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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, sex, age, or disability.

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

French Creole: Tallahassee Memorial HealthCare konfòm ak lwa
sou dwa sivil Federal ki aplikab yo e li pa fè diskriminasyon sou
baz ras, koulè, peyi orijin, laj, enfimite oswa sèks.

We provide interpreters at no cost to you. Point to your language.
An interpreter will be called.

Hay interpretes gratis a su disposición, por favor pregúntele a su
enfermera.

<table>
<thead>
<tr>
<th>Language</th>
<th>Description</th>
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<tbody>
<tr>
<td>Spanish</td>
<td>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>Lonje dwèt ou sou lang ou pale e epi nap rele yon entèrprèt pou ou. Nou ba ou sèvis entèrprèt la gratis.</td>
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PLEASE KEEP THIS GUIDE AT YOUR BEDSIDE
FOR EASY REFERENCE DURING YOUR STAY!

www.tmh.org
Helpful Numbers During Your Stay
Main Number ........................................... 850-431-1155
Administration ........................................ 850-431-5380
Case Management ....................................... 850-431-2910
Chaplain .................................................. 850-489-0066
Housekeeping ............................................. 850-431-5419
Nursing Administration ................................ 850-431-5311
Nutrition (Dietary) ...................................... 850-431-3663
Patient Advocacy ........................................ 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
Tallahassee Memorial Rehab Center .............. 850-431-5440
Transition Center ....................................... 850-431-4470
Women’s Pavilion/NICU .............................. 850-431-0200
Wound Care Center .................................... 850-431-4325

My PIN # is ________________
4 digit number needed for anyone to get updates from our staff about your condition. Ask your nurse to give you the number — you decide who should know it.
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 patient information guide will help answer some of the questions you may have as you enter the hospital. Please feel free to ask questions of your health care 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
Tallahassee Memorial HealthCare
President & CEO

It is my honor to serve as Chief Nursing Officer at Tallahassee Memorial. Alongside our excellent staff, physicians and volunteers, our team of more than 1,200 nurses seeks to provide patient-centered and evidence-based care for our patients and families. Each of our colleagues strives to personify our organization’s core values of Integrity, Compassion, Accountability, Respect and Excellence as they practice the art and science of nursing.

Guided by our vision to advance the practice of nursing to achieve optimal community health, we hope the caring hands of our nurses will comfort you.

Sincerely,

Barbara Alford
Tallahassee Memorial HealthCare
Vice President & Chief Nursing Officer
During Your Stay

Hospital Inpatient or Hospital Outpatient Observation?
Your stay at Tallahassee Memorial 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.

A Personal Plan of Care
You will be assigned a team of caregivers that will help you in your recovery process. They will work together to provide excellent care and will include you in decisions regarding your treatment. Your nurses will communicate with you to develop a daily goal and plan of care for the day. The staff will check on you frequently to monitor your progress.

Physician Visits
A physician will visit you each day. The time of the visit will be determined by the physician, hospitalist, or surgeon’s daily schedule.

Hospitalist Care
A Hospitalist is a doctor whose main job is hospital medicine. Hospitalists are able to treat a wide range of illnesses and provide you the highest quality of care. Tallahassee Memorial’s Hospitalists work with most of the Primary Care doctors in the area. At your doctor’s request, a
Hospitalist will admit you and direct your care while you are in the hospital. The Hospitalist will examine you when you arrive and decide on the best course of treatment. Your primary doctor is always welcome to visit you while in the hospital and talk to the Hospitalist but the final decision about your care will be left up to the Hospitalist. The Hospitalist will share the details of the hospital stay with your doctor by sending a summary to him/her shortly after you leave.

The Tallahassee Memorial Hospitalist Group has been taking care of patients for over ten years. They have put together a schedule that allows the doctors to be well rested and able to deliver great care. They remain available, taking turns with their partners, 24 hours a day to give you the best care. At first, you will be matched with the Hospitalist that is available at the time of your admission. The group tries to have the same Hospitalist see you as much as possible but it also depends on their schedules. There are Physician Assistants and Advanced Registered Nurse Practitioners specializing in hospital medicine that work together with the Hospitalists. These medical providers may help care for patients under the direct supervision of the Hospitalist. Be sure to ask for the flyer with the Hospitalist information and photos.

