



PATIENTS & VISITORS GUIDE

Capital Health Regional Medical Center



capitahealth

Minds Advancing Medicine

capitalhealth.org

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A MESSAGE FROM OUR PRESIDENT AND CEO

Welcome to Capital Health Regional Medical Center. We are pleased that you and your physician have selected us to provide your medical care.

Our mission is to bring technologically advanced, comprehensive, and compassionate health care to our patients at every stage of their lives. You, as the patient, are the most important member of our health care team. We are counting on you and your loved ones to participate in care decisions. Our highly skilled

physicians, nurses, and qualified staff are committed to clinical excellence and will provide you with the most advanced medical care available.

We want you and your visitors to be satisfied with your care. We invite any comments and feedback you have about your experience. If you have questions about your treatment or hospital stay, please ask your nurse, any member of your health care team or a patient advocate so we can resolve any issues that may arise.

As a patient at Capital Health, you are our guest. We consider it a privilege to make your stay as pleasant as possible. You have my wishes for a speedy return to good health.

Sincerely,

A handwritten signature in black ink, appearing to read 'Al Maghazehe', written in a cursive style.

Al Maghazehe, PhD, FACHE
President & CEO



ABOUT CAPITAL HEALTH

Capital Health is the region's leader in advanced medicine, with significant investments in the latest technologies and physicians. Comprised of two hospitals (Capital Health Medical Center – Hopewell and Capital Health Regional Medical Center in Trenton) , our Hamilton outpatient facility, and various primary and specialty care practices across the region, Capital Health is a dynamic health care system accredited by DNV.

Capital Health Regional Medical Center is a medical center with a long history of serving the region. The hospital includes our comprehensive stroke center (part of the Capital Institute for Neurosciences), the Level II Bristol Myers Squibb Trauma Center, and Mercer County's designated Emergency Mental Health Services Center. Capital Health Regional Medical Center also provides inpatient and outpatient radiology services, dialysis, and numerous other medical services.

The Capital Institute for Neurosciences accepts emergency transfers at Capital Health Regional Medical Center for complex emergency cases that require specialized neurologic and neurosurgical care unavailable at other area hospitals. Our Regional Medical Center offers inpatient neurosciences units for both intensive and intermediate care, advanced diagnostics, the latest in neurosurgical techniques and access to research in the area of neurovascular care. The Comprehensive Stroke Center at Capital Health Regional Medical Center, part of the Capital Institute for Neurosciences, is certified as an Advanced Comprehensive Stroke Center by The Joint Commission (one of only nine hospitals in New Jersey) and provides 24/7 advanced care for patients in New Jersey and Eastern Pennsylvania with strokes and other cerebrovascular emergencies.

The Bristol Myers Squibb Trauma Center at Capital Health Regional Medical Center is a state-designated level II trauma center and one of only 10 designated trauma centers in New Jersey. We are the regional referral center for severely injured patients in Mercer County and adjacent parts of Somerset, Hunterdon, Burlington, and Middlesex counties as well as nearby areas of Pennsylvania.

PARKING

There are various lots available for patient and visitor parking, dependent upon what area of the hospital you need to enter for care or visitation. Signage on the campus will direct you to specific locations for entrance into the facility. There are also designated areas for those with special medical needs and other personnel that are clearly marked.

Emergency Department patients can park directly across from the entrance to our Emergency Department on the hospital side of Brunswick Avenue. All guests may park in Lot B, located directly across from the hospital on Brunswick Avenue.

WAITING AREAS

There are specially designated lounge areas for visitors on each patient floor and on the main floor in the Grand Lobby. Specific waiting areas are designated for families of patients in the critical care units, the Emergency Department and surgery.

INTERFAITH PRAYER ROOM

The interfaith prayer room is located on the first floor. Visitors of all faiths are welcome to visit this room for prayer and meditation, 24 hours a day, seven days a week.

LORI'S GIFTS

Located in the Grand Lobby next to the Jazzman's Café, Lori's Gifts provides a wide variety of items for purchase. Available items will include:

- Seasonal Gifts
- Fresh Flower Arrangements and Plants
- Custom Gift Baskets
- Fashion Apparel and Accessories
- Games and Plush Animals
- Personal Care Items
- Inspirational Gifts
- Balloon Bouquets
- Collectible Figurines
- Socks, Robes, and Slippers
- Cards, Magazines and Books
- Snacks and Drinks

Lori's Gifts also offers free in-room delivery to hospital patients during business hours.

Hours of operation:

