

Patient Handbook

We know that hospitalization is never an entirely pleasant experience, but we will do our best to make you as comfortable as possible. If you have any questions or concerns, please don't hesitate to ask your physician or nurse. Additionally, please feel free to contact Guest Relations at ext. 8141 with any concerns, questions or additional needs that may arise during your stay.

In keeping with our mission to provide excellence in healthcare, Medical Center of McKinney participates with the Gallup Organization to assess patient satisfaction. Patients are randomly contacted and asked to rate their care in one of four areas: Inpatient, Test and Treatment, Same Day Surgery, and Emergency Department. If contacted, we appreciate your participation in this process, as it helps us to better the care and services we provide our patients. Our goal at Medical Center of McKinney, is for you to be completely satisfied.

Your Room

Your room assignment at Medical Center of McKinney is based on your admitting diagnosis and the bed availability on the day of your admission. We offer private and semi-private rooms. Every possible effort is made to provide you with the type of room you desire. If you are unable to have the room you prefer upon admission, a transfer will be made as soon as that type of room is available.

Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nurses' station is alerted that you need assistance. A staff member will respond to your call as soon as possible.

Your Bed

Hospital beds are electrically operated and your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day if you're resting, recovering from surgery, or taking certain medications.

Room Temperature

All rooms in the hospital are heated and air conditioned. If your room temperature is not comfortable, please notify the nursing staff.

Wireless Internet Connection

To connect to Medical Center of McKinney's Wi-Fi High-Speed Internet service, follow these simple steps:

1. Start with your Wi-Fi enabled device turned off.
2. Turn your device on and ensure that it is connected to the "Guest_Access" SSID/Network Name.

3. Launch your web browser. You should see the “Guest_Access” Welcome Page. Select your connection option. If you do not see the “Guest_Access” Welcome Page, you may need to configure the SSID or Network Name to “Guest_Access”.
4. You are now connected and can launch your VPN, email or other Web software.

Telephones

Telephones are provided in all patient rooms except the critical care units. Patients may receive calls in their rooms and local calls may be made at anytime by dialing 9 and the number. Long distance and collect/toll calls can be made any time by dialing 9-0 and the number. Long distance calls cannot be charged to your room. You can make a long distance call by using a calling card or by calling collect.

For assistance, please call the hospital operator by dialing 0.

Televisions

Televisions are provided in each patient room. Please be considerate of others by keeping the volume low and by turning the TV off at bedtime. The Patient Channel is located on channel 15.

Food Service

Wholesome, nutritious, well-balanced meals are an important part of your treatment and recovery. Medical Center of McKinney makes every effort to provide the nourishing meals that are prepared according to your doctor’s and dietician’s orders. The hospital’s chef has a specialty Café menu for all patients. The menu featuring specialty breakfast, lunch and dinners will be delivered to patients daily.

Patients are served breakfast between 7:30 a.m. and 8:30 a.m. ; lunch between 11:30 a.m. and 12:30 p.m. ; and dinner between 4:30 p.m. and 5:30 p.m.

Occasionally, your meal may be delayed due to the scheduling of a special test or treatment. Whenever possible, you will be served promptly following your examination or test.

There are many different diets that your doctor may order for you based on you medical condition. We modify our Café menu according to your physician-specified nutritional needs. If the selection does not meet your preferences or specifications we would be happy to accommodate your needs. If your doctor or dietician orders a complex special diet for you, then you will receive meals that have been tailored to your individual needs and will not receive a menu from which to order. If you need help eating your meal, please inform your nurse.

For all new moms delivering at our hospital we offer a gourmet Bistro Menu.

Cafeteria

The cafeteria at Medical Center of McKinney is located on the first floor and is open daily for breakfast, lunch and dinner.

Breakfast 7:30 - 10:00 a.m.

Lunch 11:00 a.m. - 2:00 p.m.

Dinner 5:00 p.m. - 6:30 p.m.

Snacks and beverages are available 24-hours a day in vending machines located on the 2nd floor, ER and the first floor near the cafeteria.

Hospital-Consumer Assessment of Healthcare Providers and Systems

This important tool will provide you with significant insight into our nation's hospitals. You will be able to easily access the results of the survey online to compare the ratings of local hospitals. This will give patients, friends and family members easy access to information in order to make informed decisions regarding which health care facility you feel best for your situation.

