



# PATIENT & CAREGIVER INFORMATION GUIDE

WITH FOLDER FOR IMPORTANT WRITTEN INSTRUCTIONS



# 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.

|        |                                           |          |                                                 |
|--------|-------------------------------------------|----------|-------------------------------------------------|
| ROYAL  | Nurse                                     | EGGPLANT | Music Therapy                                   |
| WINE   | Patient Care Assistant                    | HUNTER   | Housekeeping/EVS                                |
| PEWTER | Respiratory Therapist                     | BLACK    | Transportation                                  |
| GREY   | Radiology Technologist                    | TEAL     | Rx Care Advocates<br>(Retail Pharmacy Delivery) |
| OLIVE  | Speech/Physical<br>Occupational Therapist | KHAKI    | Clinical College Associate<br>Volunteers        |
| RED    | Dietary Host/Hostess                      | MAUVE    | Dietitian                                       |

# 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**  
**CEO**

It is my privilege to serve as the President at Tallahassee Memorial Hospital.

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**  
**President**



Tallahassee Memorial HealthCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-850-431-1155 (TTY: 1-877-848-7428).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-850-431-1155 (TTY: 1-877-848-7428).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-850-431-1155 (TTY: 1-877-848-7428).

# WHAT TO EXPECT During Your Stay

## HOSPITAL INPATIENT OR HOSPITAL OUTPATIENT OBSERVATION?

- 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 with any questions.

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 **1-800-633-4227**. TTY users should call **1-877-486-2048**.

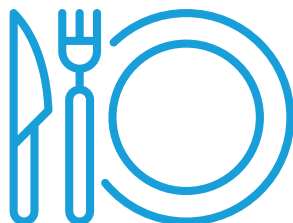
Either a physician, physician assistant (PA-C) or Advanced Practice Registered Nurse (APRN) will visit you each day. The time of the visit may vary.



## 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.

- **BREAKFAST | 7 - 9 AM**  
Your breakfast order is taken the evening prior.
- **LUNCH | 11 AM - 1 PM**  
Your order is taken just after breakfast.
- **DINNER | 5 - 7 PM**  
Your order is taken just after lunch.



## YOUR CARE PLAN



- Patient- and family-centered care (PFCC) is providing care that is respectful of and responsive to your individual preferences and needs.
- PFCC 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.*

## 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.



## SHARED ROOMS

### Room Requests

- We'll request a private room if you ask, but they may not always be available.

### Support Person Guidelines

- One support person is welcome.
- Overnight, they should stay mainly in guest areas for safety and privacy.

### Visitors

- Family and guests are welcome.
- Please limit the number of people in the room.
- Visitors may be asked to step out during consultations or procedures.

### Courtesy & Respect

- Be mindful of television volume, phone and visitor conversations and online activities.
- Respect your roommate's privacy.

### Food & Guest Areas

- Please eat in guest areas (Magnolia Lobby, Atrium Lobby, cafeteria).
- Guest areas have seating and phone signal.

### Rest & Accommodations

- Rest as much as possible.
- Ask staff for hotel information if needed.

## Personal Belongings

DURING YOUR STAY



Give valuables (jewelry, cash) to family/friends. If not possible, ask a nurse to place them in the safe.

Store glasses, contacts, phone/charger, hearing aids, and dentures in your bedside table – not on bed or tray.



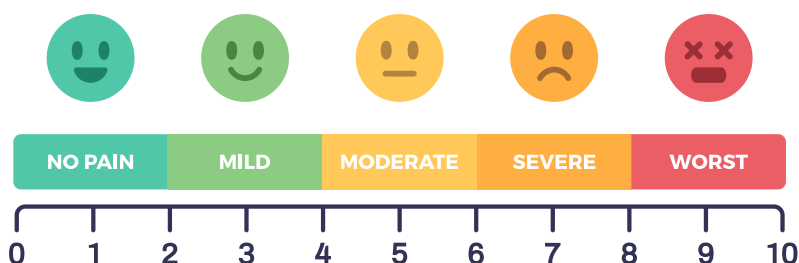
Double-check all belongings before leaving. The hospital is not responsible for lost items.

## CLINICAL ALARMS

- Equipment alarms alert staff when needed.
- If an alarm sounds, call your nurse — do not adjust the equipment or stop the alarms.

## COMFORT & PAIN

- Tell your nurse or doctor if you are in pain or uncomfortable.
- Share any concerns about pain medicine or your comfort plan.
- We use a 0-10 scale (0 = no pain, 10 = worst pain).



### NO RECORDING

Video, audio, and photography are not allowed without written permission. Please respect the privacy of patients and staff by not using these devices in the facility.

# For Your Family and Guests

## WE WELCOME YOUR FAMILY AND GUESTS

Tallahassee Memorial recognizes the important role your loved ones play in your recovery. Visitors are welcome 24/7, and you may have an adult support person with you at all times.

The number of people at your bedside will be decided together by you, your family, and your care team. In shared rooms, this also includes the other patient and their family. Space limitations and safety will be considered.



### OVERNIGHT LODGING

Some nearby hotels offer reduced rates for out-of-town visitors. To receive the discount, pick up a hospital verification letter

and local maps at the Information Desk in the Dozier Atrium.

### 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**

**MIDNIGHT SERVICE: 12 - 3 AM**

Some type of food service is available at all hours with the exception of 10:30 to 11 am. Vending machines are also available on many floors.

### 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](http://www.caringbridge.com) for more information

### PARKING

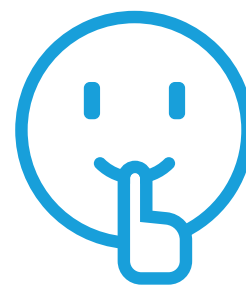
Patient and visitor parking is available in the P2 and P3 parking garage at no cost.