8 a.m. – 8 p.m. *Monday – Friday*

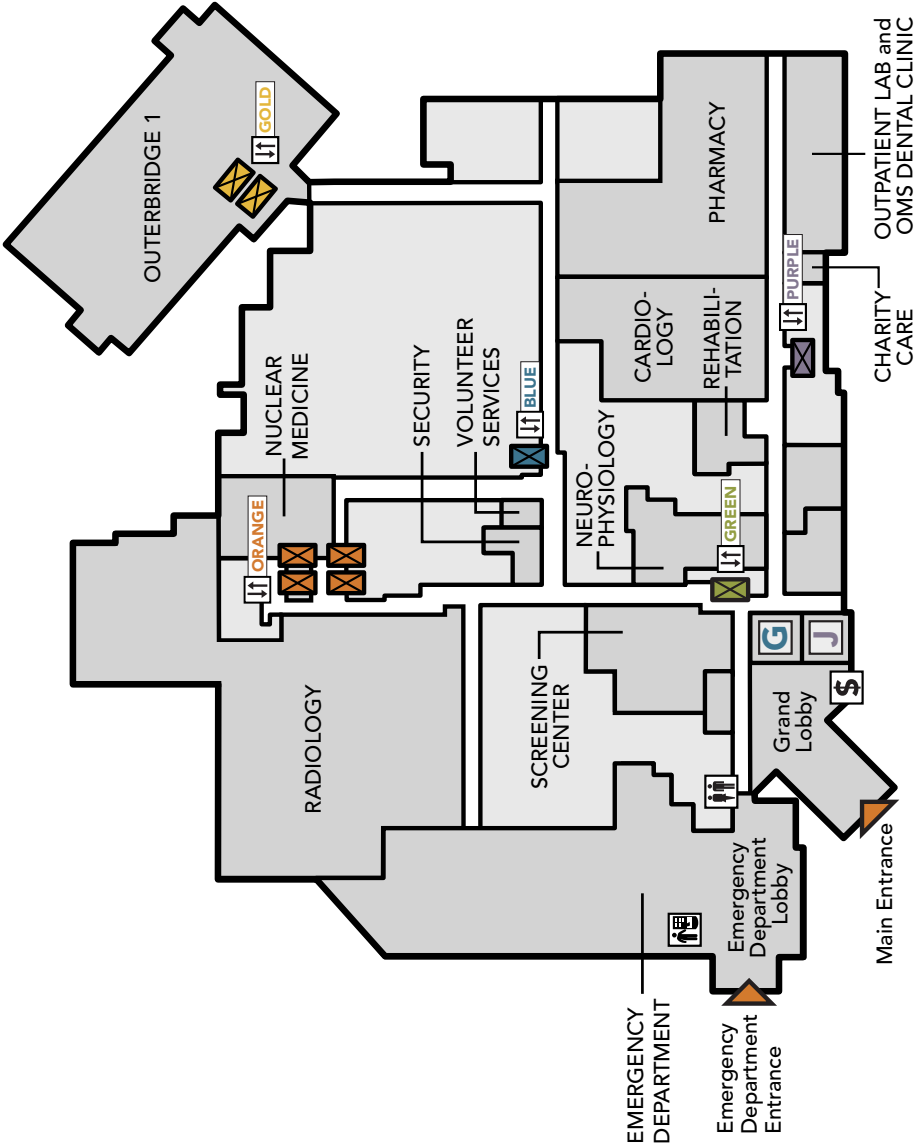
9 a.m. – 7 p.m. *Saturday & Sunday*

Open Holidays

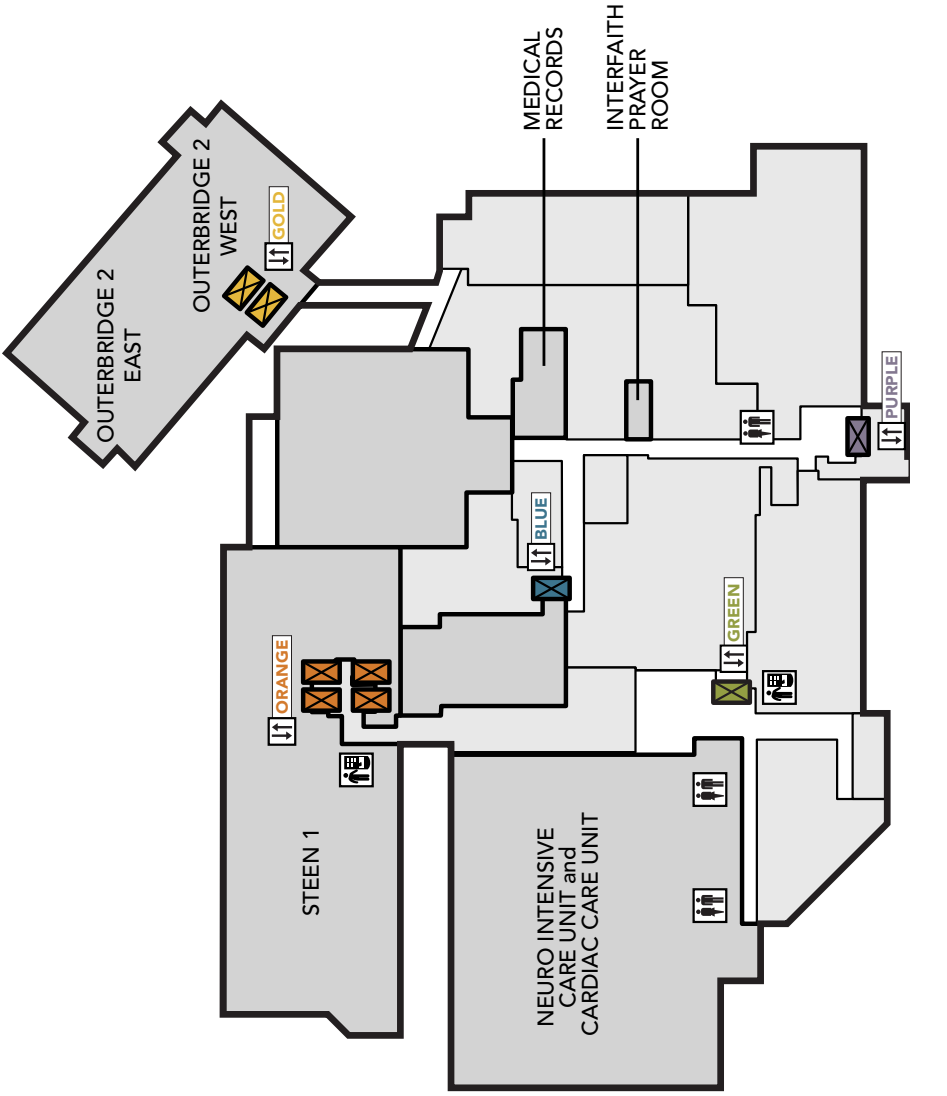
Phone: 609.278.6959 or ext. 6959





GROUND LEVEL

	Elevators
	Bathrooms
	Vending Machine
	ATM
	Jazzman's Café
	Gift Shop

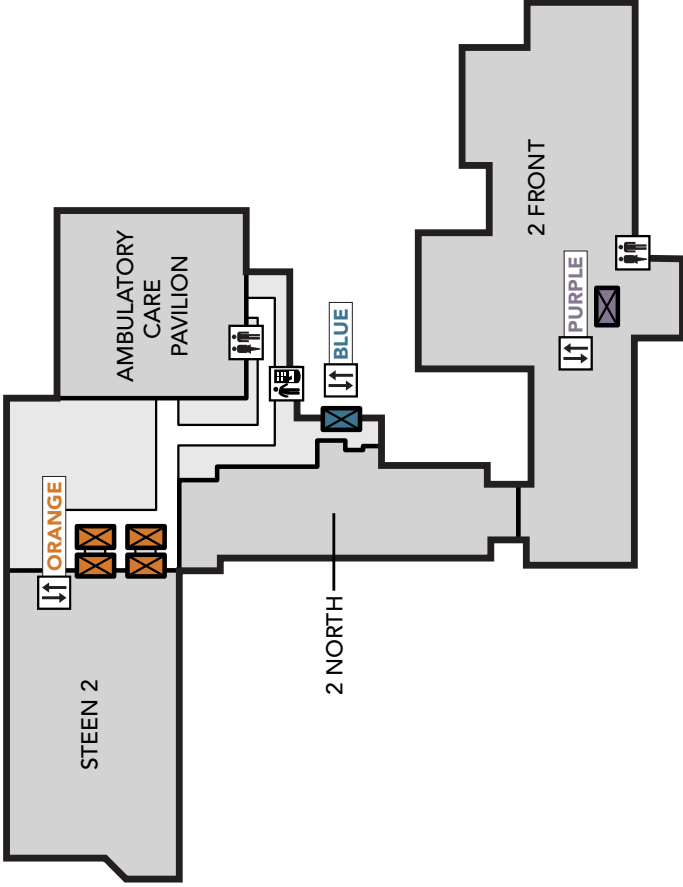


LEVEL ONE



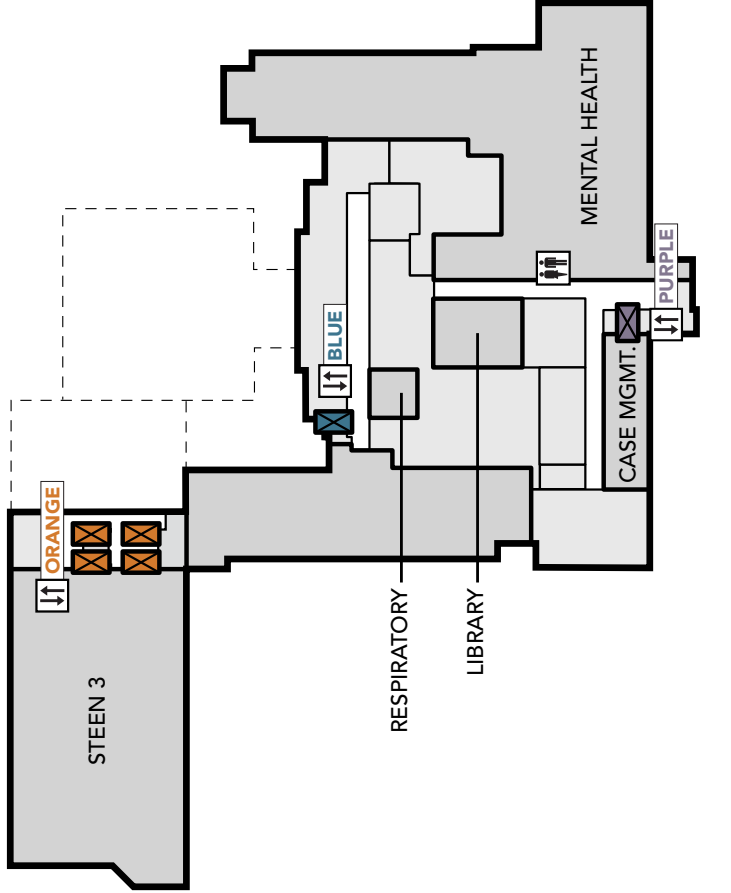
	Elevators
	Bathrooms
	Vending Machine
	ATM

LEVEL TWO

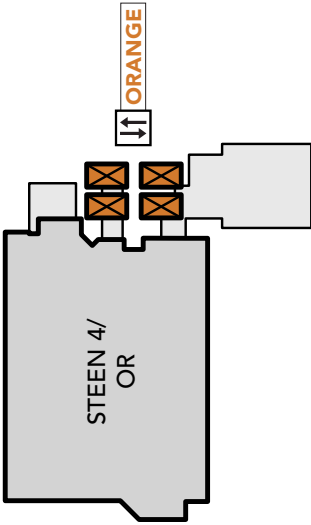


Elevators
Bathrooms
Vending Machine
ATM

LEVEL THREE



LEVEL FOUR



	Elevators
	Bathrooms
	Vending Machine
	ATM

PLACES TO EAT

Capital Health Regional Medical Center has a cafeteria (The Capitol Café) that serves breakfast, lunch and dinner. The cafeteria is open from 7 a.m. to 7 p.m. and is located in the basement level of the Steen Building. The cafeteria closes from 10:30 – 11 a.m. daily while changing from breakfast to lunch.

In addition, Jazzman's Café is located in the Grand Lobby. The Café offers freshly brewed specialty coffees, smoothies, pastries, salads and sandwiches. Hours of operation are Monday – Friday from 6:30 a.m. to 6 p.m. and Saturday from 10 a.m. to 4 p.m., closed Sunday.

"At Your Request" is a meal service offered to patients during their stay in the hospital. Patients may order meals and snacks from a full-scale, restaurant-style menu of dining options during the hours of 7 a.m. to 7 p.m. by calling 1.877.780.DINE (3463) or call ext. 3463 from your hospital phone.

Our new vending machine area is located on the first floor adjacent to the four bank (orange) elevators outside of Steen 1. The new vending area is equipped with a refrigerated machine for sandwiches, cheese, yogurt and more substantial microwavable meals, a coffee and hot beverage machine, a more traditional snack machine, a cold beverage machine, as well as a microwave and seating area.