The data will be updated on the Hospital Compare web site on a quarterly basis, with a rolling 12 month of data displayed. This web site is located at www.hospitalcompare.hhs.gov. The survey was written so the general public could clearly understand the questions and easily use the results to help them choose a hospital.

Code H

Medical Center of McKinney is dedicated to making the hospital a safe place for patient care to happen. We believe in teamwork and ask that you be a part of our team when visiting your loved ones.

Code "H" was created to address the needs of the patient/ family in the case of a noticeable medical change in the patient's condition requiring assistance, or when there are serious unresolved concerns, questions or clarifications to the medical plan of care.

When to Call

1. If a noticeable medical change in the patient occurs and need attention
2. If after speaking with a member of the healthcare team (i.e. nurses, physicians), you continue to have serious concerns or questions regarding the plan of care.

How to Call

To access Code "H", please call the operator, by dialing 0, and place your call light on. When the operator answers the phone, please state that you are activating a Code "H" and the operator will activate the Code "H" team. Additional support will be called in as needed. In offering our families the Code "H" option, we want you to know that you are partners in care. If you have any questions, please discuss them with one of the healthcare staff.

Fall Prevention Guidelines for Patients and Family

The danger of falling is very real, especially for patients who have difficulty with mobility. Here at the Medical Center of McKinney, our medical team of nurses, techs, and physicians are here to help assist you in a safe and speedy recovery.

Your participation and cooperation with this program will help you to prevent unnecessary injury.

There are several factors that increase the risk of falling, including the following:

- Being in a new and unfamiliar setting
- Medications such as sleeping pills, pain pills, blood pressure pills, tranquilizers, or water pills may make you dizzy or disoriented.
- Previous history of falls may increase the fear of falling again
- Physical and mental impairments such as unsteady gait, sight or hearing problems, confusion, incontinence and diarrhea.
- Your illness, enemas, laxatives, long periods without food, or tests that your physician has ordered may leave you weak and unsteady.

Although we do our best to ensure your safety and comfort during your stay at Medical Center of McKinney, we believe that fall prevention is everyone's responsibility. If a nurse determines that a patient is at risk of a fall, or if a patient feels that they are at risk, we provide a plan of care to address safety issues and reduce the chances of an accidental fall.

Safety interventions for preventing falls include the following, but are not limited to:

- When you need assistance, use the call light at your bedside, or the pull cord in the bathroom and wait for help to arrive.
- You will be asked to wear nonskid socks, slippers, or rubber soled footwear.
- To prevent fainting or dizzy spells when getting up, sit at the side of the bed for a minute before rising to stand, and then be sure to walk slowly
- Always follow your doctor's orders and the nurse's instructions regarding whether you must stay in bed, or require assistance when getting out of bed, or going to the bathroom.

If you have any questions regarding fall prevention, feel free to discuss these and any other concerns with your nurse or physician. Your participation and cooperation with this program will help to prevent unnecessary injury.

A Special Note for Family Members and Friends

Because staff members cannot continuously remain at a patient's bedside, arrangements may be made for a family member to stay with the patient.

We Care About You; Speak Up for Safety

Your health care team cares about you. They work hard to make your hospital stay safe. But, you too can help to ensure your safety! The best way to stay safe is to be informed. To do this, learn as much as you can about your care. Make sure you understand the care and treatment you will get. Ask questions if there is something you do not understand. Tell your doctor or nurse if something doesn't seem quite right. And, follow your treatment plan and take part in the decisions about your care.

Here are some safety tips for your hospital stay:

- Ask your health care team questions about your care
- Get to know your health care team
- Give your health care team important information about you
- Find someone you can trust to help you asks questions / remember information
- Bring all the medicines you are taking or a list of them
- Learn about the medicines your doctor prescribes (orders) for you
- Lean about any surgery you will have done
- Before you to go home, make sure you understand your discharge instructions
- Go to www.qualitycheck.org to find out whether the facility is accredited

Help Prevent Errors in Your Care

Speak up if you have questions or concerns, and if you don't understand, ask again. It is your body.

- Don't be afraid to ask about safety
- Don't be afraid to tell the nurse or doctor if you are about to receive the wrong medication or that she / he have you confused with another patient

Pay close attention to the care you are receiving. Make sure you are getting the right treatment and medications. Don't assume anything.

