

EASE THE TRANSITION

From Hospital to Home

Page 29

STAY SAFE

HOW TO:

- *Stop Falls*
- *Prevent DVT*
- *Fight Infections*

Page 19

SPEAK UP!

*Ask Questions
& Voice Concerns*

Page 18



Telephone Directory Page 13

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

In This Guide

Welcome to Davis Regional Medical Center	3
About Us	4
Our Commitment to Care	5
Rapid Response Team	6
During Your Stay	7-12
Visitor Guidelines	7
Waiting Rooms	7
Parking & Traffic Control	8
Calling Your Nurse	9
Hearing Impaired Services & Interpreter Services	9
Telephone	9
Free Wireless Internet	9
Valuables	9
Mail and Flowers	10
Lost and Found	10
Fire Safety	10
Medication	10
Tobacco Free Environment	10
Electrical Devices	10
Patient Meals	11
Gift Shop	11
Pastoral Care	11



18

Speak Up

Take charge of your care.



19

Stay Safe

You can contribute to health care safety.



OUR ADDRESS

218 Old Mocksville Road
Statesville, NC 28625





29

Don't Leave Until...
*6 things you should know
before you walk
out the door.*



25

Do You Have Pain?
*Make your stay as
comfortable as possible.*



33

For the Caregiver
*Your role as patient
advocate.*

During Your Stay *continued*

Cafeteria	11
TV	12
TV Channel Listing	12

Telephone Directory 13

Your Rights & Responsibilities 14-16

Your Satisfaction 17

Speak Up 18

Stay Safe 19-24

Do You Have Pain? 25

What are Your Advance Directives? 26

Privacy & Your Health Information 27-28

Don't Leave Until... 29-30

Preparing to Leave the Hospital 31-32

When You Are Discharged	31
Billing & Insurance	31
Pre-Certification	31
Commercial Insurance	32
If You Have No Insurance	32
Coordination of Benefits (COB)	32
Medicare	32
Medicaid	32

For the Caregiver 33

Hospital Resources 34

Heart Attack and Stroke Information 35-36



Welcome to Davis Regional Medical Center

■ Welcome to Davis Regional Medical Center. The purpose of this booklet is to assist you in taking better care of yourself or your loved ones.

Education is a very important component of the care we provide, and in doing so, we enable you, the patient and/or your family, to be empowered to participate in the care provided.

As you read this booklet, do not hesitate to ask questions that may arise. A special area in the back of the booklet is provided so you may write questions as they come to mind during your reading.

We hope you find the information contained in this booklet helpful. Thank you for allowing us to participate in your care.

Mission Statement

Our Family Caring For
Your Family.

Our Vision

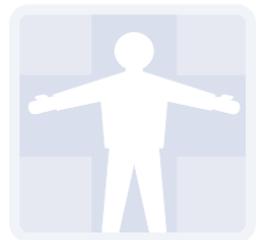
Striving for Excellence –
One Patient At A Time.

Our Values

Teamwork

Loyalty

Compassion





About Us

OUR ADDRESS

218 Old Mocksville Rd.
Statesville, NC 28625
I-40, Exit 154
www.davisregional.com
704-873-0281

- **Joint Commission
Top Performing
Hospital**
- **Accredited Chest
Pain Center**
- **Accredited
Level 2B Bariatric
Center/Adult**
- **Certified
Mammography
Center**



It is our pleasure to welcome you to Davis Regional Medical Center and provide you with information about our hospital and the services we offer.

Founded in 1920, Davis Regional is a 130-bed acute-care facility with a proud heritage of excellence in patient care.

With a team of dedicated healthcare professionals and over 200 physicians on staff representing 40 specialties, your care will be delivered with the compassion and respect you expect and deserve. So, whether you are an expectant mother entering our hospital, a senior adult who requires rehabilitation or an anxious parent with a sick child, you can be assured that our team of professionals is working hand-in-hand toward the same goal - your improved health.

Davis Regional Medical Center is accredited and recognized as a Top Performing hospital by the Joint Commission on the Accreditation of Healthcare Organizations and is a member of the North Carolina Hospital Association and the Federation of American Health Systems.

Please know that if you or your family members are ever in need of services, you can trust Davis Regional Medical Center to provide you with highly skilled care from a compassionate staff whose first concern is your good health.

Sincerely,
Davis Regional Administrative Team & Associates





Our Commitment to Care

■ Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. You may call at any time during or after your stay.