There are also numerous restaurants convenient to the hospital, north on Route 1 or west on Olden Avenue. Exit the visitor's parking lot and turn left onto Brunswick Avenue. At the first light, turn left onto Olden Avenue and continue straight. There you will find a number of restaurants. To reach Route 1, continue north on Brunswick Avenue to the circle, take the exit for Route 1. Continue north and you will find a number of restaurants.

RECOGNIZE YOUR CARE PROVIDERS

At Capital Health, patients and their loved ones often ask how they can say thank you for the care they receive at our hospitals. Here are three ways:

- Capital Health is proud to partner with the DAISY Foundation to present the DAISY Award for Extraordinary Nurses, which recognizes nurses and nursing teams for their compassion and dedication. To learn more or to submit a nomination, visit capitalhealth.org/daisy.
- The Sunflower Award celebrates the extraordinary work of staff other than your doctors and nurses who help make your experience as comfortable and safe as possible. To learn more or to submit a nomination, visit capitalhealth.org/sunflower.
- Another way to honor your care providers is to consider a donation to the Capital Health Foundation, which will recognize the exceptional efforts of your care provider and share in the healing work they do. To learn more, visit capitalhealth.org/donate or call 609.303.4121.

ACCOMMODATIONS

There are a number of hotels near Capital Health Regional Medical Center. The list below includes some of those that are available. They vary both in rate and in distance from the hospital, allowing you to choose what is most comfortable for you. Our patient advocates will be happy to assist you during business hours, or you may contact the hotel directly.

Ewing, NJ

- **Springhill Suites Ewing at Princeton South Corporate Center**
1000 Charles Ewing Blvd.
Ewing, NJ 08628
Tel: 609.530.0900
Corporate Codes: ZHTF for Queen Bed, ZHTE for King Bed

- **Courtyard Marriott — Ewing/Princeton**
360 Scotch Road
Ewing, NJ 08628
Tel: 609.771.8100
*(reference Capital Health)
Deluxe Room
(1 King or 2 Queen Beds)*

- **The Element by Westin — Ewing/Princeton**
1000 Sam Weinroth Road East
Ewing Township, NJ 08628
Tel: 609.671.0050
*(reference Capital Health)
Studio Suite (1 King or 2 Queen Beds
Suite includes fully appointed kitchen)

****ALL STAYS MUST BE
CONSECUTIVE NIGHTS
TO QUALIFY FOR RATES****

Princeton, NJ

- **Homewood Suites**
3819 US 1 South
Princeton, NJ 08540
Tel: 609.720.0550
*Online reservations use
Corporate Code 0002636370
All rooms are suites with a kitchen,
can accommodate 4 – 6 people*
- **Holiday Inn**
100 Independence Way
@ Route 1 Princeton, NJ 08540
Tel: 609.520.1200
(reference Capital Health)

Langhorne, PA

(The following two hotels are not always available in the summer due to their proximity to Sesame Place.)

- **Marriott Courtyard**
5 Cabot Blvd. East
Langhorne, PA 19047
Tel: 215.945.7980
(reference Capital Health)
- **Holiday Inn Express Langhorne**
3101 W. Cabot Blvd.
Langhorne, PA 19047
Tel: 215.757.4500
(reference Capital Health)

YOUR HEALTH CARE TEAM

The physician who admits you is responsible for directing your care while you are in the hospital. During your stay, many other health care professionals who contribute to your care may visit. A registered professional nurse leads a team of clinical nursing staff to deliver excellent personalized care. All care providers are expected to wear an identification badge for everyone's safety.

PASTORAL CARE

As members of the health care team, the Pastoral Care Department strives to honor the dignity of all people and to be approachable, accessible, and compassionate. Our team is concerned with the spiritual and emotional well-being of all patients and their loved ones. Typical support and services offered by Pastoral Care include prayer and meditation, coordination of religious ceremonies and sacraments, pastoral and spiritual counseling, and emotional support in times of crisis. A priest assigned by the Catholic Diocese of Trenton provides a sacramental ministry to our Roman Catholic patients upon request. Pastoral Care provides coping support to patients and their loved ones, regardless of religious preference. Contact Pastoral Care at 609.278.6922.

PAIN MANAGEMENT

Our health care providers do their best to control your pain, however, it may not be possible to entirely take away your pain, and you may experience some level of pain during or after your hospital visit. Your safety and well-being is our primary concern, and your health care providers may be limited by the frequency or amount of pain medication we can safely give you. Please be aware of this and continue to let us know if we are not helping to manage your pain.

IS YOUR NURSE USING A MOBILE PHONE?

During your stay, you will see nurses using mobile phones. These phones are the key to providing you with communication in a timely matter. They also assist us in providing a quieter, calmer environment virtually eliminating overhead paging. They are not used for personal calls and are solely for the benefit of our patients.

YOUR PRIVACY

At Capital Health, we care about protecting your privacy and the confidentiality of your health information. If you have any concerns about how staff addresses your privacy, or if you have questions about how we use or with whom we share your health information, you can contact the Capital Health Privacy Office 24 hours a day by calling 877.482.2908 or visit www.capitalhealth.org and click on the **Contact Corporate Compliance** link at the bottom of our website.