### QUIET TIME H.U.S.H.

Help Us Support Healing by providing a quiet environment for our patients. All inpatient units will implement quiet hours daily from:

**1 PM - 3 PM**

**9 PM - 6 AM**



This ensures patients have a quiet environment while receiving inpatient care here. While patient care will continue during quiet hours, colleagues will do their best to limit noises and be as quiet as possible to aid in our patients' recovery and healing process.



## CELL PHONES

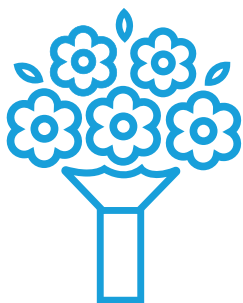
Cell phone use is allowed in most areas of the hospital, except in areas where signage states it is not, since it could interfere with the monitoring system.

## WIFI

There is free guest access wifi available for your use. 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.

## *Pick up a smile (or two)*

### 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 - FRIDAY | 9 AM - 5 PM**

**SATURDAY | 10 AM - 5 PM**

**Sunday hours may vary.**

Phone:

850-431-5427

### 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.

#### Store Hours:

**MONDAY - FRIDAY | 9 AM - 5 PM**

**Weekend hours may vary**

Phone:

850-431-0294

# M.T. Mustian Intensive Care Units

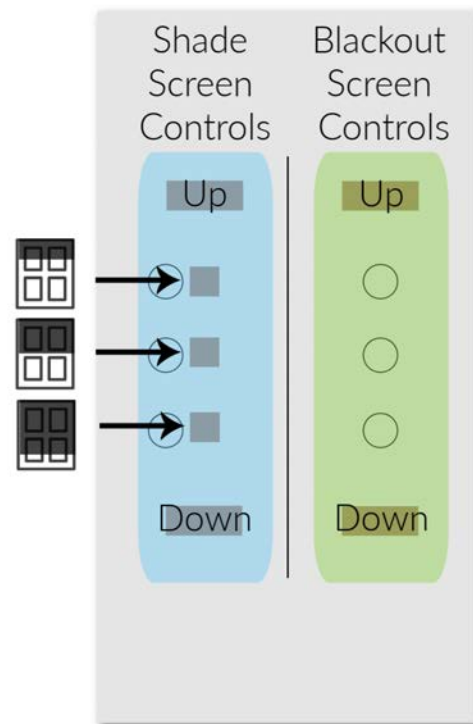


The Intensive Care Units  
are a **“Quiet Zone”**

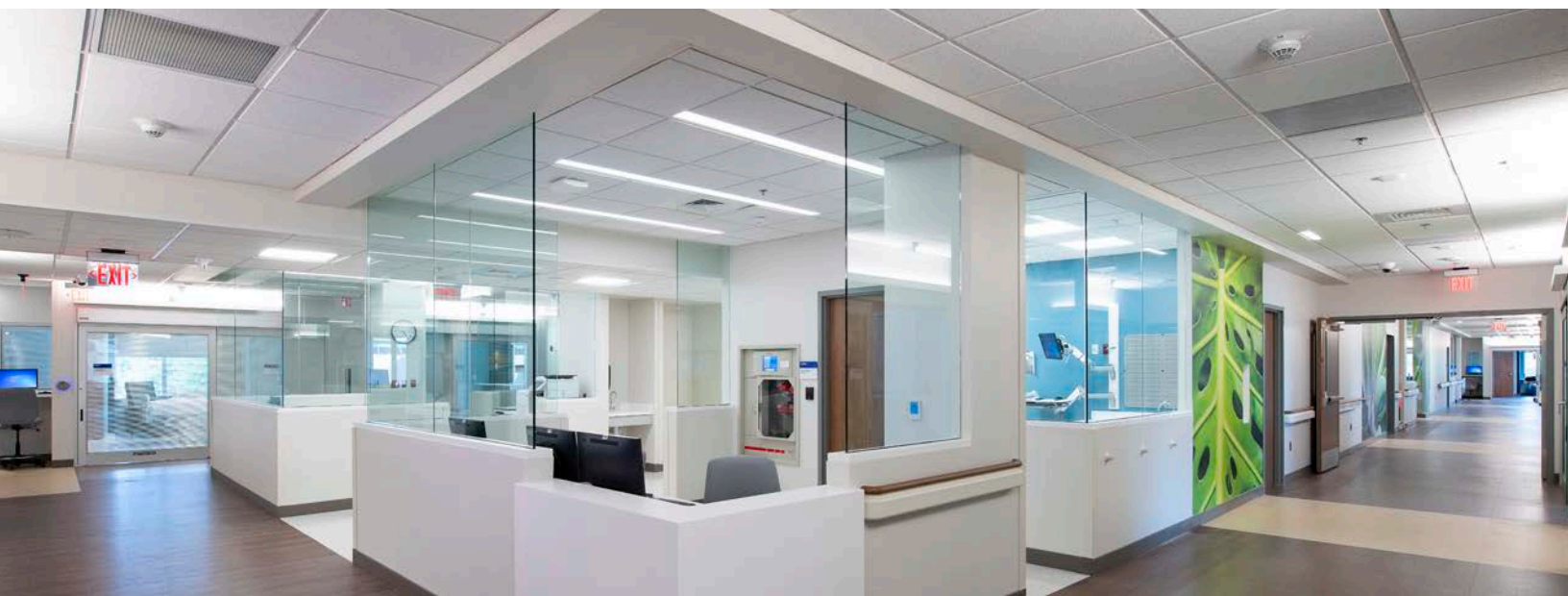
“Quiet Time” allows patients a much needed chance for uninterrupted rest. The lights are lowered and you are monitored with limited interruptions. This helps to heal quickly and prevent confusion which may be caused from lack of sleep.