- Tell your doctor or nurse if something doesn't seem quite right
- Expect the healthcare worker to: introduce themselves, wash their hands & confirm your identity prior to treatment

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Ask your doctor about special training or experience that qualifies her / him to treat you
- Write down information your doctor tells you. Look for information about your condition
- Make sure you know how to use any equipment that is being used in your care

Ask a trusted family member or friend to be your advisor / supporter

- Ask this person to help with questions & to remember answers
- Make sure this person understands the kind of care your want
- Have this person review consents

Know the medicines your will be taking and why you are taking them

- Carry an up to date list of medications you are taking
- Tell the doctor and nurses if you are allergic to medications or have had a bad reaction
- If you do not recognize a medication – ask that it be double checked

- If you are on an IV ask how long it should take to run out. Let the nurse know if is running to fast or slow

Use a hospital or other type of healthcare facility that has been carefully checked out.

- Ask about the facilities experience in taking care of people with your illness
- Go to www.qualitycheck.org to find out whether the facility is accredited.

Participate in all decision about your treatment. You are the center of the healthcare team.

- You and your doctor should agree on what is being done
- Know what is to be expected from the treatment. For example “You may be sleepy after taking this medication”
- Don’t be afraid to ask for a second opinion
- Talk to your doctor about your wishes regarding resuscitation

Patient Education - Anticoagulation

What is an Anticoagulant: Anticoagulants are drugs that help prevent the clotting of blood. Anticoagulants are sometimes called blood thinners, but they do not actually thin the blood. These drugs do not dissolve existing blood clots; they prevent new clots from forming or stop existing clots from becoming bigger. Clots can block blood flow and cause a heart attack or stroke.

Types of Anticoagulants:

- warfarin (Coumadin®) helps keep your blood from clotting. This medication is given orally and should be taken at the same time each day. Blood tests (INR) are done to determine if your therapy is correct. The INR (International Normalized Ratio) value determines how long it takes your blood to clot. The higher the number, the longer it takes to form a clot. Bleeding can not stop until a clot is formed.
- enoxaparin (Lovenox) is commonly used after knee, hip or abdominal surgeries. Enoxaparin is for injection under the skin.
- Heparin prevents clotting during open-heart surgery, dialysis, or in people who are confined to bed. This medication is given by injection under the skin or infusion into a vein.

Safety Tips for Using Anticoagulants:

- Take your medication (anticoagulants) exactly the way your doctor instructs you.
- Tell your other doctors and dentists that you are taking anticoagulants
- Do not take aspirin with anticoagulants unless your doctor tells you to
- Ask your doctor before taking anything else, including vitamins, cold medicine, sleeping pills, or antibiotics. These can make anticoagulants more or less potent, which can be dangerous.

- Tell your family how you take your medicine
- Carry an emergency medical ID card or wear a medical ID bracelet that states you take anticoagulants
- Use an electric razor instead of a regular razor blade
- Use a soft toothbrush that is not as likely to damage your gums
- Always wear shoes to prevent cuts on your feet
- Have someone else trim your nails

When to call the doctor:

Because bleeding may be a complication of taking anticoagulant tell your doctor if you begin to have easy bruising, bleeding gums, or nosebleeds. Also tell your doctors if:

- Your urine turns red or dark brown
- Your stools turn red, dark brown or black
- You bleed more than usual when you have your period
- You have a very bad headache or stomach pain that will not go away
- You get sick or feel weak, faint or dizzy
- You think you are pregnant

Compliance issues:

Please take your pills as directed. You must take the pills only on the days your doctor tells you to. The amount of Coumadin/warfarin each person needs is different. The dose is based on a blood test called the INR. The amount of medication you take may change, based on the blood test. It needs to be taken at the same time, usually in the evening.

Never skip a dose and never take a double dose. If you miss a dose, take it as soon as you remember. If you don't remember until the next day, please call your doctor for instructions. If this happens on weekend or holiday, skip the missed dose and start again the next day.

Lovenox (enoxaparin) and Heparin

It is important to administer enoxaparin or heparin at regular intervals as prescribed by your physician. If you use enoxaparin or heparin on a regular schedule, use missed doses as soon as you remember, unless it is almost time for the next dose. Do not double dose.