We “Welcome” your Family and Guests
Tallahassee Memorial welcomes your family and guests, realizing the essential role they play in your recovery. Families and guests are welcome 24 hours a day according to patient and family preference.

Patients may have an adult support person of his or her choice remain during the course of their stay.

The number of people welcomed at the bedside at any one time will be determined together with the patient, family, and care team. In situations where there are shared rooms, this decision will

**PARKING**
Parking is available for patients and visitors for a nominal fee. If you are visiting frequently, you can purchase a discounted number of parking tickets. Ask at the parking booth. Valet parking is also available for a small fee. Follow signs in the parking deck.

**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.
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 Atrium or Magnolia Lobby to obtain the letter and maps.

**Calling Your Nurse**
Your nurse will tell you how to contact staff members from your room. To call the nursing station, press your call button and a staff member will respond via the intercom system. When the nursing staff member answers your call, make your request in a normal speaking voice. 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.

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

**Medical Emergency Team (MET)**
At Tallahassee Memorial Hospital, we value observations by our patients’ loved ones in identifying changes in our patients’ condition. Notify your nurse right away if you think there is
a serious change in your loved one’s condition. You or your nurse can call our Medical Emergency Team (MET) 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:
• On floors 1 and 5 and Ground floor – dial extension 1195 on the room phone
• On floor 2 (Pediatrics) – dial extension 2295 on the room phone
• On floor 2 (Adult Units) and floor 3 – dial extension 3395 on the room phone
• On floors 4, 6, and 7 – dial extension 4495 on the room phone
• Women’s Pavilion rooms – dial extension 1195 on the room phone

Quiet Time
We welcome family and friends to visit, but daily between 1 p.m. and 3 p.m., 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.

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 isolation and not have to dress in the yellow gown, gloves, and/or mask. Staff should still 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. You may expect our nursing staff to offer to help you to the restroom or meet your other needs. This will occur hourly from 6 a.m. to 11 p.m. and every two hours from 11 p.m. to 6 a.m.

Nurse Leader Rounding
Most of our Nursing Leaders will be making rounds on patients and capturing information using a device such as a tablet or iPad. This is so that we can use your feedback to help make your experience better.

Bedside Report
We have a commitment to nurses providing a 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 a.m. and 7 p.m. are two of the most frequent times. Please participate in these bedside reports for active involvement in your plan of care.

VENDING MACHINES
Vending machines offering assorted snacks and beverages are also available on many floors. They are accessible 24 hours a day.

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**Dietary Host/Hostess**
When you enter the hospital as a patient your physician will decide what type of diet is best suited for your care. Once your care team on the floor receives this diet order a Food and Nutrition Department 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 service is between 7 a.m. and 9 a.m. and your breakfast order is taken the evening of the day before. Lunch service is between 11 a.m. and 1 p.m. and your hostess will take your order just after breakfast. Dinner service is between 5 p.m. and 7 p.m. and your order will be taken just after lunch. If you are concerned about a meal order or need any other service please call our “FOOD” line by dialing 3663 on your in-room phone. Your hostess will be happy to assist you with any special dietary needs you may have. We look forward to serving you.

**Language Services**
Tallahassee Memorial Hospital has a program to provide effective interpretation services for patients with limited English speaking skills and for those who are hearing impaired. The goal is to remove language as a barrier and make sure that every patient and family member is able to communicate effectively. Telephone interpreters are available 24 hours a day, 7 days a week. Services are available by asking your nurse. American Sign Language is available 24 hours a day, every day, via video remote services.

**Hay interpretes gratis a su disposición, por favor pregúntele a su enfermera.**

**Telephone**
Telephones are provided in most patient rooms, free of charge, directly dialing to your extension from 7 a.m. to 9 p.m. To place a local call, dial 9 and then the number. All incoming calls come through directly to your extension.