**“QUIET TIME” IS 1 PM – 3 PM  
AND 9 PM – 6 AM FOR  
ALL ICU PATIENTS.**

## Window Screen Controls



Need further assistance?  
Ask a member of your healthcare team.





## Things to Remember when entering ICU patient rooms

- ☐ **Call Before Entering**
  - Pick up the phone by the ICU entrance door. It will ring directly to the unit.
- ☐ **Expect Medical Equipment**
  - Wires, tubes, and alarms are normal.
  - Do not touch equipment or alarms.
- ☐ **Choose One Family Spokesperson**
  - Their name/number will be on the patient's whiteboard.
  - Only the spokesperson should call for updates.
  - All others should contact the spokesperson.
- ☐ **Joint Care Discussions**
  - The healthcare team reviews care daily. Spokesperson encouraged to join 9 a.m. rounds.
- ☐ **Practice Hand Hygiene**
  - Wash or sanitize hands when entering or leaving.
  - Do not enter other patients' rooms.
- ☐ **Stay in Your Patient's Room**
  - Or wait in family lounges.
  - Patient rooms remain open for monitoring.
- ☐ **No Food or Drinks in ICU**
  - Use Café 1300 (Main Hospital, open 24/7) or Eyes of Texas Café (M.T. Mustian Center).
- ☐ **Bathrooms**
  - Use patient-room bathrooms.
  - Extra bathrooms, showers, and laundry are in the family lounge outside the unit.
- ☐ **Phones**
  - Turn off or set to vibrate.
- ☐ **Rest**
  - Please go home at night to sleep.
  - Staff will call if a patient's condition changes.
- ☐ **Quiet Time**
  - Sit quietly; phone use, or loud visiting.
- ☐ **Visitors at Bedside**
  - 2 visitors are allowed at the bedside at a time, (except in special circumstances).
- ☐ **Children**
  - Children under 12 not permitted in ICU (except special circumstances).
- ☐ **Privacy & Safety**
  - Family presence may be interrupted to protect patient privacy or for safety/security.

# 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 SPECIALISTS

At Tallahassee Memorial HealthCare, we believe your healthcare experience should be as unique and important as you are. Our dedicated Patient Experience team adheres to the core concepts of Patient and Family-Centered Care and are here to support your healing journey at TMH by being:



### COMPASSIONATE LISTENERS

We value your feedback and believe your voice matters.



### EMPOWERED PARTNERS

We encourage you and your family to be active participants in your care.



### RESPECTFUL CHAMPIONS

We treat you with dignity and kindness throughout your care journey.

## *We assist in*



### OPEN COMMUNICATION

TMH values you and your family, providing clear information and encouraging your involvement in care.



### WORKING TOGETHER

We collaborate with your Care Teams to ensure needs and questions are met with compassion and expertise.



### PROVIDING SAFE SPACES

Share your needs with your care team—Patient Experience can help if you need more support.

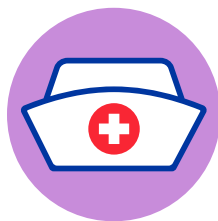
## PHYSICIANS

Your care is coordinated by physicians (primary care, surgeon, hospitalist, or resident). They may involve specialists, APRNs, or PAs under supervision.



### HOSPITALIST

Hospitalists are board-certified doctors focused solely on hospitalized patients.



## NURSING

Registered Nurses oversee treatment, progress, and education, supported by LPNs and other staff. Nurse Managers direct overall unit care.

## SPIRITUAL CARE CHAPLAINS

Whether religious or non-religious, patients and families can receive nonjudgmental emotional and spiritual support.

## REGISTERED DIETITIANS

Create nutritional plans and provide diet education for discharge.



## PHARMACISTS

Review all prescribed medications and fill hospital orders.



## REHABILITATION THERAPISTS

Physical, occupational, and speech therapists help restore function after illness, injury, or surgery.

## RESPIRATORY THERAPISTS

Provide round-the-clock care for patients with breathing problems.

## TECHNICIANS & TECHNOLOGISTS

Perform diagnostic and treatment procedures such as labs, x-rays, scans, and therapies.

## SOCIAL WORKERS & CASE MANAGERS

Offer counseling, discharge planning, and help with home care or facility placement.



## HOUSEKEEPING (ENVIRONMENTAL SERVICES)

Clean and sanitize patient rooms daily; available by phone during your stay.

## DIETARY HOST/ HOSTESS

Explain physician-ordered diets, provide menus, and take meal orders.



## STUDENTS

Healthcare students train under supervision; always identified by badges.

## VOLUNTEERS

Passionate listeners who provide positive support and assistance to patients and their families as needed.



## ANIMAL THERAPY

Specially trained teams provide therapeutic visits to support healing and well-being. Ask your nurse if available.



## MUSIC THERAPY

Uses music to reduce stress, manage pain, and aid rehabilitation in many clinical settings. Ask your nurse for details.

## THERAPEUTIC TOUCH

Therapeutic Touch (TT) is a holistic, evidence-based practice that can be helpful in reducing pain, nausea, and anxiety, and tends to improve relaxation, sleep, and a sense of well-being. A TT session involves very little physical touch; hands stay about 4-6 inches away from the body. A typical session lasts approximately 10 minutes, and the recipient remains fully clothed. Ask your nurse if available.

## FOUNDATION

The TMH Foundation supports the hospital through charitable donations. To give, visit [TMH.ORG/Foundation](https://TMH.ORG/Foundation)

# 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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# Hand Hygiene: *Your First Line of Defense*

## 1 CLEAN YOUR HANDS



- Before touching or eating food
- After using the bathroom
- Wash with soap and warm water, or use alcohol based sanitizer

## 2 CATCH YOUR SNEEZE



- Use a tissue or your elbow
- If you use your hands, wash them right away

## 3 SAFE STAFF



- Ask doctors and nurses if they've washed up
- Gloves should be worn for tests, blood, wounds, or private exams
- Don't be afraid to ask



## MEDICATION SAFETY

Tell your healthcare provider about all medications and allergies. While in the hospital, know what meds you're taking and why, possible side effects, and ensure staff checks your ID band before giving any medication.