Follow-up Monitoring

An INR blood test will measure how fast your blood is clotting and lets the doctor know if your dosage should be changed. If your INR results are too high you are at risk for bleeding problems, if it is too low, you are at risk for blood clots.

Because your dose is based on the INR blood test it is very important that you have your blood tested on your scheduled date and time.

Dietary Restrictions

Vitamin K is a nutrient that helps your blood form clots, so it is important to monitor how much Vitamin K is in your diet while taking Coumadin.

Foods High in Vitamin K includes:

- collard greens, cooked spinach, kale, turnip greens, mustard greens and liver.

Foods Moderately High in Vitamin K includes:

- broccoli, endive, raw spinach, asparagus, parsley, green onions or scallions, brussel sprouts, sauerkraut

Foods low in Vitamin K includes:

- cauliflower, lettuce, carrots, meats, all fruits, grains, cereal and breads, green beans, celery, green peppers, dairy products, cabbage, green peas, fats and dressing

When taking Coumadin the goal is to consume the same amount of vitamin K each week to maintain a stable INR.

Potential for adverse drug reactions and interaction:

Alcohol and cranberry juice should not be consumed while taking Coumadin. You should also consult your physician before taking any nutritional supplements. Many medicines, both prescription and over the counter may interact with Coumadin or warfarin including:

- Aspirin – also called acetylsalicylic acid, salicylate or ASA, Alka-Seltzer and Pepto Bismol contain this medication
- Anti-inflammatories – ibuprofen (Motrin, Midol, Nuprin, Advil), naproxen (Aleve) or Ketoprofen (Orudis, Oruvail)
- Cold preparations may have either aspirin or anti-inflammatories in them. If you use cold preparations, make sure the fever reducer is Tylenol.

Medications that may interact with enoxaparin (lovenox)

- Anti-inflammatories – ibuprofen (Motrin, Midol, Nuprin, Advil), naproxen (Aleve) or Ketoprofen (Orudis, Oruvail)
- Aspirin and aspirin-like medicines
- Cilostazol (Pletal)
- Clopidogrel (Plavix)
- Dipyridamole
- Fish Oil (omega-3 acids) supplements
- Herbal products containing feverfew, garlic, ginkgo, or horse chestnut
- Ticlopidine (Ticid)
- Warfarin (Coumadin)

Help Avoid Mistakes With Your Medication

Who is responsible for your medications?

A lot of people – including you!

- Doctors check all of your medicines to make sure they are OK to take together. They will also check your vitamins, herbs, diet supplements or natural remedies.
- Pharmacists will check your new medicines to see if there are other medicines, foods or drinks you should not take with your new medicines. This helps to avoid a bad reaction.
- Nurses and other caregivers may prepare medicines or give them to you.
- You need to give your doctors, pharmacists and other caregivers a list of your medicines. This list should have your: prescription medicines, over-the-counter medicines (for example, aspirin), vitamins, herbs, diet supplements, natural remedies, amount of alcohol you drink each day or week, recreational drugs

What should you know about your medicines?

- Make sure you can read the handwriting on the prescription. If you can't read it, the pharmacist may not be able to read it either. You can ask to have the prescription printed.
- Read the label. Make sure it has your name on it and the right medicine name.
- Make sure that you understand all of the instructions for your medicines.
- If you have doubts about a medicine, ask your doctor, pharmacist or caregiver about it.

What if you forget the instructions for taking a medicine or are not sure about taking it?

- Call your doctor or pharmacist. Don't be afraid to ask questions about any of your medicines.

What can you do at the hospital or clinic to help avoid mistakes with your medicines?

- Make sure your doctors, nurses and other caregivers check your wristband and ask your name before giving you medicine. Some patients get a medicine that was supposed to go to another patient.
- Don't be afraid to tell a caregiver if you think you are about to get the wrong medicine.
- Know what time you should get a medicine. If you don't get it then, speak up.
- Tell your caregiver if you don't feel well after taking a medicine. Ask for help immediately if you think you are having a side effect or reaction.
- You may be given IV (intravenous) fluids. Read the bag to find out what is in it. Ask the caregiver how long it should take for the liquid to run out. Tell the caregiver if it's dripping too fast or too slow.
- Get a list of your medicines- including your new ones. Read the list carefully. Make sure it lists everything you are taking. If you're not well enough to do this, ask a friend or relative to help.