In addition, you have the right to discuss your care with one or more of the following:

Quality Management

704-838-7590

Written correspondence to the director should be addressed to:

Director of Quality

Davis Regional Medical Center
PO Box 1823
Statesville, NC 28687

The North Carolina Department of Public Health

North Carolina Department of Facilities Services
Complain Intake Unit: 800-624-3004

Office of Quality Monitoring

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
E-mail: complaint@jointcommission.org

Ethics Committee

When a healthcare choice also involves an ethical concern—such as a family member's wish to refuse life-sustaining treatment, or a disagreement between family members or other caregivers concerning Advance Directives—decision-making can become overwhelming. Our Bioethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or other staff member. For more information, call 704-838-7590.

Nondiscrimination Policy

Davis Regional Medical Center does not discriminate against any person on the basis of race, color, national origin, disability or age in admission, treatment, or participation in its programs, services and activities, or in employment.



Rapid Response Team

What is the Rapid Response Team?

The Rapid Response Team is a group of specially trained individuals who bring critical-care expertise to the patient. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency.

HELP Line for Families DIAL 0



■ Davis Regional Medical Center, like many hospitals nationally, is focusing on eliminating problems that affect optimal patient care. As a result, we've created a 'Rapid Response Team' line for patients, family or visitors to call for assistance.

When to Call

You can call the Rapid Response team:

- If there is a noticeable change in the patient's condition that needs immediate attention and the healthcare team is not recognizing or addressing the concern.
- If after speaking with a member of the healthcare team (i.e. nurses, physicians), you continue to have serious concerns on how care is being given, managed or planned.

Warning signs that a patient is getting worse:

- Changes in the heart or respiratory (breathing) rate
- A drop in blood pressure
- Changes in urinary output (much more or much less urine)
- Change in level of consciousness
- Any time you are worried about the patient

Where to Call

Call 0 and tell the hospital operator that you would like to activate the Rapid Response Team from your bedside phone. This is a special line just for the Rapid Response Team. The hospital operator will ask for caller identification, room number, patient name, and patient concern.

A team of medical professionals will arrive in your room to assess the situation. The Rapid Response team consists of the nursing director of the unit, your nurse and the nursing supervisor. Additional staff will be called in as needed.

After the immediate need is addressed, the director of the unit will visit to ensure that you are satisfied with your care.



During Your Stay

■ We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visitor Guidelines

General Visiting Hours

Visits from family members and friends are oftentimes an important component in a patient's recovery. Also important is adequate rest and proper nursing care. The ideal situation is a delicate balance of both visits and rest.

Because the health and well-being of the patient is our primary concern, sometimes it becomes necessary to limit or restrict visitation. We ask each visitor to carefully consider the needs of the patient when visiting and to comply with the following visitation guidelines:

- ALL tobacco products are prohibited from our building grounds and parking areas. Violators may be asked to leave the premises.
- Please check with a nurse before bringing a patient anything to eat or drink.
- Do not give patients sweets, alcohol, cigarettes or medicine.
- Please do not eat the patient's meals. The nurse will check to see how much the patient is eating.
- Please do not visit patients if you have a cold or any other contagious condition.
- Clergy are permitted to visit at any time other than when the patient is receiving care.

Medical/Surgical Unit

Visiting hours are from 8:00 a.m. until 8:30 p.m. unless otherwise approved by your physician or nurse in charge. After hours, visitors will be required to sign in with the security guard in the Emergency Department.

Intensive/Critical Care Unit

We support open visitation, however, due to the seriousness of the patient's condition, visitation in this area may be limited. Please check at the nurses' desk for visiting

Waiting Rooms

Each patient care area has a designated reception area complete with a courtesy telephone, restroom, vending machines, and television. For assistance or to locate the reception area appropriate for you and your family, please stop by the Information Desk at the front of the hospital, or call extension 0 for the hospital operator.





During Your Stay

Parking & Traffic Control

Visitor parking is located at the front of the hospital. Emergency patients may park in the designated area just outside of the Emergency entrance. Outpatient & Fitness Center parking is available at the rear of the hospital. For the safety of our visitors, all parking areas are patrolled periodically. Vehicles that have not moved for a period of one week, or those that appear abandoned, will be checked out with the police department. Campers, motor homes, or other recreational vehicles should not be parked for any length of time without prior approval. Any incident, accident, or act of vandalism should be reported to hospital security at ext. 7195, or to the hospital Operator at extension O.

hours. Flowers and gifts are not permitted in this area. Telephone calls are accepted, with all calls being screened by the ICU/CCU staff. For your convenience, a waiting/reception area is provided just outside of the unit. Cots are available if needed.