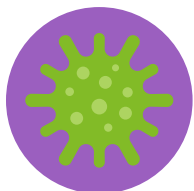
## PATIENT ID

Staff will check your name and hospital number before giving medicine, treatments, or moving you. You may be asked the same question more than once — this is to keep you safe and ensure you always receive the correct care.



## FIRE SAFETY

If you hear a fire alarm, stay where you are. Staff will let you know if it's a drill or an emergency.



## VIRUS OR BACTERIA

Antibiotics only work for bacterial infections, not viruses. If antibiotics aren't prescribed, ask your care team for ways to ease symptoms and feel better.



## TELEPHONE

Patient room phones are free to use. Outside calls are received **7 AM - 9 PM**; For local calls, dial 9 + number. Long-distance calls must be collect calls with an outside operator.

## PREVENTING FALLS



**Call for help before getting up**



**Keep your call button close**



**Wear non-slip socks or shoes**



**Keep pathways clear**



**Ask about medication side effects**



**Visitors should tell staff if you're alone**

# Preparing for Discharge

When your doctor decides you no longer need hospital care, you'll be discharged. This means you don't need hospital services, though you may still be recovering. Your doctors will coordinate approvals and medications, which will take time to coordinate, so we appreciate your patience during this process. Please make sure you look over the Patient Discharge Checklist.

## YOUR DISCHARGE GAME PLAN

### THE NURSE'S ROLE

- Explain your care plan after discharge
- Review new medications and side effects
- Advise on stopping old medications
- Provide info for follow-up appointments
- Share warning signs to watch for at home

### YOU AND YOUR FAMILY'S ROLE

- Confirm discharge date and time
- Arrange a ride home
- Double-check your room for belongings
- Provide info for follow-up appointments
- Take all paperwork (billing, referrals, prescriptions)

## FOLLOW-UP SURVEY

After discharge, you may get a survey by mail or email. Please fill it out. We value your feedback.

## BILLING

You may receive more than one bill:

- Hospital services (staff, equipment, supplies)
- Physician services (test reviews, interpretations)

Check with your insurance about coverage for personal care items.

For billing questions, call us at 850-431-6200

## Patient Discharge Checklist

### ☐ Medications

- Get prescriptions for all needed meds
- Know usage, side effects, and interactions
- Ask about missed doses or costs

### ☐ Pharmacy at TMH

- Have your medication delivered straight to your room before you leave
- Call **448-209-2010** for details

### ☐ If You Disagree With Discharge

- You or a relative can appeal
- Medicare patients get info sheet
- Talk to your case manager

### ☐ Community Resources

- Ask case manager for transport, equipment, or home care

### ☐ Discharge & Follow-Up Instructions

- Get written instructions on care, limits, appointments, warning signs, and contact numbers



# Before you leave the hospital

Use this checklist to help prepare yourself for discharge.

## GENERAL

- ☐ I have reviewed discharge instructions with my care team.
- ☐ I have been given my printed discharge instructions.
- ☐ I have someone to take me home and the help I need after I leave.
- ☐ I have packed all my personal belongings.

## CARE AFTER DISCHARGE

- ☐ I understand what symptoms to watch for and who to call if I have a concern or question.
- ☐ I understand where I am going after I leave the hospital.
- ☐ I have any special equipment needed.
- ☐ I have my Patient Implant Card (for patients who had certain procedures including closure or implanted device).

## MEDICATIONS

- ☐ I understand what my medications are, how to obtain them and how to take them.
- ☐ I understand the side effects of my medications and whom I should call if I experience them.
- ☐ I know the medications I was taking when I came to the hospital and which ones I should continue or stop.

## DIET AND ACTIVITY

- ☐ I understand any limitations on my activity and diet.

## FOLLOW-UP CARE

- ☐ I know when and where my follow-up appointments are and have a way to get there.
- ☐ I have any special equipment needed.
- ☐ I have my Patient Implant Card (for patients who had certain procedures including closure or implanted device).



# Your Rights & Responsibilities

***Para obtener una copia en Español de “Sus Derechos y Responsabilidades Como Paciente,” pregúntele a su enfermera.***

Tallahassee Memorial respects the rights and dignity of each patient. Florida law requires that your physician and/or healthcare facility recognize these rights and that you, in turn, respect reasonable expectations of your providers. A summary follows:

## AS A PATIENT, YOU HAVE THE RIGHT TO:

To be treated with dignity, respect, and free from abuse or harassment.

To privacy, safe care, and confidentiality of your medical record.

To access your medical record and receive timely responses to questions.

To know who is providing your care and what rules apply to you.

To interpreter or support services, if needed.

To refuse treatment, except as otherwise provided by law.

To receive information on financial resources, Medicare assignment, and a reasonable estimate of charges.

To an itemized bill and explanation of charges.

To impartial access to care regardless of age, race, national origin, religion, language, culture, gender identity, sexual orientation, disability, or source of payment.

To emergency treatment if your condition could deteriorate without it.

To consent or refuse participation in experimental research.

To file grievances with the provider, facility, or state agency.

To be informed of your diagnosis, treatment, alternatives, risks, and outcomes.

To appropriate pain management and education.

To receive visitors of your choice and to withdraw consent for visitors at any time.

To have a family member, friend, or other support person present.

To be free from restraint unless necessary to protect you or others.