Long distance calls can be made, but they must be charged to the patient’s calling card or placed collect. For help placing a long distance call, dial 5488 and request assistance from a Patient Advocacy staff member.

**Cell Phones**
Cell phone use is allowed in most areas of the hospital. Please do not use cell phones in areas where signage states it is not allowed, as it may interfere with monitoring of our patients.

**Photos and Video Recording**
To protect patient confidentiality, videotaping and photography on the hospital premises are strictly prohibited without permission.

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

**Tobacco Use/Smoking**
For the health and safety of our patients, visitors and colleagues, the use of tobacco is not permitted
on our campus. This includes the use of e-cigarettes and vapor products. If you need help to quit smoking or to not use tobacco while you are in the hospital, please speak to your doctor or nurse.

You can call the Florida Tobacco Quitline toll free at 1-877-822-6669 for support in quitting.

**TV**

Televisions are available in each patient room free of charge. Please be considerate of others by keeping the TV volume down.

**ATM**

For your convenience, an automated teller machine (ATM) is located on the ground floor next to the Magnolia Lobby at the branch of the TMH Federal Credit Union.

**Cafeteria**

Our cafeteria serves a wide variety of foods during the following times:

- Breakfast: 7 a.m. to 10 a.m.
- Lunch: 11 a.m. to 2 p.m.
- Dinner: 5 p.m. to 7 p.m.

Some type of food service is available at all hours with the exception of 10:30 a.m. to 11 a.m.

**Medication List**

Please bring a list of all of your current medications including over-the-counter remedies you use. We may ask you for this information several times to make sure we have the most complete and accurate list. This is for your safety.

**Walgreens**

Walgreens has a prescription medication program. This Walgreens service is optional. You can always use any pharmacy you want to fill your prescriptions. On your day of discharge, after your doctor writes your prescriptions, a Walgreens technician can have them filled at the store across the street and bring them back to you. This will save you a trip on your way home. The Walgreens pharmacist will call you while filling your prescriptions to explain your medications and answer any questions you may have. A pharmacist will also call your house in two days to see if you have questions.

Please call extension 4946 from your room phone for more information about this program.

This service may have limited hours.

**Gift Shop**

The main gift shop is located on the ground floor at 1300 Miccosukee Rd. in the north wing near elevators 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. Run by the Auxiliary, proceeds earned from the stores are used to fund equipment and programs at Tallahassee Memorial.

Main Hospital Ground Floor
Store Hours:
- Monday – Thursday: 7:30 a.m. – 7 p.m.
- Friday: 7:30 a.m. – 5 p.m.
- Saturday: 10 a.m. – 5 p.m.
- Sunday: 1 p.m. – 5 p.m.
PATIENT ADVOCACY
If you have concerns about the care you or your family member receives, we encourage you to speak directly with the nurse manager of your unit. You may also call the Patient Advocate at 850-431-5488.

The Patient Advocate strives to promote positive guest relations by assisting patients and their family with resolving any concerns they may have. Voicing your concern will not affect your care or service. Your concern will be handled in a confidential and sensitive manner.

You may also call the Chief Medical Officer at 850-431-5121 or Chief Nursing Officer at 850-431-5311.

Women’s Pavilion Gift Shop
Third Floor – Women’s Pavilion

Hours are:
Monday – Thursday: 9 a.m. – 6 p.m.
Friday: 10 a.m. – 6 p.m.
Saturday: 10 a.m. – 5 p.m.
Sunday: 10 a.m. – 4 p.m.

The Women’s Pavilion Gift Shop 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.

Spiritual Care
The Spiritual Care Department is responsive to the needs of Tallahassee Memorial’s diverse community of patients and their families. Chaplains and Spiritual Care Volunteers make visits to new patients and offer comfort and solace. They also can provide spiritual reading material, such as Bibles, upon request.