Questions to ask your doctor or pharmacist:

- How will this new medicine help you?
- Are there other names for this medicine? For example, does it have a brand or generic name?
- Is there any written information about the medicine?
- Can you take this medicine with your allergy? Remind your doctor about your allergies and reactions you have had to medicines.
- Is it safe to take this medicine with your other medicines? Is it safe to take it with your vitamins, herbs and supplements?
- Are there any side effects of the medicine? For example, upset stomach. Who can you call if you have side effects or a bad reaction? Can they be reached 24 hours a day, seven days a week?
- Are there specific instructions for your medicines? For example, are there any foods or drinks you should avoid while taking it?
- Can you stop taking the medicine as soon as you feel better, or do you need to take it until it's gone?
- Do you need to swallow or chew the medicine? Can you cut or crush it if you need to?
- Is it safe to drink alcohol with the medicine?

Infection Prevention

Three easy ways you can help prevent an infection

1. You and your visitors should **wash your hands** often including when you enter and leave a room. When washing hands, use soap and water for 15 seconds or use alcohol gel and rub until dry. If you are in bed and cannot get up, ask your nurse to assist you with hand washing.
2. **When you cough, cover your mouth** with your hands or tissue. A visitor with a cough should wear a mask and wash his/her hands often.
3. **Follow isolation signs** on the patient room door.
 - **Droplet Isolation** is used to prevent the spread of respiratory infections. A mask is worn by everyone who enters your room.
 - **Contact Isolation** is used to prevent spread of infections by touching. Gown and gloves are to be worn.
 - **Airborne Isolation** prevents infection that is spread through the air for specific diseases and requires being in a special airborne isolation room.

Children who do not understand the Isolation Rules may not be able to enter Isolation Rooms. Please ask your nurse for assistance.

Preventing Adverse Events

Patient Identification

In order to prevent wrong patient errors each patient will ask to say out loud their name and date of birth before the start of any test or procedure, receiving any medication and prior to placing a patient arm band. The reason for this is two-fold:

1. To reliably identify the patient for whom the service or treatment is intended
2. To match the service or treatment to the patient

Preparing for a Procedure / Surgery

The pre-procedure verification process is an ongoing gathering and verification of information, beginning at the decision to perform a procedure, continuing through the time-out just before the start of the procedure.

- Your physician will mark the spot on your body where the procedure will occur. Make sure they mark only the correct part and nowhere else.
- The marking usually happens when you are awake.
- Just prior to the start of the procedure or surgery there will be a “time-out”. This is done to make sure they are doing the right procedure or surgery on the right body part and on the right person.
- Prior to surgery or procedure, your physician will mark your procedure site. This is done to verify correct procedure, correct limb, and to prevent wrong surgical site errors.

Surgical Site Infections

One risk of having surgery is an infection at the surgical site (any cut the surgeon makes in the skin to perform the operation). Surgical site infections can range from minor to severe or even fatal. This sheet tells you more about surgical site infections, what we are doing to prevent them, and how they are treated if they do occur.

Preventing Surgical Site Infections: What We Are Doing

Medical Center of McKinney takes these steps to help prevent surgical site infections:

- **Handwashing:** Before the operation, your surgeon and all operating room staff scrub their hands and arms with an antiseptic soap.
- **Sterile skin:** The site where your incision is made is carefully cleaned with an antiseptic solution.
- **Sterile clothing and drapes:** Members of your surgical team wear medical uniforms (scrub suits), long-sleeved surgical gowns, masks, caps, shoe covers, and sterile gloves. Your body is fully covered with a sterile drape (a large sterile sheet) except for the spot where the incision is made.
- **Clean air:** Operating rooms have special air filters and positive pressure airflow to prevent unfiltered air from entering the room.
- **Careful use of antibiotics:** Antibiotics are given no more than 60 minutes before the incision is made and stopped shortly after surgery. This helps kill germs but avoids problems that can occur when antibiotics are taken longer.