Woman's Center/Special Delivery Area

General visitation for the Women's Center is from 8:00 a.m. until 8:30 p.m. unless otherwise approved by the physician or nurse in charge. Father (or primary support person), siblings, and grandparents are encouraged to visit in the room with the mother and baby at any time. It is important that anyone visiting be free of infection so anyone with any signs and symptoms such as fever, active cough, or stomach flu are asked to refrain from visiting. To further prevent the spread of infection, we request that all visitors thoroughly wash their hands with soap and water upon entering the mother's room. Other hospitalized patients are discouraged from visiting in areas where newborn infants are staying.

During labor and birth, the number of visitors in the room may be limited at the discretion of the mother, nurse, or physician. In the event a Cesarean Section is required, the father or primary support person is encouraged to attend unless it is an emergency situation. Video recording is not permitted during the labor and birth process or during surgical procedures. With the permission of the mother, newborn photos will be taken by a member of the Special Delivery staff. This photo will be available for on-line viewing by your family and friends (password protected with identification by first name and last initial only) at the web-site www.davisregional.com in the on-line nursery. For more information on this program, please ask your nurse.

Pediatric/Adolescent Unit

Visiting hours are from 8:00 a.m. until 8:30 p.m. We encourage a parent or responsible person (over 18 years of age) to stay with a young child at all times. To prevent the spread of infection, visiting between patients and/or



parents is discouraged. As a courtesy, a complimentary meal tray is provided for the parent staying with the child.

Delta Center/Traditions Psychiatric Care

To maintain confidentiality and facilitate treatment for the patient, visitation is limited in these areas. For a more complete listing of visiting hours and guidelines, please refer to the Patient & Family Handbook that is given upon admission.

Calling Your Nurse

The Call Button is the fastest and safest way to ask for assistance. If you have any questions or if there is anything you need, please do not hesitate to ask your nurse.

Hearing Impaired Services & Interpreter Services

For non-English speaking citizens, interpreters are available upon request. We also provide interpreter services for the deaf or hard of hearing, upon request. To use these services, please ask your nurse.

Telephone

For your convenience, telephones are in all patient rooms, and local calls are free. For a local call, dial 9 wait for the dial tone and then continue with the number you are calling. Long distance calls must be made collect, by credit card or billed to a third party. Courtesy phones are located in the waiting area of each floor. Family member and friends may call you direct by dialing 704-838-7 and your room number.

Free Wireless Internet

Connecting to our wireless internet is as easy as Join, Launch, and Accept!

- JOIN the network DRMC-public-internet found under your available wireless connections.
- LAUNCH your web browser, this will automatically bring you to a connect screen
- ACCEPT the disclaimer located at the bottom of the page and the DRMC homepage will open.

From there you are free to browse the web!

Leave Your Valuables At Home

Please leave all valuables and non-essential belongings at home or send them home with a family member or friend upon admission to the hospital. Valuables include, but are not limited to jewelry, watches, cash, credit cards, wallets, purses, cameras, cell phones, laptops. If you do not send your valuables home, you may secure your valuables in the hospital safe. If you choose this option, you will receive a receipt to collect your valuables upon discharge. If you refuse to send your valuables home or secure them in the hospital safe, Davis Regional Medical Center will not be liable for any damaged, lost or stolen belongings or valuables.

Denture wearers should use a denture cup to store them when not in use. Hearing aids and eyeglasses should be secured in a case labeled with patient's name. Personal wheelchairs, walkers, and canes must have patient's name on the item(s).



During Your Stay

Mail and Flowers

Each day our Volunteer Staff will deliver any mail or flowers you receive to your room. Should you receive mail after your discharge, it will be forwarded to your home. If you have outgoing mail while you are in the hospital, you may give it to your nurse.

Lost and Found

If you have lost or found any personal property, please call the hospital Environmental Services Department at extension 7191. After hours, weekends and holidays, call the Operator (ext. 0), and ask for the Nursing Supervisor.

Fire Safety

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



Medication

Your doctor must order any medication that you receive in the hospital. Please tell your nurse if you brought any medicines with you. Do not take any medicines, vitamins, and/or herbal supplements, even those you regularly take at home, unless ordered and prescribed by your physician.

Tobacco Free Environment

To establish a safe and healthy tobacco-free environment, ALL tobacco products are prohibited for patients, visitors, physicians, volunteers, vendors, contractors, subcontractors, children/youth, and all others in Davis Regional Medical Center buildings, grounds, and parking areas.

Assistance will be provided to anyone who wishes to stop smoking. Additional information from the National Cancer Institute is also available at 877-44U-QUIT or online at www.smokefree.gov. Patients who are concerned about tobacco-free restrictions should consult with their physician.