## AS A PATIENT, YOU HAVE THE RIGHT TO:

Provide accurate and complete information about your health, including current complaints, past illnesses, hospitalizations, and medications.

Report unexpected changes in your condition and ask questions if you don't understand your care plan.

Follow the treatment plan and keep appointments, or notify your provider if you can't.

Take responsibility if you refuse treatment or don't follow instructions.

Pay your healthcare bills promptly.

Follow facility rules and maintain appropriate conduct, including no violence toward patients, visitors, or staff.

To refuse treatment, except as otherwise provided by law.

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

### AVAILABILITY OF ETHICIST



To help with difficult decisions during illness, Tallahassee Memorial has ethicists available for support. Contact them through the Nursing Supervisor at extensions 14983 or 14984.

### ACCESS TO PATIENT ADVOCACY GROUPS



#### **Child, Elderly, or Disabled Abuse**

Florida Abuse Hotline  
1-800-962-2873

#### **Sexual or Partner Abuse**

Refuge House (850) 681-2111

#### **Agency for Persons with Disabilities**

(850) 488-4257

#### **Americans with Disabilities**

1-800-514-0301

#### **Medicaid Fraud**

1-866-966-7226

### COMPLAINTS ABOUT CARE

#### **Hospital Issues**

Patient Experience (850) 431-5488

#### **Hospital or Surgical Center**

M.T. Mustian Surgical Center  
Agency for Health Care Administration  
2727 Mahan Dr., Bldg. 2, Tallahassee, FL 32308  
1-888-419-3456 | [apps.ahca.myflorida.com/hcfc](https://apps.ahca.myflorida.com/hcfc)

#### **Visitation Complaints**

1-888-775-6055 | [apps.ahca.myflorida.com/hcfc](https://apps.ahca.myflorida.com/hcfc)

#### **Joint Commission**

1-800-994-6610 | [jointcommission.org](https://jointcommission.org)

#### **Healthcare Practitioner Complaints**

Florida Department of Health, Consumer Services Unit  
4052 Bald Cypress Way BIN C-75, Tallahassee, FL  
32399-3275  
(850) 245-4339



# Decisions & Privacy

## ADVANCE DIRECTIVES

Advance directives are legal documents that state your medical care wishes if you become unable to make decisions for yourself. They guide your healthcare team and family on life support, resuscitation, and other interventions.



### Living Will

Provides your physician with instructions about life-prolonging procedures, which must be followed by your physician and healthcare surrogate.



### Healthcare Decision Maker

Allows you to appoint a trusted adult (healthcare surrogate) to make medical decisions on your behalf through a written designation that complies with Florida law.



### Durable Power of Attorney

Another way to name your decision maker. It must be signed, witnessed, notarized, copied, and added to your medical record. You can also create a separate power of attorney for financial matters.



### Hospital Policy

Tallahassee Memorial follows Florida law and provides information at admission. Copies of any directives you provide will be placed in your medical record.

If no directives exist, decision-making follows Florida's legal order of priority. For more information, call Risk Management at **850-431-5364**.

### Learn More & Access Forms

- Agency for Health Care Administration  
[quality.healthfinder.fl.gov/report-guides/advance-directives](https://quality.healthfinder.fl.gov/report-guides/advance-directives)
- [AARP.org](https://www.aarp.org)



## YOUR PRIVACY & INFORMATION

Your health information is protected by federal law (HIPAA), which sets rules on how it can be used and shared. Information is shared with you and, with your permission, your decision maker or next of kin.



### Who Follows HIPAA

Healthcare providers, insurance companies, employer health plans, Medicare, and Medicaid.



### What's Protected

Medical records, conversations about your care, insurer and billing records, and other identifiable health information.



### Your Rights

Access and request copies or corrections, decide on certain uses, get a record of disclosures, and file complaints.



### Can Be Used Without Permission

For your treatment, billing, with involved family (unless you object), for public health reporting, and required law enforcement reports.