- **Controlled blood sugar levels:** After surgery, your blood sugar level is watched closely to make sure it stays within a normal range. High blood sugar delays wound healing.
- **Controlled body temperature:** A lower-than-normal temperature during or after surgery prevents oxygen from reaching the wound and makes it harder for your body to fight infection. Medical Center of McKinney may warm your IV fluids, increase the temperature in the operating room, and provide warm-air blankets.
- **Proper hair removal:** Any hair that must be removed is clipped, not shaved with a razor. This prevents tiny nicks and cuts through which germs can enter.
- **Wound care:** After surgery, a closed wound is covered with a sterile dressing for a day or two. Open wounds are packed with sterile gauze and covered with a sterile dressing.

Pain Management

Are You in Pain?

As a patient at Medical Center of McKinney, you can expect:

- Information about pain and pain relief measures.
- Concerned staff committed to pain prevention and management
- Health professional who respond quickly to reports of pain
- Reports of pain will be believed.

As a patient at Medical Center of McKinney, we encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses.
- Work with your doctor and nurse to develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help your doctor and nurses assess your pain.
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

For Your Safety and Security

Smoking Policy

Medical Center of McKinney is a nonsmoking facility and follows the City of McKinney Smoking Ordinance #2007-09-082. Smoking is allowed only in designated smoking areas outside of the hospital. For the safety of our patients, please smoke only in these designated areas.

Wheelchairs

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

Fire Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. Please do not use the elevators when an alarm is sounding. In the event of a true emergency, your nurse will notify and assist you.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment, battery-operated devices, aerosol products, and items that produce a static discharge are not permitted in these areas. ***Absolutely no smoking*** is permitted in any room where oxygen is in use or on standby – as a reminder, smoking is not allowed in the hospital under any circumstances.

Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse or other authorized personnel. For your safety, patients are not permitted to administer their own medications or keep personal medications at their bedsides, unless approved by your physician.

Valuable or Lost Items

Patients are asked to leave large sums of money, jewelry, and other valuables at home. The hospital is not responsible for any personal belongings, which includes, but is not limited to, dentures/dental applications, glasses/contacts, and personal laptop computers. In emergencies, money or small items may be placed in the hospital safe located in security. Please dial ext. 4464 or contact your nurse for more information.

The Medical Staff

The physician who admits you is responsible for directing your care while you are in the hospital. Your physician, as the coordinator for your treatment program, should be consulted if you have questions about your illness. In some situations, your treatment program may be provided by a Hospitalist. Hospitalists are doctors whose primary professional focus is the general medical care of hospitalized patients. Their activities may include patient care, teaching, research, and leadership related to hospital care. Hospitalists help manage patients through the continuum of hospital care, often seeing patients in the emergency department, following them into the critical care unit, and organizing post-acute care.

The Nursing Staff

A team of professional registered nurses, licensed practical nurses, and nurse assistants provides 24-hour nursing care. You will be assigned to a floor with staff specially trained to care for you, depending upon your nursing needs. A nurse manager is responsible for directing and coordinating nursing care on each unit. If you have any questions or concerns about your nursing care, contact the nurse manager or dial “0” and ask for the nursing supervisor. A nursing supervisor is available 24 hours a day.

Pastoral Services

We believe that total patient care demands attention to the spiritual, as well as the physical and emotional, needs of each patient. A hospital chaplain and community clergy are available to assist you and your family, whatever your religious tradition. Your priest, minister, rabbi or imam is always welcome to visit you while you are here.

Dietitians

The hospital maintains a staff of registered dietitians, who work to make sure that your nutritional needs are addressed during your stay and that your diet is appropriate for your medical condition. They will be happy to answer any questions you may have about your diet, meals, supplements, tube feedings, or intravenous feedings.

Case Management and Social Services

A case manager or a social worker is assigned to each patient care area and is available to assist you and your family to determine your post-hospital care needs. Services include counseling, discharge planning (referrals to home health, durable medical equipment, long term care/rehabilitation facilities, and transportation), and follow-up with community, governmental, and private agencies. For more information, please call the case management office (extension 4644).

Housekeepers

A member of the housekeeping staff cleans your room daily. If there is a housekeeping problem in your room, tell your nurse and it will be taken care of as soon as possible.

Volunteers

Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their uniform and name tags.

Other Personnel

Many other health care professionals, including personnel from the Laboratory, Cardiopulmonary, Radiology, and Physical/Occupational Therapy, may visit you during your stay. In addition, the Medical Center of McKinney team includes many behind-the-scenes workers, such as accountants, engineers, secretaries, food service workers, and others who contribute greatly toward your well-being while you are here.

