate nerve pain (shooting and burning pain). *Can cause drowsiness, dizziness, loss of coordination, tiredness and blurred vision.*

Antidepressants:

Effexor XR, Cymbalta, Savella

Relieve mild–moderate chronic pain, nerve pain (shooting and burning pain) and headaches. *Depending on medication, side effects can include: drowsiness, dizziness, tiredness, constipation, weight loss or gain.*

Medicated Creams, Foams, Gels, Lotions, Ointments, Sprays and Patches:

Anesthetics (Lidocaine), NSAIDs, Muscle Relaxers, Capsaicin, Compound Topicals

Can be safer to relieve mild–moderate pain because medication is applied where the pain is. Anesthetics relieve nerve pain (shooting and burning pain) by numbing an area; NSAIDs relieve the pain of osteoarthritis, sprains, strains and overuse injuries; muscle relaxers reduce pain by causing muscles to become less tense or stiff; and capsaicin relieves musculoskeletal and neuropathic pain. Compounded topicals prepared by a pharmacist can be customized to meet a patient's specific needs. *Skin irritation is the most common side effect. Capsaicin can cause warmth, stinging or burning on the skin.*

Interventional Pain Management

Includes anesthetic or steroid injections around nerves, tendons, joints or muscles; spinal cord stimulation; drug delivery systems; or permanent or temporary nerve blocks. Medicates specific areas of the body. Can provide short-term and long-term relief from pain. *Certain medical conditions and allergies can cause complications.*

Non-opioid Anesthesia

Opioids can be replaced with safer medications that block pain during and after surgery. A health care provider or an anesthesiologist can provide options and discuss side effects.

Alternatives to Opioids: Therapies

ADVANTAGES:

- Can control and alleviate mild to moderate pain with few side effects.
- Can reduce exposure to opioids and dependency.
- Treatment targets the area of pain—not systemic.
- Providers are licensed and regulated by the State of Florida.*
(apps.mqa.doh.state.fl.us/MQASearchServices)

DISADVANTAGES:

- May not be covered by insurance.
- Relief from pain may not be immediate.
- May not be effective for severe pain.

Sources: American College of Surgeons, Centers for Disease Control and Prevention, National Institutes of Health, the Food and Drug Administration, Harvard Health and Wexner Medical Center (Ohio State University)

THERAPIES

Self-care

Cold and heat: Ice relieves pain and reduces inflammation and swelling of intense injuries; heat reduces muscle pain and stiffness. Can provide short-term and long-term relief from pain. *Too much heat can increase swelling and inflammation.*

Exercise and movement: Regular exercise and physical activity can relieve pain. Simply walking has benefits. Mind-body practices like yoga and tai chi incorporate breath control, meditation and movements to stretch and strengthen muscles. *Maintaining daily exercise and overcoming barriers to exercise can be a challenge.*

Complementary Therapies

Acupuncture: Acupuncturists* insert thin needles into the body to stimulate specific points to relieve pain and promote healing. Can help ease some types of chronic pain: low-back, neck and knee pain, and osteoarthritis pain. Can reduce the frequency of tension headaches. *Bleeding, bruising and soreness may occur at insertion sites.*

Chiropractic: Chiropractic physicians* practice a hands-on approach to treat pain including manual, mechanical, electrical and natural methods, and nutrition guidance. Can help with pain management and improve general health. *Aching or soreness in the spinal joints or muscles sometimes happens—usually within the first few hours after treatment.*

Osteopathic Manipulative Treatment (OMT): Osteopathic physicians* use OMT—a hands-on technique applied to muscles, joints and other tissues—to treat pain. Clinically-proven to relieve low-back pain. *Soreness or stiffness in the first few days after treatment is possible.*

Massage therapy: Massage therapists* manually manipulate muscle, connective tissue, tendons and ligaments. Can relieve pain by relaxing painful muscles, tendons and joints. Can relieve stress and anxiety—possibly slowing pain messages to and from the brain. *At certain points during a massage, there may be some discomfort—especially during deep tissue massage.*

Transcutaneous electrical nerve stimulation (TENS): TENS is the application of electrical current through electrodes placed on the skin with varying frequencies. Studies have shown that TENS is effective for a variety of painful conditions. The intensity of TENS is described as a strong but comfortable sensation. *Allergic reactions to adhesive pads are possible.*

Rehabilitation Therapies

Occupational therapy: Occupational therapists* treat pain through the therapeutic use of everyday activities. Can relieve pain associated with dressing, bathing, eating and working. Therapy includes activities that increase coordination, balance, flexibility and range of motion. *Therapy interventions and recommendations will not help if the patient does not practice as instructed.*

Physical therapy: Physical therapists* treat pain by restoring, enhancing and maintaining physical and functional abilities. *Therapy interventions and recommendations will not help if the patient does not practice as instructed.*

Behavioral and Mental Health Therapies

Psychiatrists*, clinical social workers*, marriage and family therapists* and mental health counselors* provide therapies that identify and treat mental disorders or substance abuse problems that may be roadblocks to pain management. *When used to manage pain, these therapies can take time.*