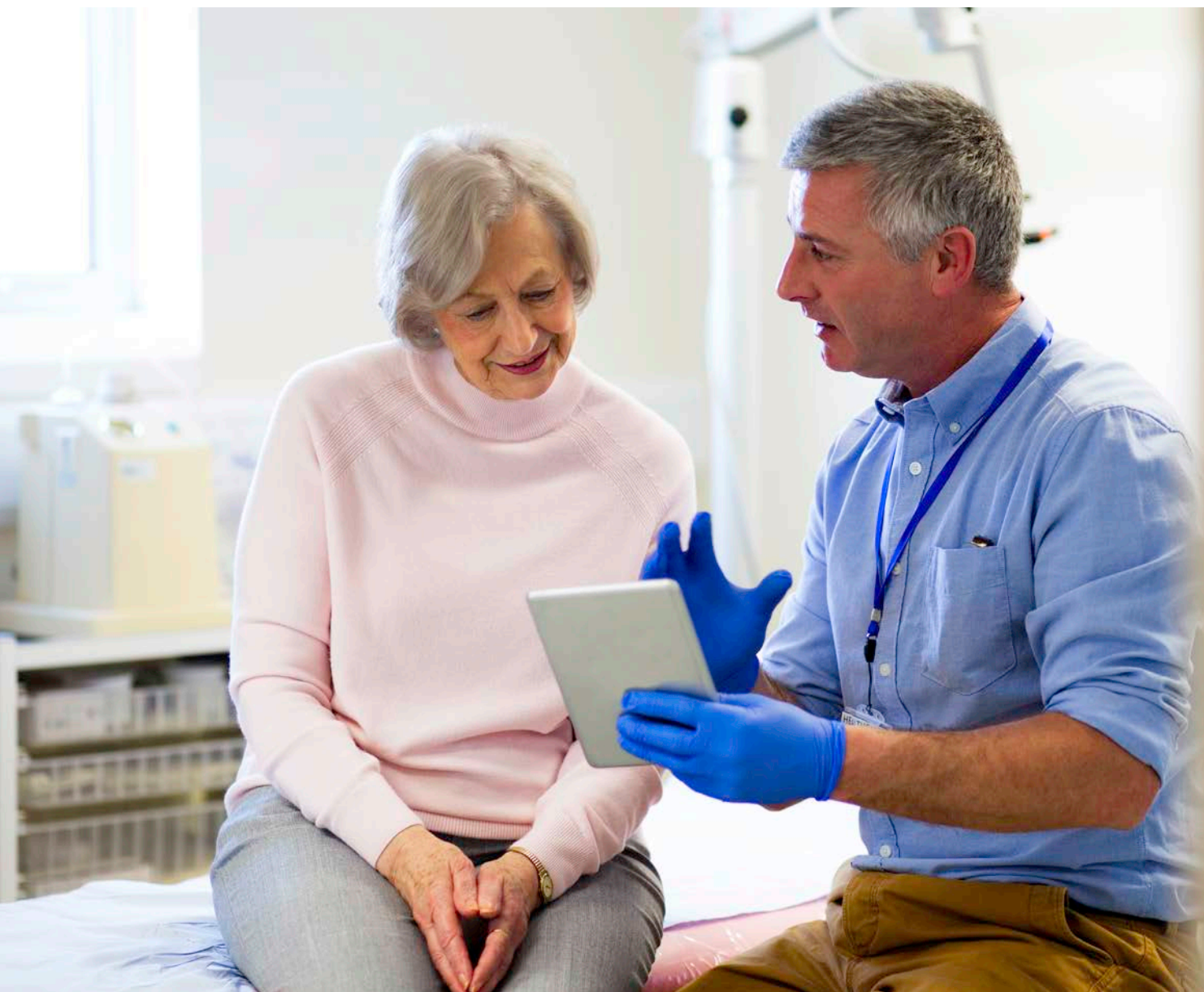
### Written Permission Needed

To share with your employer, to use in marketing, or for mental health counseling notes.



### Complaints

Call TMH Compliance at **850-431-5339**, the anonymous hotline **1-877-772-6723**, or visit [hhs.gov/ocr/hipaa](https://hhs.gov/ocr/hipaa)



**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.

**Florida  
HEALTH**

| NON-OPIOID MEDICATIONS                                                                                                                                          | DESCRIPTIONS, ADDITIONAL ADVANTAGES & DISADVANTAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Acetaminophen (Tylenol)</b>                                                                                                                                  | Relieves mild-moderate pain, and treats headache, muscle aches, arthritis, backache, toothaches, colds and fevers. <i>Overdoses can cause liver damage.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Non-steroidal Anti-inflammatory Drugs (NSAIDs):</b><br>Aspirin, Ibuprofen (Advil, Motrin), Naproxen (Aleve, Naprosyn)                                        | Relieve mild-moderate pain, and reduce swelling and inflammation. <i>Risk of stomach problems increases for people who take NSAIDs regularly. Can increase risk of bleeding.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Nerve Pain Medications:</b><br>Gabapentin (Neurontin), Pregabalin (Lyrica)                                                                                   | Relieve mild-moderate nerve pain (shooting and burning pain). <i>Can cause drowsiness, dizziness, loss of coordination, tiredness and blurred vision.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Antidepressants:</b><br>Effexor XR, Cymbalta, Savella                                                                                                        | Relieve mild-moderate chronic pain, nerve pain (shooting and burning pain) and headaches. <i>Depending on medication, side effects can include: drowsiness, dizziness, tiredness, constipation, weight loss or gain.</i>                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Medicated Creams, Foams, Gels, Lotions, Ointments, Sprays and Patches:</b><br>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. <i>Skin irritation is the most common side effect. Capsaicin can cause warmth, stinging or burning on the skin.</i> |
| <b>Interventional Pain Management</b>                                                                                                                           | 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. <i>Certain medical conditions and allergies can cause complications.</i>                                                                                                                                                                                                                                                                             |
| <b>Non-opioid Anesthesia</b>                                                                                                                                    | 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](https://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                                     | DESCRIPTIONS, ADDITIONAL ADVANTAGES & DISADVANTAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Self-care</b>                              | <p><b>Cold and heat:</b> 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. <i>Too much heat can increase swelling and inflammation.</i></p> <p><b>Exercise and movement:</b> 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. <i>Maintaining daily exercise and overcoming barriers to exercise can be a challenge.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Complementary Therapies</b>                | <p><b>Acupuncture:</b> 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. <i>Bleeding, bruising and soreness may occur at insertion sites.</i></p> <p><b>Chiropractic:</b> 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. <i>Aching or soreness in the spinal joints or muscles sometimes happens—usually within the first few hours after treatment.</i></p> <p><b>Osteopathic Manipulative Treatment (OMT):</b> 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. <i>Soreness or stiffness in the first few days after treatment is possible.</i></p> <p><b>Massage therapy:</b> 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. <i>At certain points during a massage, there may be some discomfort—especially during deep tissue massage.</i></p> <p><b>Transcutaneous electrical nerve stimulation (TENS):</b> 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. <i>Allergic reactions to adhesive pads are possible.</i></p> |
| <b>Rehabilitation Therapies</b>               | <p><b>Occupational therapy:</b> 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. <i>Therapy interventions and recommendations will not help if the patient does not practice as instructed.</i></p> <p><b>Physical therapy:</b> Physical therapists* treat pain by restoring, enhancing and maintaining physical and functional abilities. <i>Therapy interventions and recommendations will not help if the patient does not practice as instructed.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Behavioral and Mental Health Therapies</b> | <p><b>Psychiatrists*, clinical social workers*, marriage and family therapists* and mental health counselors*</b> provide therapies that identify and treat mental disorders or substance abuse problems that may be roadblocks to pain management. <i>When used to manage pain, these therapies can take time.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## VENTILATOR-ASSOCIATED PNEUMONIA (VAP)

### What it is

VAP is a lung infection that develops in patients using a ventilator—a machine that helps them breathe through a tube in the mouth, nose, or neck.