Living Wills and Health Care Power of Attorney

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. If you want to control decisions about your health care, even if you are unable to make or express them yourself, you will need an Advance Directive. An Advance Directive is a set of instructions you give about the health care you want, in the event you lose the ability to make decisions for yourself. There are three kinds of Advance Directives: a Living Will, a Health Care Power of Attorney, and

Advance Instructions for Mental Health Treatment. You can obtain these forms from a nurse or from a case manager.

Bio-Medical Ethics Committee

There may be a time when you are called on to make a difficult decision about health care for yourself or for a loved one. This can often be a confusing, frightening, or painful task. Increased understanding among patients, families, and health care providers may lessen your fears and help relieve the burden that such difficult decision-making may cause.

Medical Center of McKinney has a Bio-Medical Ethics Committee to help you in such circumstances. The Bio- Medical Ethics Committee is a group of people with various backgrounds who are educated on medical ethics and are prepared to listen and respond to you. They can help get all the facts you need to make a decision and they can offer feedback and suggestions. They will never come up with a final answer or tell you what to do. However, they do strive to help you reach a satisfactory conclusion.

To get in touch with the Bio-Medical Ethics Committee, please notify the nursing supervisor, by dialing "0" and asking the operator to connect you with the nursing supervisor on duty. The nursing supervisor will initiate the process of forming the committee. A nursing supervisor is on duty 24-hours a day, seven days a week.

Interpreters and the Telephone Translation System

Medical Center of McKinney utilizes a translation system for limited English proficient patients. This system allows patients to speak with the physician and medical staff via an interpreter. This system translates over 150 languages and dialects. Additionally, the hospital offers Spanish interpretation through the Guest Services department. Please notify your nurse if an interpreter is needed.

Patient Education

Channel 15 is the hospital's closed- circuit television station, which features a number of health- related programs. Medical Center of McKinney also offers a variety of support groups and educational classes. They cover specific health topics such as heart disease, cancer, diabetes, family education and maternal education. Please call the Education Department for more information 972-369-1602.

Mail

Volunteers deliver letters and packages for patients each morning. Letters and parcels that arrive after you have been discharged are forwarded to your home. Outgoing mail may be left at the nurses' station or given to a volunteer.

Flowers and Newspapers

Volunteers deliver flowers to your room. Newspapers may be purchased in the gift shop, located on the first floor.

Notary Public

The services of a notary are available during business hours, Monday through Friday. For more information, please contact your nurse.

For the Hearing Impaired

A telecommunications device is available to assist the hearing-impaired patients. For more information, please contact your nurse.

Meditation Chapel

A meditation chapel is located on the first floor. Visitors of all faiths are welcome to visit the chapel for prayer, and quiet reflection.

Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate. On the intensive care unit, please check with the unit regarding any gifts for patients.

Gift Shop and Flowers

The Gift Shop, staffed by volunteers, is open from 9:00 a.m. – 4: p.m. Monday through Friday. On the weekend, hours of operation are limited. The shop has gift items, flowers, jewelry, magazines, greeting cards, candy, and toiletries. Funds from the gift shop support scholarships, local charities, and various needs throughout the community.

Parking & Valet Services

Medical Center of McKinney offers patients and visitors free valet parking services Monday – Friday from 7:30 a.m. – 7 p.m. The valet services are located in the hospital's main circle drive. Additionally, patient and visitor parking is available on the north and east sides of the hospital. Patients and visitors are cautioned not to park in reserved areas or certain designated areas. Please be sure to lock your car. If something happens which causes you to need assistance with your vehicle, please call the Security Department (extension 4464).

Waiting Areas

There are specially-designated lounge areas for visitors on each patient floor. Specific waiting areas have been designated for families of patients in the Critical Care Units, the Emergency Department, and Surgery. During certain hours, a volunteer hostess is on duty in the surgery waiting room to keep family members informed about the progress of surgery.

Hospital Bills and Insurance

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges. If you have

health insurance, we will need a copy of your insurance identification card. If medical services are related to workman's compensation, please provide an employer contact name, phone number, and mailing address. You will be asked to assign benefits from the insurance company directly to the hospital.