Electrical Devices

Nursing personnel will review electrically operated, personally owned equipment, such as hair dryers, curling irons, radios, etc, for obvious defects or hazards based on the following criteria:

- equipment bears the Underwriters Laboratory (UL) label
- cord and plug are undamaged and not taped or covered
- case or body of the item is not cracked, chipped, or broken and there are no exposed metal parts
- item's controls are complete and functional; there is an off switch and there are no apparent shock hazards
- the item is located in an appropriate place for use and without causing a tripping hazard
- use of the item will not interfere with employee's job performance
- equipment cannot interfere with patient care or life safety issues



Patient Meals

Proper nutrition is an important part of your recovery. Our Food Service staff works closely with your physician in providing for your individual dietary needs. Registered dietitians are available to explain special diets or assist you with your menu choices. If a special diet is ordered for you after you leave the hospital, our dietitians will instruct you and provide you a written copy when you leave the hospital. If you are undergoing special procedures or tests, it may be necessary to delay your meal. Your nurse will arrange for your food delivery as soon as it is permitted. A special pediatric menu is available upon request, or as needed.

A new service, Catering to You, was recently introduced to allow patients to choose alternatives to the regular menu and to ensure patients' nutrition needs are personally addressed. After admission, each patient will meet with a Catering Associate to personalize his/her meal selections. Throughout the day, Catering Associates will interact with patients to take menu selections and deliver trays to ensure they have everything they need.

Gift Shop

The hospital's gift shop, located on the first floor beside the Information Desk, is staffed and managed by the Sunshine Volunteers of Davis Regional Medical Center. Some of the items in the Gift Shop are stuffed animals, one-of-a-kind items, cards, sundries and toiletries. A 24-hour fresh flower vending service is also available in the Lobby. All profits derived from the Gift Shop sales are used for humanitarian projects

Pastoral Care

A chapel is located near the main Lobby on the first floor. Volunteer Chaplains are available to assist families in times of emotional need. Should you wish to speak with a minister, ask your nurse for assistance.

Where's the Cafeteria?

The Cafeteria is located on the First Floor near the lobby.

Hours:

Breakfast/Brunch

7:00 a.m.–9:30 a.m.

Lunch

11:30 a.m.–1:30 p.m.

Dinner

5:15 p.m.–6:15 p.m.

Weekend & Holiday hours may vary.





During Your Stay

TV

Television service is provided free. You can change the channels, adjust volume and turn the TV on and off by using the convenient bedside control.

TV Channel Listing

- | | | | |
|----|-----------------------------|----|---------------------|
| 2 | WBTV/CBS | 40 | TLC |
| 3 | TV Guide | 41 | A&E |
| 4 | TWC Information | 42 | AMC |
| 5 | WTVI/PBS | 43 | TNT |
| 6 | WCNC/NBC | 44 | Spike TV |
| 7 | WGN | 45 | CMT |
| 8 | WJZY/UPN | 46 | Weather Channel |
| 9 | QVC | 47 | CNN |
| 10 | WSOC/ABC | 48 | HLN |
| 11 | WCCB/FOX | 49 | USA Network |
| 12 | C-SPAN | 50 | SYFY |
| 13 | WAXN/IND | 51 | FX-East |
| 14 | News 14 Carolina | 52 | Comedy Central |
| 15 | Shop NBC | 53 | VH1 |
| 16 | WUNG/PBS | 54 | MTV |
| 17 | WMYT | 55 | BET |
| 18 | WHKY/IND | 56 | E! Entertainment |
| 19 | Local Access | 57 | MSNBC |
| 20 | Local Government | 58 | Fox News |
| 22 | UNC Charlotte TV | 59 | Speed Channel |
| 23 | Educational Access/
CPCC | 60 | HGTV |
| 24 | Inspiration Network | 61 | Food Network |
| 25 | HSN | 62 | TV Land |
| 26 | Disney Channel | 63 | Animal Planet |
| 27 | ABC Family Channel | 64 | Hallmark Channel |
| 28 | Nickelodeon | 65 | ION (PAX TV) |
| 29 | Cartoon Network | 66 | Sportsouth |
| 30 | Lifetime Television | 67 | Univision TV |
| 31 | TRU-TV | 68 | NICK JR |
| 32 | TBS | 69 | National Geographic |
| 33 | BRAVO | 70 | VH1 Classic |
| 34 | CNBC | 71 | Golf |
| 35 | ESPN | 72 | NBCSN |
| 36 | ESPN-2 | 73 | Lifetime |
| 37 | Fox Sports Carolinas | 74 | TCM |
| 38 | Discovery Channel | 75 | WE |
| 39 | History Channel | 95 | OWN |
| | | 96 | TBN |
| | | 97 | EWTN |