Chaplains are available twenty-four hours a day, seven days a week and can be paged by your nurse upon request. Alternatively, you may contact a chaplain directly by calling the Chaplain pager number, 850-489-0066. When dialing from a hospital line, dial nine before the phone number. The Spiritual Care Department can be reached at 431-5867.

Tallahassee Memorial has a nondenominational chapel located on the hospital’s first floor. Although there are no formal services, it is open twenty-four hours a day, seven days a week to serve as a place of reflection, meditation, and prayer for one and all.

Clergy members of patients’ and families’ choice are always welcome to visit.
Your Rights and Responsibilities

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 Medical Ethicist
Recognizing the stress and indecision that may accompany an illness, Tallahassee Memorial retains a medical Ethicist 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 the Ethicist by calling the Nursing Supervisor at extension 4983 or 4984.

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 or Residents’ Rights at Long Term Care  
  Long Term Care Ombudsman,  
  (850) 921-4703
Players’ Rights and Responsibilities
Tallahassee Memorial HealthCare recognizes the rights you have as a patient receiving medical care or undergoing treatment at our hospital. Florida law requires that your health care provider or health care facility recognize your rights while you receive medical care and that you respect the health care provider’s or health care 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 health care provider or health care facility. A summary of your rights and responsibilities follows:

You as a Patient:
• have the right to be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.
• have the right to a prompt and reasonable response to questions and requests.
• have the right to know who is providing medical services and who is responsible for your care.
• have the right to 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.
• have the right to know what rules and regulations apply to your conduct.
• have the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
• if eligible for Medicare, have the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
• have the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
• have the right to receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
• have the right to 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.
• have the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
• have the right to know if medical treatment is for purposes of experimental research and to give consent or refusal to participate in such experimental research.
• have the right to express grievances regarding any violation of your rights, as stated in Florida law,
through the grievance procedure of the health care provider of the health care facility that served you and to the appropriate state licensing agency.

- have the right to be given by your health care provider information concerning diagnosis, planned and unplanned outcomes in the course of treatment, alternatives, risks and prognosis.
- have the right to have your pain treated, to be taught about pain and how your pain can be relieved, and to have your complaint of pain addressed.
- have the right to 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.
- have the right to have a family member, friend, or other individual person present for emotional support during the course of your stay.
- have the right to be free from restraint unless the restraint is needed to protect you or others from harm.
- are responsible for providing to your health care 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.
- are responsible for reporting unexpected changes in your condition to your health care provider.
- are responsible for keeping appointments, and when you are unable to do so for any reason, for notifying the health care provider or health care facility.
- are responsible for your actions if you refuse treatment or do not follow the health care provider’s instructions.
- are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.
- are responsible for following health care facility rules and regulations affecting patient care and conduct.
- are responsible for proper conduct, including no violence toward patients, visitors or staff.

Para obtener una copia en Español de “Sus Derechos y Responsabilidades Como Paciente”, haga el favor de preguntarle a su enfermera.
Compliance with Instructions
A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his or her care. This may include following the instructions of nurses and allied healthcare personnel as they carry out the coordinated plan of care and implement the responsible practitioner’s order. The patient is responsible for keeping appointments and, when unable to do so for any reason, notifying the responsible practitioner.

Refusal of Treatment
You are responsible for your actions if you choose to refuse treatment or do not follow the practitioner’s instructions.

Hospital Charges
The patient is responsible for assuring that the financial obligations for his or her healthcare are fulfilled as promptly as possible.

Rules and Regulations
The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

Respect and Consideration
The patient is responsible for 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. The patient is responsible for being respectful of the property of other persons and of the hospital.

YOU ARE RESPONSIBLE FOR:

- Sharing accurate and complete information about your present condition, past illnesses, hospitalizations, medications, Advance Directives, and other matters relating to your health.

- Communicating any unexpected changes in your condition promptly to your doctor, nurse, or others providing healthcare services to you.

- Reporting whether you clearly understand a course of treatment and what is expected of you.