If you are a member of a HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and their services may not be covered.

If you are covered by Medicare or Medicaid

We will need a copy of your card to verify eligibility and process your claim. You should be aware that the Medicare and Medicaid programs specifically exclude payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations, and others. Medicare Deductibles and Co-payments are the responsibility of the patient.

If You Do Not Have Insurance

A representative from the Business Office will discuss financial arrangements with you. A hospital employee who is a representative of the Eligibility Assistance Services is also available to assist you in applying for Medicaid or other government assistance programs.

Your Hospital Bill

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. However, you should remember that your policy is a contract between you and your insurance company and, ultimately, you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

Medical Center of McKinney will not become involved in disputes arising from personal claims such as automobile accidents and workman's compensation. Financial responsibility for our services always rests with the patient.

We know from experience that hospital bills can be complex. We are doing our best to make our billing system easy to understand. If you would like to talk with someone about your bill, our insurance personnel will be happy to help you. Please contact the billing department at 1-866-656-8784. **You may also pay your bill online by visiting our web site at www.medicalcenterofmckinney.com.**

Going Home

Your physician will write a discharge order when he or she feels you are ready to leave the hospital. Your physician will discuss your release and any required follow-up treatment with you. Your nurse will give you a written copy of those instructions and will thoroughly explain them to you. Any required prescriptions will also be given to you at this time.

Personal Belongings

Be sure to collect all of your belongings and don't forget to double-check all closets and drawers. Your nurse will help you retrieve any items that you may have locked in the hospital safe, located in security at extension 4464.

Transportation

You will want to make arrangements with a family member or friend to help you when it's time to go home. When you are ready to leave, a member of the hospital staff will escort you out of the building and help you to your car.

Discharge Instructions

Your doctor and your nurse will give you instructions about post-hospital care. If you have questions about your diet, activities, or other matters, please don't hesitate to ask.

Medications

Medical Center of McKinney does not operate an outpatient pharmacy. If you need to have a prescription filled, please contact your preferred pharmacy.

Standards for Privacy of Protected Health Information.

According to the federal law named the "Health Insurance Portability and Accountability Act" (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate "need to know" may access, use or disclose patient information. Protected health information may be released to other covered health care providers without patient authorization if used for treatment, payment, health care operations, or for public good purposes as permitted by state and federal laws. Disclosures of protected health information for uses and disclosures

outside treatment, payment and healthcare operations require patient authorization.

While receiving care in the hospital, you may ask for your name to not be included in the hospital directory, which means that people asking for you will be told “I have no information about this patient.” If you want to receive deliveries of cards and flowers, then you want your name included in the hospital directory. If you include your name in the hospital directory, your name will appear on a list for clergy members of your faith.

For a listing of other HIPAA privacy rights, please refer to the Notice of Privacy Practices. You may also contact Rhonda Houghton, Facility Privacy Officer, at extension 8142.

If You Have a Question or Concern

The medical staff and the employees of Medical Center of McKinney seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. The Guest Services department was established for you, the patient. If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, call the Guest Services department at extension 8141.

Patient Rights and Responsibilities

As a natural outgrowth of our organizational values and mission, the board of directors, the medical staff and the employees of Medical Center of McKinney jointly affirm and recognize our patients’ rights and responsibilities. During admission to Medical Center of McKinney, you will receive a list of your rights as a patient. Additionally, these are posted in our Emergency Department and in the hospital lobby.

Patient Complaints and Grievances

As a patient, you have the right to a fair, fast, and objective review of any complaint you may have against the hospital or healthcare personnel concerning the care or services you have received.

Here at Medical Center of McKinney the director of each department is available to address your concerns during normal business hours Monday through Friday. If the department director is not available, please contact our Nursing Supervisor. If you feel that your concern was not adequately addressed, you may contact the hospital’s Administration Department at 972.547.8001 or 972.547.8019. As a patient, you also have the right to lodge a grievance with:

The Joint Commission:

Telephone: 800.994.6610

Email: complaint@jointcommission.org

Fax: (630) 792-5636 Mail:

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Texas Department of State Health Services

Telephone: 888.973.0022

Fax: 512.834.6653

Mail: 1100 W. 49th Street, Austin, TX 78756
Website: www.dshs.state.tx.us