Telephone Directory

Cashier / Patient Accounts	704-838-7131
Delta Center	704-838-7450
Emergency Room	704-838-7603
Fitness Center	704-838-7432
Hospital Administration	704-838-7102
Job Opportunity Listing	704-838-7500
Laboratory	704-838-7635
Main Number/Patient Information	704-873-0281
Mammography Services/ Schedule a Mammogram	704-838-7390
Marketing/Public Relations	704-838-7106
Nursing Administration	704-838-7102
OB Tours & Class Information	704-838-7458
Outpatient Surgery	704-838-7672
Patient Registration	704-838-7140
Patient Room	704-838-7+ room number
Pediatric Department	704-838-7240
Physical Therapy	704-838-7620
Physician Referral	704-838-7567
Radiology/X-ray	704-838-7660
Senior Extra	704-838-7235
Special Delivery	704-838-7250
TDD Services for the Deaf	800-735-2962
Traditions Behavioral Health	704-838-7580
Volunteer Services	704-838-7255
Wellness Works Industrial Medicine Department	704-838-7126
Wound Healing Center	704-838-7461

Please visit us at www.davisregional.com

Calling a Department WITHIN the Hospital?
Dial the last four digits of the number.

MAIN NUMBER

704-873-0281

Central Business Office

704-660-4066





Rights & Responsibilities

■ As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- be informed of the hospital's rules and regulations as they apply to your conduct.
- expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- receive considerate, respectful care at all times and under all circumstances.
- expect prompt and reasonable responses to your questions.
- know who is responsible for authorizing and performing your procedures or treatments.
- know the identity and professional status of your caregivers.
- know what patient support services are available, including access to an interpreter if language is a problem.
- have access to your medical records according to hospital policy.
- be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- be informed of medical alternatives for care or treatment.
- refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- receive access to medical treatment or accommodations regardless of age, race,

sex, creed, sexual orientation, national origin, religion, physical handicap or sources of payment.

- know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- participate in the decision-making process related to the plan of your care.
- have access to professionals to assist you with emotional and/or spiritual care.
- exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- participate in the discussion of ethical issues that may arise.
- express concerns regarding any of these rights in accordance with the grievance process.
- formulate Advance Directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.

You are Responsible for:

- providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- reporting unexpected changes in your condition to your healthcare providers.
- informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- following the treatment plan recommended by your healthcare providers.



- keeping appointments and, if you cannot, notifying the proper person.
- knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.
- fulfilling your financial obligations to the hospital as promptly as possible.

■ Como paciente, usted tiene derecho a recibir una atención respetuosa y cordial. Además, tiene derechos y responsabilidades específicos durante su permanencia en el hospital.

Usted tiene derecho a:

- Estar informado sobre las normas y reglamentos del hospital que rigen su conducta.
- Esperar privacidad y dignidad en el tratamiento, como así también un buen servicio médico y una buena atención psiquiátrica.
- Recibir atención cordial y respetuosa en todo momento y bajo cualquier circunstancia.
- Recibir respuestas rápidas y razonables a sus preguntas.
- Saber quién es la persona responsable de autorizar y realizar sus procedimientos o tratamientos.
- Saber la identidad y el nivel profesional de sus cuidadores.
- Conocer qué servicios de apoyo al paciente se encuentran disponibles, incluido el acceso a un intérprete en

caso que el idioma sea un problema.

- Tener acceso a sus registros médicos de acuerdo con la política del hospital.
- Ser informado acerca de la naturaleza de su afección, el tratamiento o procedimiento propuesto, los riesgos, los beneficios, los pronósticos y todo requisito de atención médica continua luego de su alta en términos que pueda comprender.
- Ser informado acerca de las alternativas médicas para su atención o tratamiento.
- Rechazar tratamientos, salvo que la ley disponga lo contrario, y ser informado sobre las consecuencias de su rechazo.
- Recibir acceso a tratamiento o instalaciones médicas independientemente de la raza, sexo, credo, orientación sexual, nacionalidad de origen, religión, existencia de una discapacidad física o el origen del pago.
- Saber si el tratamiento médico recetado para usted tiene fines experimentales y a dar su consentimiento por escrito para participar si así lo decide.
- Participar en el proceso de toma de decisiones en lo que respecta a su plan de atención.
- Tener acceso a profesionales para que lo ayuden en su atención emocional y/o espiritual.
- Ejercer sus valores culturales y sus creencias espirituales, siempre y cuando no interfieran con el bienestar de los demás o con el curso programado de la atención médica.
- Participar en los debates éticos que pudieran surgir.



Rights & Responsibilities

- Expresar inquietudes respecto a cualquiera de estos derechos, de acuerdo con el proceso de quejas.
- Formular instrucciones anticipadas y designar un responsable sustituto para tomar decisiones sobre la atención médica en su nombre, hasta el grado en que lo permita la ley.