You Are Responsible For:

- Sharing accurate and complete information about your present condition, past illnesses, hospitalizations, medications, Advance Directives, and other matters relating to your health.
- Communicating any unexpected changes in your condition promptly to your doctor, nurse, or others providing healthcare services to you.
- Reporting whether you clearly understand a course of treatment and what is expected of you.
What are Advance Directives?

Making Your Wishes Known
Also known as Living Wills, 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 health care 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 health care surrogate are required to follow all the directives in a Living Will.

Healthcare Decision Maker
Also known as your surrogate, 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. If you are incapacitated, your health care surrogate will have the authority to make all the medical
decisions regarding your health care, including decisions about when to withhold or withdraw life prolonging procedures.

**Durable Power of Attorney**
In relation to healthcare, a durable power of attorney document is a legal document that names 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 Health Care 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 health care surrogate or other health care decision maker.

Acute care hospital inpatients, patients in the Emergency Centers, Behavioral Health Center, Rehabilitation Center, and Home Health will receive an advance directive admission screening. This screening will include the name and phone number of the health care surrogate if known, documentation of whether or not the patient has an advance directive or if they are unable to answer, 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.

**Call Risk Management for help formulating an Advance Directive at 431-5364. You may also wish to contact your own legal counsel for advice.**
Your Privacy and Information-HIPAA

You should know that you have certain rights regarding the privacy of your healthcare information. There are specific rules determined by Federal law 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.

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 www.hhs.gov/ocr/hipaa/ for more information.
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, for example for marketing purposes.
- 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, such as 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.

To get a copy of your medical record after discharge, please call 850-431-5454.
Preparing for Surgery

You can partner with the healthcare team in order to help make your surgical procedure and follow-up care as safe as possible. Here’s what you can do:

**At your doctor’s office**

- Bring a list of any questions you have about your surgery to your doctor’s visit before the surgery. Also bring a list of all the prescription, over-the-counter and herbal medications you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure. Bring the updated list to the hospital with you.

- Be sure to tell your surgeon about any allergies you have to medications and food.

- Ask your surgeon whether you can eat or drink before your procedure, and if so, what kinds of food or drink, and within how many hours of your surgery.

- Ask your surgeon about whether to remove nail polish or temporary dental appliances (such as a bridge). You should not wear deodorant or body lotion and you should remove all jewelry and body piercings. Ask if there are other preparations you need to make prior to surgery.

- Ask if you will need therapy after your surgery, who will arrange for it and whether you can have therapy at home.

**PARTNERING IN SAFETY**
Here’s how to work with the hospital team to get the best results:

- Ask about what you should do to prepare before your surgery.
- Get to the hospital at the time the staff tells you on the day of your surgery.
- Read paperwork and ask questions before signing.
- Verify that the proper part/side of your body is marked for surgery.
- Get your home care instructions in writing before you leave.
• Discuss whether you will need to go to a rehab facility after your surgery, who will arrange it, and what you will need to do to prepare.

On Your Surgery Day
• You may be given a special soap to use when you shower or bathe. Be sure to follow any preparation instructions you were given and don’t wear makeup or perfume.

• Leave jewelry, money, credit cards and other valuables at home. If you do bring some, ask to place them in our safe.

• Once you arrive at the hospital, 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.

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 that is being operated on?

This is to ensure your safety!

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

• 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 pain 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.

Make sure they mark only the correct part. This is something you will be asked to participate in identifying. If they make a mistake and have to make a new mark, be sure the old mark is completely cleaned off.
Preparing for Discharge

Going Home
When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. This doesn’t mean you are completely well, it only means that you no longer need hospital services. Here are a few tips to make the discharge process run smoothly:

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 ask for your patience.

You or anyone acting on your behalf can request a discharge plan at any time.

A nurse will:
• educate you and your caregiver about your new medications, including their side effects.
• advise you if you are to stop any of your previous medications.
• help you with information to make your follow-up appointments.
• tell you about important symptoms to look for after you go home and when to call the doctor about them.

We want to make sure you know exactly what help you will need and what your plan of care will be once you are home. You should:

• 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.