### Why ventilators are used

Ventilators support breathing during serious illness or surgery. However, they can make it easier for germs to enter the lungs, increasing infection risk.

### How hospitals prevent VAP

- Keep the head of the bed raised 30–45°.
- Check daily if patients can breathe on their own to remove the ventilator as soon as possible.
- Clean hands before and after contact with patients or equipment.
- Regularly clean the patient's mouth.
- Clean or replace equipment between patients.

### How families can help

- If you smoke, try to quit before surgery.
- Ask staff about raising the bed, daily breathing checks, hand hygiene, and mouth care.
- Remind providers to clean their hands if needed.

### Treatment

VAP is serious but usually treatable with antibiotics chosen for the specific germ. Ask your doctor or nurse if you have questions.

## CATHETER-ASSOCIATED UTI (CAUTI)

### What it is

A urinary tract infection (UTI) affects the bladder or kidneys when germs enter the urinary system. If you have a catheter—a thin tube that drains urine into a bag—germs can travel along it and cause infection. This is called a catheter-associated urinary tract infection.

### Why catheters are used

- If you can't urinate on your own.
- To measure urine output (e.g., in intensive care).
- During/after surgery.
- For certain kidney or bladder tests.
- People with catheters have a higher risk of UTIs than those without.

### How infection happens

Germs can enter during insertion or while the catheter is in place. Many are common bacteria from the intestines that become harmful when they enter the urinary tract.

### Common symptoms

- Pain or burning in the lower abdomen.
- Fever.
- Bloody urine (can have other causes).
- Burning or frequent urination after catheter removal.
- Some patients have no symptoms at all.

### Treatment

Most CAUTIs are treated with antibiotics and removal or replacement of the catheter. Your doctor will choose the right antibiotic.

### How hospitals prevent CAUTIs:

- Use catheters only when necessary, and remove them early.
- Insert catheters using sterile technique by trained staff.
- Clean skin before insertion.
- Consider alternatives (e.g. external catheters for men, intermittent catheterization).
- Wash or sanitize hands before and after touching catheters.
- Avoid disconnecting the tubing.
- Secure catheter to the leg, avoid kinks, keep the bag below the bladder, and empty it regularly without touching the spout to surfaces.

### How you can help

- Clean your hands before and after catheter care.
- Keep the bag below bladder level.
- Don't tug, twist, or kink the tubing.
- Ask daily if the catheter is still needed.

### Before going home

- Learn how to care for the catheter and know who to contact with questions.
- Watch for symptoms like burning, fever, or frequent urination and call your doctor if they appear.

## CENTRAL LINE-ASSOCIATED BLOOD STREAM INFECTIONS (CLABSI)

### What it is

A central line is a tube placed in a large vein (neck, chest, arm, or groin) to draw blood or give fluids/medications. If germs enter the line, they can get into the bloodstream and cause a serious infection.

**Symptoms:** fever, chills, soreness, or redness at the site.

### Treatment

Usually antibiotics; sometimes the catheter must be removed.

### How hospitals prevent Infections

- Use the safest vein possible.
- Clean hands before and after care.
- Wear mask, cap, sterile gown & gloves during insertion.
- Clean skin with antiseptic before inserting.
- Disinfect catheter opening before each use.
- Change bandages with sterile technique.
- Reassess daily and remove catheter as soon as it's no longer needed.
- Handle fluids and medications carefully.

### How you can help

- Ask why you need the catheter and how long it's needed.
- Make sure staff clean their hands every time.
- Tell staff if the bandage is loose, wet, or dirty.
- Report soreness or redness right away.
- Ask visitors to clean hands and not touch the line.

### If going home with a catheter

- Learn how to care for it before discharge.
- Know who to call with questions.
- Wash hands before handling the catheter.
- Watch for fever, redness, or pain and call your provider if symptoms appear.

Co-sponsored by:



# YOUR EXPERIENCE IS IMPORTANT TO US

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**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 Qualtrics. 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 850-431-5488.



qualtrics<sup>XM</sup>

# Daisy Award for Nurses

Our DAISY Award nursing 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 through this international award as outstanding role models in our nursing community. Nurses can be nominated by anyone. In the healthcare setting, nominations come from patients, family members, other nurses, physicians, clinicians, or staff - who experience or observe extraordinarily compassionate care being provided by a nurse.



# BEE Award for Clinical Support Staff

BEE stands for Being Excellent Every Day. The award celebrates and honors the excellent job that members of our non-nursing clinical support staff (Patient Care Assistant, Certified Nurse Assistant, Medical Assistants, Nurse Externs, Monitor Technician, EC Technician, ER Technicians, Mental Health Assistants, Psychiatric Technicians, Unit Secretary, and Department Secretary) do every day. Just like a DAISY would not be able to grow without the help of the BEE, our nurses could not do what they do for our patients without the outstanding teamwork of other clinical support staff. Acknowledging how critical teamwork is to provide excellent care, the BEE Award was inspired by the DAISY Foundation — because a DAISY and a BEE complement each other and help each other THRIVE!



## Nomination Criteria for the DAISY and BEE

### All DAISY nominees should have:

- Served as a role model for the nursing profession.
- Significantly made a difference in the life of a patient.
- Established a special connection with patients and families through trust and emotional support.
- Displayed a commitment to the highest standards of professional nursing practice.
- Demonstrated excellent clinical and critical thinking skills.
- Kept the patient and their family at the center of care.