Usted tiene la responsabilidad de:

- Brindar información exacta y completa sobre sus afecciones médicas actuales y pasadas a sus proveedores de atención médica y de todos los demás asuntos en relación con su salud.
- Informar a su proveedor de servicios médicos sobre cualquier cambio en su afección.
- Informar a sus proveedores de atención médica si comprende, o no, el plan de atención y lo que se espera de usted.

- Seguir el plan de tratamiento que sus proveedores de atención médica le han recomendado.
- Acudir a las citas y, en caso de no poder hacerlo, notificar a la persona correspondiente.
- Conocer las consecuencias de sus propias acciones en caso de no aceptar el tratamiento o no seguir las instrucciones de los proveedores de atención médica.
- Ser consciente de los derechos de otros pacientes y del personal del hospital, y de seguir las políticas y los reglamentos del hospital en relación a la atención y la conducta.
- Garantizar que las obligaciones financieras correspondientes a su atención médica se cancelen lo más rápido posible.

Notes

“Truth is what stands the test of experience.”

Your Satisfaction

We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks 27 multiple choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable!

What is HCAHPS?

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

You are part of the team

COMMUNICATE It's your health; don't be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.

www.hospitalcompare.hhs.gov

The Joint Commission

has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits, and certifies healthcare organizations that meet their high standards. Quality reports for all accredited organizations are available on their website.

www.qualitycheck.org

“Who questions much, shall learn much, and retain much.”



Speak Up!



Take charge of your care.

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff.

STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It's your body and you have a right to know.

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

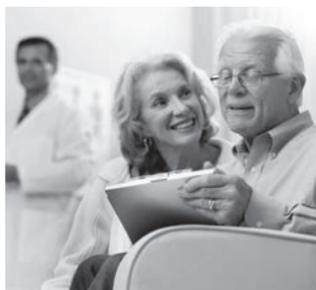
CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the health care team.

Remember:

- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

Don't Get Overwhelmed, Write It Down!



Courtesy of The Joint Commission.

“Fear is the father of courage
and the mother of safety.”



Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and technicians. The following information will help make your hospital stay safe and comfortable.



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, call your nurse immediately.

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don't ask to check your ID.
- Ask if the person has washed his or her hands before they touch you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

PATIENT IDENTIFICATION

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.



Preventing Falls



Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or because they've been sitting or lying down for too long. Davis Regional Medical Center cares about our patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear non-skid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.



DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICATIONS THAT MAY MAKE THEM DIZZY, WEAK OR UNSTEADY.

Know Your Meds



While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

KEEP A WALLET SIZE NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.



Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember— you play an important role in helping to reduce medication errors.



Fighting Infections



While you're in the hospital, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors, nurses and visitors—wash their hands, too.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom
4. when your hands are dirty or soiled

It is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Doctors, nurses and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Happy Birthday to You!

Wash your hands with soap and warm water at least 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

STAY SAFE

Prevent the Spread of

Multi-Drug Resistant Organisms

When you are admitted into the hospital you may have a nasal swab done to determine if you have MRSA (methicillin-resistant *Staphylococcus aureus*). This is a multi-drug-resistant organism (MDRO) that is frequently found in patients. MDROs are bacteria that are resistant to antimicrobial drugs (antibiotics), so precautions must be taken to ensure that the MDRO isn't spread.

If your culture is positive, you will be placed on isolation. This means staff will wear gowns, gloves or masks when they treat you. Your family and visitors are expected to do the same to help prevent the spread of bacteria. These are the most common types of MDROs:

MRSA: Methicillin-Resistant *Staphylococcus Aureus*

MRSA is a bacterium that is carried on the skin or in the noses of healthy people and is a common cause of minor skin infections. It can also cause surgical wound infections, bloodstream infections and pneumonia.

To prevent the spread of MRSA:

- **Cover your wound:** Keep areas of affected skin covered with clean, dry bandages.
- **Clean your hands:** Anyone in close contact should clean hands with soap and warm water or an alcohol-based sanitizer.
- **Do not share personal items:** Avoid sharing clothing, towels or razors.
- **Talk to your doctor:** Tell any of your healthcare providers that you have a MRSA infection. If you have a wound that does not heal or a boil or "spider bite" that looks infected, see your doctor.

C.diff: *Clostridium Difficile*

C.diff is a germ that can cause diarrhea and serious intestinal conditions. When you are healthy the good bacteria in your body keep the C.diff germs under control. But when you take antibiotics they kill the good bacteria, making the C.diff germs strong.