Before You Leave - Patient Checklist
Before you can leave there are several things that you or your caregiver must attend to:

✔ Medications List
Make sure you leave with a listing of what medications you will be taking, why, in what dosage and who prescribed them.

✔ Rx
Make sure you have prescriptions for any medications you need.
IF YOU DISAGREE
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, ask to speak to your case manager.

✓ 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 tests you may need and when you need to schedule them.
- What medicines you must take, why and for how long.
- When you need to see your physician.
- Any other homecare instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment and what to do if symptoms continue, get worse or come back and what to watch out for.
- Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care.

Tallahassee Memorial Foundation
The Tallahassee Memorial 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. To make a secure credit card donation, please visit tmhfoundation.org and click on “Make a Donation” followed by a click on “secure Credit Card Donation.”

Community Resources
If you or your caregiver feel unprepared for what will happen after your discharge, ask to talk with a discharge planner, who can provide you with information about local resources that can provide services like transportation, equipment, home care and help for the caregiver.

Follow-up Phone Call
You may receive an automated phone call, introduced by our Chief Nursing Officer, after discharge home. If you state you have questions or concerns, a nurse will call you back to help clarify them. Please answer the automated call so we can be sure of your safe transition home.

Follow-up Survey
You may receive a written survey in the mail following your discharge. We appreciate all feedback and use it to improve services. Please fill it out and return in the provided postage free envelope.

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, dieticians, social workers, patient care assistants, etc.
- The other covers the cost associated with physicians interpreting and analyzing various test results for the diverse services.
Everyone has a role in making healthcare safe – physicians, healthcare executives, nurses, and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved, and informed member of your healthcare team.

**SPEAK UP**  
Ask questions and voice concerns. It’s your health and you have a right to know.

**PAY Attention**  
Make sure you’re getting the right treatments and medicines.

**EDUCATE Yourself**  
Learn about your medical tests and treatment plan.

**ASK**  
Pick a trusted family member or friend to be your advocate.

**KNOW**  
Know what medicines you take and why you take them.

**USE an Accredited Hospital**  
Use a hospital, clinic, surgery center, or other type of healthcare organization accredited for quality and safety standards.

**PARTICIPATE in Your Care**  
You are the center of the healthcare team.

*Courtesy of The Joint Commission*
Clean your hands with soap and warm water. Rub your palms, fingernails, in between your fingers, and the backs of your hands for at least 15 seconds. You may also clean your hands with alcohol-based hand sanitizers.

Clean your hands:

- Before touching or eating food
- After you use the bathroom
- After you take out the trash
- After you visit someone who is sick
- After you play with a pet
2 **Make Sure Healthcare Providers Clean Their Hands or Wear Gloves**
Before doctors, nurses, technicians, and other healthcare providers treat you, ask them if they’ve cleaned their hands. Healthcare providers should 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 should be wearing gloves.

3 **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 or hands.
- If you use your hands, clean them right away.

4 **If You Are Sick, Avoid Close Contact with Others**
If you are sick, stay away from other people, or stay home. Don’t shake hands or touch others. If you are going for medical treatment, call ahead to see what you can do to avoid infecting other people.

5 **Get Shots to Avoid Disease and Fight the Spread of Infection**
Make sure your vaccinations are current. Check with your doctor to see about shots you may need.

Vaccinations are available to prevent:

- Chicken Pox
- Measles
- Tetanus
- Shingles
- Flu (Influenza)
- Whooping Cough (Pertussis)
- German Measles (Rubella)
- Pneumonia (Streptococcus Pneumoniae)
- Human Papillomavirus (HPV)
- Mumps
- Diphtheria
- Hepatitis
- Meningitis
PREVENTING FALLS
Falls may happen for many reasons, some being: medication side effects, muscle weakness due to surgery or illness, slippery or wet floors, trouble seeing or obstructed pathways.

To prevent falls: PLEASE CALL and DON’T FALL! Ask for help, keep your call button within easy reach, know the side effects of your medication, make sure the lights are on when you enter a room and your pathway is clear and 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!