### All BEE nominees should have:

- Made a significant impact on patients and families during and even beyond their stay at the hospital or clinic.
- Established a meaningful connection with a patient and families through trust and support.
- Demonstrated excellent skill and professionalism.
- Served as a great representation of the hospital or clinic displaying the mission of making communities healthier.
- Demonstrated excellent clinical and critical thinking skills.
- Kept the patient and their family at the center of care.

Did you have a nurse or staff member who went above and beyond to take care of you during your stay? Nominate them and tell us about it by clicking the link below. You may also pick up brochures on the units and submit the written form to any nurse or nurse manager or mail to Nursing Administration, 1300 Miccosukee Road, Tallahassee, Florida, 32308.

**Daisy Award  
for Nurses**



**BEE Award for  
Clinical Support Staff**



## 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 .....               | 850-431-6200                          |
| Gift Shop .....                     | 850-431-5427                          |
| Women's Pavilion Gift Shop .....    | 850-431-0294                          |
| Women's Pavilion Security Desk..... | 850-431-0288                          |
| CVMSICU - 3rd Floor .....           | 850-431-1155 Press 1, then ext. 33100 |
| VNTICU - 4th Floor .....            | 850-431-1155 Press 1, then ext. 34100 |
| NCIMCU - 5th Floor.....             | 850-431-1155 Press 1, then ext. 35100 |

## HELPFUL NUMBERS AS YOU LEAVE THE HOSPITAL

|                                               |              |
|-----------------------------------------------|--------------|
| Foundation .....                              | 850-431-5389 |
| Home Health Care .....                        | 850-431-6800 |
| Mommy Market.....                             | 850-431-4915 |
| Outpatient Rehabilitation .....               | 850-431-6220 |
| Patient Advocacy.....                         | 850-431-5488 |
| Sleep Center .....                            | 850-431-4400 |
| Spiritual Care - Available 24 hours/day ..... | 850-431-4673 |
| Rehabilitation Center.....                    | 850-431-5440 |
| Transitions of Care Center.....               | 850-431-4470 |
| Women's Pavilion/NICU .....                   | 850-431-0200 |
| Wound Care Center .....                       | 850-431-4325 |

# TV Channel Guide

## MAIN HOSPITAL

|    |                           |    |                                |
|----|---------------------------|----|--------------------------------|
| 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**) |

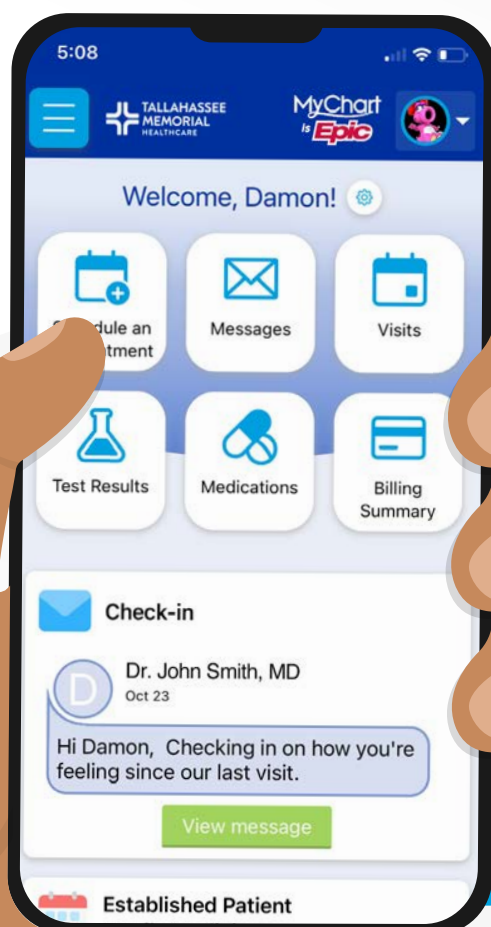
\* In the Women's Pavilion is "Family Care" Information Channel \*\* Some stations are not available in all rooms

## M.T. MUSTIAN CENTER

|    |           |    |                     |
|----|-----------|----|---------------------|
| 7  | TV Guide  | 39 | FX                  |
| 9  | CBS       | 40 | AMC                 |
| 10 | WCTV      | 41 | WE                  |
| 11 | WFSU      | 42 | Tru TV              |
| 12 | PBS       | 43 | Comedy Central      |
| 13 | CW        | 44 | GSN TV              |
| 14 | ABC       | 45 | ID                  |
| 15 | NBC       | 46 | WGNAD               |
| 16 | ETWCD     | 47 | BBCAM               |
| 17 | WVUP      | 48 | MTV                 |
| 18 | WTLH      | 49 | VH1                 |
| 19 | SUN       | 52 | HGTV                |
| 21 | SECN      | 54 | LIFE                |
| 22 | ESPN      | 56 | Hallmark            |
| 23 | ESPN2     | 57 | Travel              |
| 24 | GOLF      | 58 | Bravo               |
| 28 | CNN       | 59 | Animal Planet       |
| 29 | HLN       | 60 | National Geographic |
| 30 | MSNBC     | 61 | Lifetime Movies     |
| 33 | USA       | 62 | E!                  |
| 34 | TNT       | 63 | UP TV               |
| 35 | TBS       | 64 | DIS                 |
| 36 | A&E       | 65 | Nick                |
| 38 | Discovery | 66 | Freeform            |

# All *your* care in one place

Your TMH MyChart account keeps you connected to your entire healthcare team when it's convenient for you.



**Make an appointment**



**See lab results**



**View medical records**



**Request  
prescription refills**

Ask us to send you a personalized link,  
visit [TMH.ORG/MyChart](https://TMH.ORG/MyChart), or scan the QR code.



**MyChart**