To help prevent C.diff:

- Make sure that all healthcare providers clean their hands before and after caring for you.
- Be sure to clean your hands.
- Only take antibiotics as prescribed by your doctor.

VRE: Vancomycin-Resistant Enterococci

Enterococci are bacterium that are normally present in the intestines and in the female genital tract. Vancomycin is an antibiotic that is often used to treat infections cause by enterococci. When enterococci become resistant to vancomycin (not killed by it) it is called VRE. VRE can cause infections of the urinary tract or the bloodstream, or of wounds. Most VRE infections can be treated with antibiotics other than vancomycin. If you develop VRE while on a urinary catheter, removal of the catheter can help get rid of the infection.



Questions for My Doctor

Be Informed

You and your caregiver need to stay informed about your medical condition and treatments while you are hospitalized. Once you are released from the hospital, it is important to have this information available so you can share it with your primary care physician during your next visit. These checklists will help you ask questions while in the hospital and keep track of vital health and medication information.

About My Medicines

See “Know Your Meds” on page 21. Once you are discharged from the hospital, your pharmacist can help answer your questions about medications, including what the label on the medicine bottle means. Ask your pharmacist to put your medicines in easy-to-open containers, and ask for large-print labels.

About My Medical Tests

- ✓ Why do I need this test?
- ✓ What will this test show about my health?
- ✓ What do I need to do to get ready for the test?
- ✓ How is the test done? What steps does the test involve?
- ✓ Are there any dangers or side effects?
- ✓ How will I find out the results of my test? How long will it take to get the results?
- ✓ What will we know after the test?
- ✓ Will I get a written copy of the test results?



About My Condition

- ✓ What effect did my hospitalization have on my condition? Is it cured or just under control for now?
- ✓ How can my condition be treated or managed, or made better?
- ✓ How will this condition affect me? Will I need to change some of my activities?
- ✓ Are there long-term effects of my condition?
- ✓ How can I learn more about my condition?



“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”



Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.



Pain Rating Scale



0 No Hurt



2 Hurts Little Bit



4 Hurts Little More



6 Hurts Even More



8 Hurts Whole Lot



10 Hurts Worst

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much, if any, pain your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?

USE THE PAIN RATING SCALE TO TELL YOUR DOCTOR OR NURSE HOW SEVERE YOUR PAIN IS.



What are Your Advance Directives?

What Are Advance Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

For more information about Advance Directives or to obtain forms, please speak with your nurse.



Patient Services Advance Directives

■ You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of Directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.



Your Privacy & Health Information

■ You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.





Your Privacy & Health Information

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

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

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights



“In the field of observation,
chance favors only the prepared mind.”



Don't Leave Until...

6 things to know before you walk out that hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you leave the hospital, there are several things you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker, or administrator, or may have

another title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

Make sure you have the following information before you leave the hospital:

1. Discharge summary. This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done, and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.



4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining your after-hospital care.

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, and respite care, and agencies that can help with patient care and respite care.



Preparing to Leave the Hospital

■ When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See “Don’t Leave Until...” on page 29 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Billing & Insurance

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

Pre-Certification

Most insurance plans now require pre-certification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.





Preparing to Leave the Hospital

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

If You Have No Insurance

If you have no insurance or your insurance does not cover all of your charges, you may be asked to make a payment prior to your admission. If you anticipate financial difficulties, we will confidentially assist you in working out a payment plan. An itemized statement of your hospital bill is available by calling our central business office at 704-660-4066.

responsibility to see that this is completed. This information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other's insurance policies, or when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare

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

Medicaid

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

“In compassion lies
the world’s true strength.”



For the Caregiver

Your role as a patient advocate



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver List at right.

While you are making sure your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

know what condition your loved one is being treated for.

patient’s rights
Know your patient’s rights and responsibilities (*See page 14*).

advance directives?
Know whether or not your loved one has an advance directive and if so, what it specifies. (*See page 26*).

ask questions
If your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have and don’t be afraid to speak up (*see Speak Up! on page 18*).

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with a wallet size notebook.

what’s next
Will your loved one need home care or care at another facility? Ask to speak with a Discharge Planner to find out what your options are.



Resources

Davis Regional Medical Center Resources

Department of Social Services:

704-873-5632

Exchange SCAN (Stop Child Abuse Now)

704-878-2227

National Domestic Violence/ Child Abuse/ Sexual Abuse

800-799-SAFE (7233)

800-787-3224 TDD

800-942-6908 Spanish Speaking Line

USA National Suicide Hotline

800-SUICIDE (800-784-2433)

800-273-TALK (8255)

North Carolina Division for the Deaf and Hard of Hearing

www.dsddh.dhhs.state.nc.us

800-851-6099 V/TTY

SHARE Cancer Support Group

Meets the 2nd Monday of each

month at 11:30 a.m. Call 704-838-7102

to confirm next meeting date, time,

and location.