Your TV Channels

2	WGN	37	CMT (Country Music Television)
3	HSN	38	CNN HEADLINE NEWS
4	ED Access-Florida State U	39	DISNEY CHANNEL
5	WFSU- PBS	40	CNN
6*	WTLF the CW	41	MSNBC
7	WTXL-ABC**	42	TRAVEL CHANNEL
8	ESPN	43	CNBC
9	WCTV-CBS	44	FOX NEWS
10	WTLH-FOX	45	A&E
11	QVC	46	E!
12	WTWC-NBC	47	HALLMARK CHANNEL
13	Local Gov't Access	48	LIFETIME
15	T.V. Guide**	49	DISCOVERY
16	Comcast Connection	50	Food Network
17	Local Weather Scan**	51	Spanish channel - Univision
18	CSPAN	52	TCN - old movies
20	ED ACCESS-FAMU	53	FX
21	Leased access	54	USA**
22	ED ACCESS-TCC	55	Versus
23	ED ACCESS-LEON COUNTY	56	HGTV
24	THE WEATHER CHANNEL	57	History Channel
25	SPEED	58	Comedy Central
26	CSS	59	Bravo
27	GOLF CHANNEL	60	Spike TV
28	SUNSPORTS	61	TNT
29	FOX SPORTS Network	62	AMC
30	ESPN2	63	TBS
31	NICKELODEON	64	Sci-Fi**
32	OWN	65	Tru TV
33	TLC	66	TV Land
34	BET	67	ABC FAMILY**
35	VH1	68	Animal Planet**
36	MTV	69	GAC (Great American Country**)

* in the Women's Pavilion is "Family Care" Information Channel

** Some stations are not available in all rooms

Your NURSE - DAISY Award

DAISY Award honorees personify the best of Tallahassee Memorial HealthCare's patient experience. These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care, and they are recognized as outstanding role models in our nursing community.

I would like to nominate _____

from the _____ unit as a deserving recipient of **The DAISY Award**. This nurse's clinical skill and compassionate care exemplify the kind of nurse that our patients, their families, and our staff recognize as an outstanding role model. **Describe in detail how this nominee consistently meets the following criteria: • Integrity • Compassion • Accountability • Respect • Excellence** (please nominate only one nurse on this form)

Thank you for taking the time to nominate an extraordinary nurse for this award. Please tell us about yourself, so that we may include you in the celebration of this award should the nurse you nominated be chosen.

Your Name _____ Phone _____

Email _____

Date of Nomination _____

I am (please check one): Patient Family/Visitor

You may submit the form to any nurse or nurse manager or mail to Nursing Administration, 1300 Miccosukee Road, Tallahassee, Florida, 32308. If you have any questions, please contact Patricia Kenney, Executive Director Patient-Centered Care at 850-431-5682.

Please describe a situation (**minimum of 50 words**) involving the nurse you are nominating that clearly demonstrates he/she meets the criteria for The DAISY Award (you may attach an additional paper if needed):

YOUR EXPERIENCE IS IMPORTANT TO US

We want to be the best, and you can help.

After your visit at TMH, you may receive a survey asking about your experience.

Help us recognize outstanding caregivers, and/or provide feedback where we can improve.

We thank you in advance for completing the survey.



You may receive a survey by phone, mail, email or text. Surveys are administered by Press Ganey Associates, Inc. All responses are confidential. Should you need an advocate or have a concern we can address while you are here, please contact Patient Experience Department at 431-5488.



Feeling lost? Let **TMH Go** help.

Download our new mobile app now
and take the guesswork out of your visit today.



Maps & Locations

Turn-by-turn driving and walking directions to your TMH destination.



Where I Parked

Flag your parking area and receive helpful navigation back to your vehicle.



Visitor Information

Quickly locate restaurants, departments, restrooms, and more.



Request a Wheelchair

We are happy to provide a wheelchair at your request.

Visit your app store or **TMH.ORG/Go** to download TMH Go now.

For the best user experience, allow access to your location through GPS and bluetooth.

MORE DOCTORS. MORE EXPERIENCE. MORE OPTIONS.



CANCER

The most powerful cancer program in the Big Bend region with medical oncology, hematology, radiation oncology, surgical oncology and gynecologic oncology all in one facility. It is the longest continuously accredited comprehensive community cancer program in Florida.



ORTHOPEDIC

Offering the most experienced orthopedic team in the area with custom joint replacement procedures, orthopedic trauma care and compassionate rehabilitation.



CHILDREN

The Children's Center is home to the only Pediatric Intensive Care Unit and Child Life program in the region. Through an affiliation with Wolfson Children's Hospital, TMH has the Children's Emergency Center located at the Emergency Center - Northeast and pediatric cardiologists available at the Wolfson Children's Specialty Center in Tallahassee.



PHYSICIAN PARTNERS

With primary care practices in seven counties, Tallahassee Memorial HealthCare's vast network of Physician Partner practices serve patients and their families with comprehensive care during all the phases of their life.



HEART & VASCULAR

A leader in the Southeast for exceptional heart and vascular care and advanced clinical research. Home to the region's only Structural Heart Program, Heart Failure Program and Certified Atrial Fibrillation Clinic.



TMH FOR LIFE

Promoting health beyond our walls by challenging our community to be active, eat healthier, know their numbers and find their happy through free events, screenings, programs, classes and educational opportunities.



NEUROSCIENCE

The Panhandle's most advanced neurosurgery program, including brain and spinal cord injury care in addition to stroke and aneurysm treatments without opening the skull. Home to North Florida's only Comprehensive Stroke Center and the region's only Neurological Intensive Care Unit.



TRAUMA

The only Level-II Trauma Center in the region with the area's highest accreditations, including a Comprehensive Stroke Center and Chest Pain Center with PCI and resuscitation.



WOMEN & BABIES

On track to become Tallahassee's first Baby-Friendly Hospital and focused on building better bonds between moms and babies. Home to the region's only Newborn Intensive Care Unit.

YOUR HOSPITAL FOR *life*