MEDICATION SAFETY
While you are in the hospital, make sure you know what medications you are taking and why you are taking them. Make sure your healthcare team is checking your ID band before you are given medication.

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.

What to Ask
• What is the name of the medication?
• Is there a generic version?
• What dose will I be taking and how often?
• For how long should I take my medication?
• What are the possible side effects?
• What foods, drinks, or activities should I avoid while taking this medication?
• Is it safe for me to take this medication with other drugs or dietary supplements?
• What should I do if I miss a dose of my medication?

myTMH Patient Portal
Tallahassee Memorial is proud to offer an online patient portal that 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.

Enrolling in the patient portal is quick and easy.
• If you are 18 or older, you will be asked if you would like to enroll in the myTMH Patient Portal during the registration process.
• If you would like to enroll, please provide your email address and an invitation will be sent to you. This invitation will expire after 90 days.
• Once you receive your invitation, click on the link in the email to sign up.
• The sign-up page has step-by-step instructions.
• You will create a unique username and password. Please don’t share your username and password with anyone.

If you have not already signed up for myTMH Patient Portal but would like to do so, please call extension 5782 from your hospital phone Monday–Friday from 8:00 a.m. to 4:30 p.m. For general information about my TMH Patient Portal or to sign up after you have been discharged, please visit www.tmh.org/patientportal.
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, which may seem annoying. Please understand that this verification process is critical to Patient Safety to guarantee you receive the correct medication and treatment.

PAIN MANAGEMENT

Pain management is an important part of your treatment. Please let your nurse or doctor know when:

- You experience any pain or discomfort
- If your pain is not relieved
- If you have any concerns about taking medications
- If you have questions about your pain treatment plan

PAIN MANAGEMENT RATING SCALE

A pain rating scale is a tool to help you describe how much pain 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.

0–10 Numeric Pain Rating Scale

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<td>No Pain</td>
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Staff Definitions

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 hospitalist (specialist in hospital patient care), 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 Registered Nurse Practitioners or Physician Assistants visiting patients during the hospital stay. They can answer questions and direct care under the physician’s supervision.

Nurse Manager
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. The licensed nursing staff can be assisted by Patient Care Assistants, Monitor Technicians, Unit Secretaries and other support staff to coordinate your care.

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 and in the outpatient settings, but does not sell retail medications to the public.

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

Rehabilitation Therapists
Rehabilitation Therapists specialize in the treatment of any condition that causes an interruption in a person’s ability to move. Movement and the ability to move are necessary for quality of life. Regardless of the disease
process, accident or injury that causes an interruption in normal movement, we are here to help. We offer comprehensive services in a state-of-the-art facility.

**Environmental Services**
Your room and bathroom will be cleaned and sanitized by an Environmental Services technician daily. Anytime during your stay you may call Environmental Services by dialing 5419 on your room phone.

**Respiratory Therapy**
The licensed Respiratory Therapists provide respiratory care services under medical supervision in the treatment, management, control, diagnostic evaluation and care of patients with deficiencies and abnormalities associated with the cardiopulmonary system. The respiratory staff is available 24 hours a day.

**Social Workers and RN 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 RN Case Managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangements for homecare, admission to a long-term facility or rehabilitation care.

**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.
Nominate a NURSE for a DAISY Award

DAISY Award honorees personify Tallahassee Memorial HealthCare’s remarkable 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 especially her/his compassionate care exemplify the kind of nurse that our patients, their families, and our staff recognize as an outstanding role model. (Please only ONE nominee per nomination form)

Describe in detail how this nominee consistently meets the following criteria:

- Integrity
- Compassion
- Accountability
- Respect
- Excellence

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. Patricia.kenney@TMH.org

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):

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## TV Channels

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<td>WTLF the CW</td>
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<td>T.V. Guide**</td>
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<td>Local Weather Scan**</td>
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<td>Animal Planet**</td>
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<td>69</td>
<td>GAC</td>
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<td>(Great American Country**)</td>
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*6 in the Women’s Pavilion is “Family Care” Information Channel

**Some stations are not available in all rooms