Better Breathers Club

Meets the 3rd Wednesday of each month

at 10:30 a.m. Call 704-838-7102 to

confirm meeting date, time, and location.

Caregiver Resources

www.aoa.gov

Caregiver resources from the

Administration on Aging

www.caregiving.com

Online support groups and articles on
caregiving

Children of Aging Parents

800-227-7294

www.caps4caregivers.org

Information, referrals and support
for caregivers of the elderly and
chronically ill

Eldercare Locator

800-677-1116

www.eldercare.gov

Help with locating aging services
throughout the U.S.

800-MEDICARE

www.medicare.gov

Official U.S. government site for
people with Medicare

National Alliance for Caregiving

www.caregiving.org

Support for family caregivers and
the professionals who serve them

National Family Caregivers Association

800-896-3650

www.nfcares.org

Support for caregivers of chronically ill,
aged or disabled loved ones

Stop Smoking

American Cancer Society

www.cancer.org

National Cancer Institute

www.smokefree.gov



Heart Attack and Stroke Information

Understanding Heart Attack

During a heart attack, blood flow to part of the heart muscle is greatly reduced or stopped. This happens because one or more of the coronary arteries are blocked by a blood clot or narrowed due to spasm. If the blood and oxygen are cut off for more than a few minutes, heart muscle cells suffer permanent injury and start to die.

That is why responding quickly to warning signs is so important. Warning signs are your body's way of telling you something's wrong and you need help. Quick action means you can benefit from new drugs and treatments that can minimize heart damage. But time is critical. You must receive treatment as soon as possible. Getting help fast can save more of your heart muscle and maybe your life.

Warning Signs of Heart Attack

Sometimes, heart attack is sudden and intense. It looks like a "movie heart attack", in which a person gasps, clutches at his or her heart and drops to the ground. But most heart attacks start slowly, with mild pain or discomfort. Often the person affected isn't sure what's wrong and may wait too long before getting help.

Here are other signs:

- Chest discomfort. Most heart attacks involve discomfort in the center of the chest. It may last more than a few minutes. Or it might go away and come back. It can feel like uncomfortable pressure, squeezing, fullness or pain.

- Discomfort in other areas of the upper body. Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath. This may occur with or without chest discomfort.
- Other signs. These include breaking out in a cold sweat, nausea or lightheadedness.

As with men, women's most common heart attack symptom is chest pain or discomfort. But women may be more likely to have some other common symptoms. These include shortness of breath, nausea or vomiting, and back or jaw pain.

Understanding Stroke

A stroke occurs when a blood vessel bringing oxygen and nutrients to the brain is blocked by a blood clot or bursts. This blockage or rupture keeps part of the brain from getting the blood and oxygen it needs to function properly.

Without oxygen, the nerve cells in that area of the brain can't work and die within minutes. Depending on the part of the brain affected, disability or death can result. That's why a quick response to warning signs is so important.

Warning Signs of Stroke

- Sudden numbness or weakness of the face, arm, or leg, especially on one side of the body.
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.



Heart Attack and Stroke Information

- Sudden, severe headache with no known cause.

If any of these signs occur but last only a few minutes, the person may have had a “mini stroke” called a transient ischemic attack (TIA). TIAs often mean a full stroke will happen soon. Always consider them a medical emergency. Don’t ignore these warning signs.

When Stroke Happens Take Action!

A person having stroke symptoms may protest against going to the hospital. Denial is common. Don’t take “no” for an answer. Take prompt action. Time lost is brain lost.

If You Suspect A Stroke

If you suspect a stroke or TIA, here are the most important things to remember:

- Don’t ignore ANY of the signs of stroke, even if they go away! Not all the warning signs occur in every stroke.
- Check the time when the first symptoms start. You’ll be asked this

important question later. It may help to write it down.

- If you or someone with you has one or more stroke symptoms that last more than a few minutes, don’t delay! Immediately call 9-1-1. This way, an ambulance can quickly be sent for you.
- If you can’t access the EMS, immediately have someone drive you to the nearest hospital emergency room.

Calling 9-1-1 Can Save a Life

Calling 9-1-1 is almost always the fastest way to get lifesaving treatment. Emergency medical services (EMS) staff can begin treatment as soon as they arrive.

EMS staff is trained to revive someone whose heart has stopped. You may also get faster treatment at the hospital if you arrive by ambulance.

Information provided by American Heart Association

Notes