PATIENT SATISFACTION

Our goal at Capital Health is to provide excellent health care as well as customer service. To do so, we need to know what you think we are doing well and what we could do to improve. By keeping informed, your feedback and opinions help us to improve every aspect of your experience. To this end, we have developed easy ways to obtain valuable feedback, including:

- You can voice any concern to nurses or any other hospital staff members.
- You can contact our patient advocates directly at:
Regional Medical Center: 609.394.6336
- Approximately four weeks after discharge, you may receive a survey from the company Capital Health uses to conduct patient surveys. This survey will ask you questions about the care you received while you were a patient here. Your comments about Capital Health are important and will help us serve you better. We appreciate the time you take to answer the survey.
- You may also communicate your concerns/grievances as well as your compliments in writing. Please address your letter to:

*Capital Health Regional Medical Center
Attn: Patient Advocate
750 Brunswick Avenue
Trenton, New Jersey 08638*

- The New Jersey Department of Health and Senior Services is responsible for enforcing hospital licensing regulations. You can contact them at:

*New Jersey Department of Health & Senior Services
Division of Health Facilities Evaluation & Licensing
P.O. Box 367
Trenton, New Jersey 08625-0367
1.800.792.9770*

- If you have any concerns regarding your care and safety in the hospital that the hospital has not addressed, you are encouraged to contact the hospital's management. If the concerns cannot be resolved through the hospital, you are encouraged to contact DNV by:
 - Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>
 - Email: hospitalcomplaint@dnv.com
 - Phone: 866-496-9647
 - Fax: 281-870-4818
 - Mail: DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245

Thank you for letting us know about your experience at Capital Health. Together, we will continue to work toward delivering outstanding health care.

STATE OF NEW JERSEY HOSPITAL PATIENT RIGHTS

Medical Care

- Receive an understandable explanation from your physician of your complete medical condition including recommended treatment, expected results, risks and reasonable alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.
- Give informed written consent prior to the start of specified, nonemergency medical procedures or treatments only after your physician has explained — in terms you can understand — specific details about the recommended procedure or treatment, the risks, time to recover and reasonable medical alternatives.
- Be informed of the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life-support.
- Refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of refusal.
- Be included in experimental research only when you have given informed consent to participate.
- Choose your own private professional nurse and to contract directly for this care during hospitalization. You can request from the hospital a list of local non-profit professional nurses association registries that refer nurses.
- Receive appropriate assessment and treatment for pain.

Transfers

- Be transferred to another facility only if the current hospital is unable to provide the level of appropriate medical care or if the transfer is requested by you or your next of kin or guardian.
- Receive from a physician in advance an explanation of the reasons for transfer including alternatives, verification of acceptance from the receiving facility, and assurance that the move will not worsen your medical condition.

Communication and Information

- Be treated with courtesy, consideration and respect for your dignity and individuality.
- Know the names and functions of all physicians and other health care professionals directly caring for you.
- Expediently receive the services of a translator or interpreter, if needed, to communicate with the hospital staff.

- Be informed of the names, titles, and duties of other health care professionals and educational institutions that participate in your treatment. You have the right to refuse to allow their participation.
- Be advised in writing of the hospital's rules regarding the conduct of patients and visitors.
- Receive a summary of your rights as a patient, including the name(s) and phone number(s) of the hospital staff to whom to direct questions or complaints about possible violations of your rights. If at least 10% of the hospital's service area speaks your native language, you can receive a copy of the summary in your native language.

Medical Records

- Have prompt access to your medical records. If your physician feels that this access is detrimental to your health, your next of kin or guardian has a right to see your records.
- Obtain a copy of your medical records at a reasonable fee within 30 days after submitting a written request to the hospital.

Cost of Hospital Care

- Receive a copy of the hospital charges, an itemized bill, if requested, and an explanation.
- Appeal any charges and receive an explanation of the appeals process.
- Obtain the hospital's help in securing public assistance and private health care benefits to which you may be entitled.

Discharge Planning

- Be informed about any need for follow-up care and receive assistance in obtaining this care required after your discharge from the hospital.
- Receive sufficient time before discharge to arrange for follow-up care after hospitalization.
- Be informed by the hospital about the discharge appeal process.

Privacy and Confidentiality

- Be provided with physical privacy during medical treatment and personal hygiene functions, unless you need assistance.
- Be assured confidentiality about your patient stay. Your medical and financial records shall not be released to anyone outside the hospital without your approval, unless you are transferred to another facility that requires the information, or release of the information is required and permitted by law.
- Have access to individual storage space for your private use and to safeguard your property if unable to assume that responsibility.

Freedom from Abuse and Restraints

- Be free from physical and mental abuse.
- Be free from restraints unless authorized by a physician for a limited period of time to protect your safety or the safety of others.

Civil Rights

- Receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.
- Exercise your constitutional, civil and legal rights.
- Capital Health complies with applicable federal and other civil rights laws and does not discriminate, exclude people or treat them differently based on race, color, religion (creed), sex, gender identity or expression, sexual orientation, national origin (ancestry), age, disability, or any other status protected by applicable federal, state or local law.

Questions, Complaints and Appeals

- Ask questions or file grievances about patient rights with a designated hospital staff member and receive a response within a reasonable period.
- Be provided, by the hospital, with contact information for the New Jersey Department of Health and Senior Services unit that handles questions and complaints.
 - Write: New Jersey Department of Health, Division of Health Facilities Evaluation and Licensing; PO Box 367; Trenton, NJ 08625-0367.
 - Visit: www.nj.gov/health/healthfacilities/file_complaint.shtml
 - Call: Complaint hotline at 800.792.9770.
- You may also communicate your concerns/grievances in writing. Please address your letter to:
Capital Health, Patient Experience Department,
750 Brunswick Avenue, Trenton, New Jersey 08638
- Capital Health is accredited by DNV. You may also submit a hospital complaint by:
 - Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>
 - Email: hospitalcomplaint@dnv.com
 - Phone: 866-496-9647
 - Fax: 281-870-4818
 - Mail: DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245

PREVENTING A FALL



All hospitalized patients are at risk for fall due to illness, medication, and unfamiliar environment. All patients at Capital Health are involved in a fall safety program. This program assesses your risk of falling and is designed to reduce your risk of injury due to falls. Your nurse will ask you to participate in the assessment of your fall risk.

Regardless of your risk, certain measures are taken to prevent falls, including non-skid footwear and keeping your call bell and personal items within reach. Additional measures may be taken as needed to prevent a fall. These measures may include, but are not limited to:

- Yellow fall alert bracelet
- Bed and chair alarms
- "Stay with me" in the bathroom
- Self-releasing belt
- Star magnet

Your nurse will provide education about your fall risk and ways to keep you safe. If you have any questions about your fall risk or ways you can help prevent a fall, please ask your nurse.

We want you to be safe. PREVENT A FALL and CALL FOR ASSISTANCE before getting out of bed.

GETTING DISCHARGED

Your physician and nurse will give you personalized instructions about post-hospital care. If you have questions about your diet, activities or other matters, or are not comfortable with your discharge instructions, please be sure to ask at this time.

- Case managers and social workers are available to help plan for:
- Home health care services
 - Post acute care facilities
 - Referral for medical equipment in the home



USE OF RECORDING OR PHOTOGRAPHIC DEVICES

In order to protect everyone's privacy, patient and visitor use of video and audio recording equipment such as cameras, mobile phones and other devices is not permitted. If you capture the image or sound of a Capital Health employee or another patient, you will be required to delete the image and/or sound captured on your device. Additional restrictions may be placed on the use of your device. Visitors violating this rule may be asked to leave or be restricted from Capital Health property. Everyone deserves a safe and private environment in order to receive care and we ask our patients and visitors to partner with us in achieving that goal.

CAPITAL HEALTH — A PROUD SPONSOR OF CARINGBRIDGE

CaringBridge is a charitable nonprofit organization providing free websites that connect families and friends when someone is facing a serious health event, needing care or going through recovery. Our Patient Experience Department recommends that patients and families in all types of medical situations use CaringBridge as a way to help communicate their medical updates to family and loved ones. If you have any questions or would like additional information to share with patients, families and staff, contact our patient advocate at Capital Health Regional Medical Center by calling 609.394.6336 or ext. 6336 from your hospital room phone. For additional information, visit caringbridge.org.

CAPITAL HEALTH IS SMOKE-FREE

So that we can create an atmosphere that nurtures healing and recovery for all patients, Capital Health prohibits the use of all tobacco products, including E-cigarettes, on all of our sites including adjacent sidewalks, walkways, driveways and parking areas.

If you're a patient who smokes, please ask your doctor or nurse for assistance during your stay. For information to help you quit smoking, call our Quit Smoking Program at 1.844.303.LUNG (5864) or 609.947.7147.

VALUABLE OR LOST ITEMS

Patients are asked not to bring or wear items of financial or emotional value to Capital Health. If you do bring such an item, it should be put in the safe located in the Security Office. You will be given a written receipt for all items, which must be shown when you withdraw them. Capital Health does not accept responsibility for items of value unless they are deposited in the safe. If you lose something, please notify your nurse right away and he or she will make every effort to help you find it. To inquire about lost articles, call the Security Office at ext. 6100 from your hospital room phone.

MENTAL HEALTH EMERGENCIES

Capital Health Regional Medical Center is home to the only designated Regional Emergency Mental Health Services Center in Mercer County. We have experienced mental health professionals available 24-hours-a-day, seven days a week for anyone experiencing an urgent mental health problem. We offer a comprehensive multidisciplinary assessment and can make referrals ranging anywhere from outpatient mental health linkages to inpatient hospitalization when necessary. If you're unable to travel to our Regional Medical Center, we also maintain a Mobile Outreach Program to provide services to clients at home or at the site of the crisis. To reach our Emergency Mental Health Services Center, call our 24-hour hotline at 609.396.HELP (4357).

THE RAPID RESPONSE TEAM AT CAPITAL HEALTH

Studies show that if very subtle changes in a patient's condition are identified early, it can reduce complications and prevent a more serious illness. At Capital Health, our staff is trained to call upon a specially trained team to assist them in these situations. This team, known as the Rapid Response Team, is available around the clock to provide quick assessment and diagnosis of patient problems as they arise. Your family, who knows you best, should not hesitate to notify any member of your health care team should they identify changes in your condition that warrant immediate attention.

IMPORTANT CAR SEAT INFORMATION FOR PARENTS

Many patients and visitors at Capital Health come from outside New Jersey. For those who arrived with a child, we remind you that New Jersey's car seat law requires that children up to eight years old who weigh less than 80 pounds must ride in an appropriate car seat or child safety booster seat. Additionally, the law requires that children under age eight ride in the rear seat of the vehicle unless the vehicle has no rear seat. Infants who weigh less than 30 pounds and are under two years of age must always face backwards in a semi-reclined position in the rear seat. Children up to eight years old who weigh between 40 and 80 pounds must use a booster seat. Booster seats are only recommended for use with lap/shoulder belts. New Jersey also requires all automobile passengers eight years or older to wear a seat belt, regardless of weight.

Visit njsaferoads.com for more information on New Jersey's car seat safety law and car seat recommendations for children.

CAN YOU RECOGNIZE A STROKE?

When someone is having a stroke, every second counts. You must be ready to immediately recognize the following symptoms 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.
- Sudden severe headache with no known cause.

If you or someone you know suffers one or more of these symptoms, call 9-1-1 immediately!

Our stroke centers are on call 24 hours per day to perform rapid screenings and treatment. The Comprehensive Stroke Center at Capital Health Regional Medical Center, part of the Capital Institute for Neurosciences, is certified as an Advanced Comprehensive Stroke Center by The Joint Commission (one of only nine hospitals in New Jersey) and provides 24/7 advanced care for patients in New Jersey and Eastern Pennsylvania with strokes and other cerebrovascular emergencies.

WHAT ARE THE EARLY SYMPTOMS OF A HEART ATTACK?

Below are some of the symptoms you may have with a heart attack. You may experience one or more of these. They may occur days before a major heart attack and worsen if you do not receive medical care.

- Nausea
- Pain that travels down one or both arms
- Chest pressure, squeezing or discomfort
- Feeling of fullness in the belly
- Jaw pain
- Fatigue
- Anxiety
- Back pain
- Shortness of breath
- Breaking out in a cold sweat

These symptoms are more concerning for a heart attack when they occur with activity or exercise. Some may also experience mild chest symptoms, such as pressure, burning, aching or tightness. These symptoms may come and go until finally becoming constant and severe.

If you or someone you know has one or more of these symptoms, call 9-1-1 immediately.

Visit capitalchestpain.org for more information and to sign the Early Heart Attack Care (EHAC) Oath.

2023 HOSPITAL NATIONAL PATIENT SAFETY GOALS

The purpose of the National Patient Safety Goals is to improve patient safety. The Goals focus on problems in health care safety and how to solve them. Capital Health abides by these goals as a Joint Commission-accredited health care organization.

Identify patients correctly

- Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Improve staff communication

- Get important test results to the right staff person on time.

Use medicines safely

- Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
- Take extra care with patients who take medicines to thin their blood.
- Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

- Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

- Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Identify patient safety risks

- Reduce the risk for suicide.

Prevent mistakes in surgery

- Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
- Mark the correct place on the patient's body where the surgery is to be done.
- Pause before the surgery to make sure that a mistake is not being made.

1/2023

SPEAK UP™ FOR SAFETY

The Joint Commission, together with the Centers for Medicare and Medicaid Services, launched a national campaign to urge patients to take an active role in preventing health care errors by becoming involved and informed participants on their health care team. You can obtain more information by visiting jointcommission.org.

Speak Up encourages consumers to:



SPEAK up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

PAY attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

EDUCATE yourself about your illness. Learn about the medical tests you get and your treatment plan.

ASK a trusted family member or friend to be your advocate (advisor or supporter).

KNOW what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

USE a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards. *Capital Health Regional Medical Center is certified as an Advanced Comprehensive Stroke Center by The Joint Commission.*

PARTICIPATE in all decisions about your treatment. You are the center of your health care team.

The health and safety of hospitalized children are also important to our doctors, nurses and other care providers. Parents and guardians are also encouraged to use the Speak Up program and to be actively involved.

12/2017

TV, TELEPHONE AND Wi-Fi

To make your hospital stay at Capital Health as comfortable as possible, televisions and telephones are offered as complimentary services to our guests.

Television

If you experience technical difficulties with your television, call ext. 2216 from your hospital room phone. Television repair or replacement is available on-site seven days a week.

Note: Television use is discouraged after 11 p.m., particularly if you have a roommate.

Telephone

Local calls (those with a 609 area code; dial 9, then the number without area code) and calls made to areas inside of the hospital (any number starting with 394, 278 or 815 may be placed by dialing the last four digits of the phone number) are available free of charge.

Toll calls must be charged to your home phone or made collect. Dial 9 + 1 + area code + number. The operator will ask for billing information. For the comfort of all of our patients, no incoming calls are allowed between the hours of 10 p.m. and 7 a.m., except in the Maternity Department.

Free Wi-Fi Available at Capital Health

Capital Health offers public internet access for wireless device users at all of its locations. Instructions are available at any nursing station or you can call 609.394.6000, ext. 4343 or ext. 4343 from your hospital room phone for help with connecting to Capital Health's free Wi-Fi.

INTERPRETERS & COMMUNICATION SERVICES

Capital Health provides services necessary for you to effectively communicate with your health care providers and family. These services include language translation and communication aids for the deaf and hearing impaired as well as the blind and visually impaired. A Telecommunication Device for the Deaf (TDD) is also available.

If you require the services of a sign language interpreter or any other assistive device in order to effectively communicate with hospital staff, please let us know.



PATIENT ROOM TV SCHEDULE

The following is a listing of channels (as of December 19, 2017) that are available on your patient room television.

Station

- | | | | |
|----|--------------------------------------|----|--|
| 2 | Capital Health
Patient Education | 17 | WPHL WB Philadelphia |
| 3 | KYW Philadelphia CBS | 18 | WTFX Philadelphia FOX |
| 4 | CHS Relaxation Channel | 20 | Capital Health
Patient Education |
| 5 | AMC (American Movie
Classics) | 21 | Patient Channel
Wellness Network |
| 6 | WPVI Philadelphia ABC | 23 | EWTN (Eternal World
Television Network) |
| 7 | MOVIE NETWORK | 25 | CNN Cable News |
| 8 | Capital Health
Patient Education | 26 | TNT Turner Network |
| 10 | WCAU Philadelphia NBC | 27 | Nick Jr. |
| 12 | WHYY Philadelphia PBS | 28 | TBS Turner |
| 13 | Telemundo 62 | 29 | CNBC Financial News |
| 14 | WGTV Philadelphia 48 | 30 | ESPN Sports |
| 15 | Capital Health
Spanish Patient TV | 31 | Lifetime Movie Network |
| | | 32 | HGTV |



PATIENT-FAMILY EDUCATION TV SCHEDULE

Capital Health provides various patient education television programs in English and Spanish. Programs are also closed captioned **cc** for the hearing impaired. Programs listed below are available on channels 2, 8, 15, and 20. We also offer education programs from the Wellness Network on channel 21. Please contact your nurse for an updated schedule of Wellness Network programs as titles and times change every three months.

Programs Available on Channels 2, 8, 15 and 20

√ Check to Watch

- Patient Safety, Hand Hygiene, Stroke Heroes
- Advance Directives
- What is Diabetes
- Congestive Heart Failure
- Breast Self Exam and Health
- Stroke: Reducing the Risk
- AIDS: What Everyone Needs to Know
- Chronic Renal Failure
- Smoking: Getting Ready to Quit
- Coumadin Therapy
- Living with Stress
- Brain Attack
- Heart Failure: Getting Ready to Leave the Hospital
- Car Seat Safety
- Everyone Can Carbohydrate Count
- Heart Failure: Nutrition and Exercise
- Nutrition and Weight Control: Healthy Eating for Life
- Dietary Management
- High Cholesterol
- Joint Commission SPEAK UP: Prevent the Spread of Infection
- Joint Commission SPEAK UP: Reduce the Risk of Falling
- Joint Commission SPEAK UP: Prevent Errors in Your Care
- Joint Commission SPEAK UP: Take Medications Safely
- Joint Commission SPEAK UP: Speak Up at the Doctor's Office
- Joint Commission SPEAK UP: Kids Power

Program

√ Check to Watch

- | | |
|---|--|
| <input type="checkbox"/> Patient Safety, Hand Hygiene, Stroke Heroes | <input type="checkbox"/> Manejo de la Enfermedad Pulmonar Obstructiva Cronica (COPD) |
| <input type="checkbox"/> Presion Arterial Atla: una Introduccion al Tratamiento (High Blood Pressure) | <input type="checkbox"/> Viviendo con Tension (Living With Stress) |
| <input type="checkbox"/> El Sobrepeso: auien Esta en control (Weight Management) | <input type="checkbox"/> SPEAK UP: Prevenir la propagación de infecciones |
| <input type="checkbox"/> Insuficiencia Cardiaca (Congestive Heart Failure) | <input type="checkbox"/> SPEAK UP: Reducir el riesgo de caidas |
| <input type="checkbox"/> Que es la Diabetes (What is Diabetes) | <input type="checkbox"/> SPEAK UP: Evitar errores en su atención médica |
| <input type="checkbox"/> Diabetes y Nutrition (Diabetes and Nutrition) | <input type="checkbox"/> SPEAK UP: Tomar medicamentos de manera segura |
| <input type="checkbox"/> Como Dejar de Fumar (Guide to Stop Smoking) | <input type="checkbox"/> SPEAK UP: En el consultorio del medico |
| <input type="checkbox"/> Rehabilitacion Pulmonar (Pulmonary Rehab) | <input type="checkbox"/> SPEAK UP: Poder Juvenil |

FINANCIAL ASSISTANCE

Capital Health is committed to providing care to all patients, regardless of their insurance status or ability to pay. Under our financial assistance and charity care programs, you may be eligible to receive financial help that covers part or all of your hospital bill. If you do not qualify for either of these programs, Capital Health can offer prompt payment discounts and discounts for patients who have bills that are a significant financial burden to them. Please contact our Patient Accounting Department at 609.394.6023 if you have questions about our programs or would like to apply for financial assistance. Financial assistance information, including the Financial Assistance Policy, Application and Plain Language Summary, can be found on our website at www.capitalhealth.org.

VISITORS POLICY

Effective November 30, 2022

Two visitors at a time are permitted for each patient between 8 a.m. and 8 p.m. daily in single patient rooms (see exceptions below). Two visitors at a time per patient are permitted in double occupancy rooms. These do not need to be same individuals throughout the patient stay.

Visitor or Support Person Requirements for All Areas

- Visitors must not be ill, or display signs of illness including:
- Visitors must be age 18 or older
- Visitors must wear a face mask
- Visitors must perform hand hygiene
- Visitors must comply with a temperature screening
- Visitors must bring identification for badge processing

Any visitor behavior that creates risk to patients, families or staff may lead to visitation restrictions.

For the most recent visitor guidelines, visit [capitalhealth.org](https://www.capitalhealth.org).



SAFE PATIENT HANDLING

For many patients who are ill, have difficulty moving, or experience a new change in their mobility, the hospital can be a challenging environment. Safe Patient Handling is a nationally recognized approach for safety when moving or handling patients. It includes assessing a patient's needs and then using equipment designed to aid both the patient and the care team with moving activities when needed. Our intention is to avoid injuries to our patients and our staff. Examples of equipment that we use are:

- Transfer mats to gently slide patients from beds to stretchers.
- Special lifting devices with comfortable sheets or slings that help to move patients with ease.

Safe Patient Handling is a priority at Capital Health. From our nurses to our escorts, we ensure that our patients are moved by staff trained in patient handling techniques.

Because safety is important, we ask that loved ones refrain from moving any patient, or assisting a patient with walking, without the assistance of our trained staff. Please inform your nurse if a patient needs help moving and your case team will be glad to assist.

TAKE A STAND, CHECK MY BAND

Correct patient identification (ID) is key to keeping you safe during your hospital visit. The two unique patient identifiers we use are the PATIENT'S NAME and DATE OF BIRTH. When providing care, our staff is required to:

- Ask you to spell your name and provide date of birth when placing an ID bracelet on you.
- Validate the information you provided with the Patient ID Band.
- Confirm your ID by asking your name and date of birth for every procedure, test, sample and/or treatment.

Cases of mistaken ID can have serious consequences. If we forget to ask for your name and date of birth/check ID band, don't be afraid to TAKE A STAND AND SAY "CHECK MY BAND!"

INFECTION PREVENTION AT CAPITAL HEALTH

Cover Your Cough, Clean Your Hands at Capital Health

The Centers for Disease Control and Prevention reminds us that patients can be part of making our hospitals healthier by following simple rules of respiratory etiquette to stop the spread of germs that can make you and others sick.

- Cover your mouth and nose with a tissue when you cough or sneeze. If you can't find a tissue, cough or sneeze into your upper sleeve, not your hands.
- If you used a tissue, be sure to put your used tissue in the waste basket.
- Upon entering our hospitals or certain areas of our hospitals, you may be asked to put on a surgical mask to protect others.
- Clean your hands frequently with soap and warm water for 20 seconds or clean them with alcohol-based hand cleaner (located throughout the hospitals).

Of course we're part of making our hospitals safer for patients too. We encourage you and your family to ask our health care providers if they have washed their hands before performing care. Health care providers at Capital Health are trained to wash their hands before and after patient contact to prevent infections from spreading. Hand washing for health care providers includes, at minimum, the same techniques listed above.

For more information, call our Infection Prevention staff at 609.815.7678, 609.537.7462, or 609.303.4277.

Stop the Spread of Infection, Update Your Vaccinations

Making sure your vaccinations are current — even for adults — is one of the most efficient ways to avoid disease and fight the spread of infection.

Vaccinations are available to prevent the following diseases:

- Chicken pox
- Mumps
- Measles
- Diphtheria
- Tetanus
- Hepatitis
- Shingles
- Meningitis
- Flu (also known as influenza)
- Whooping cough (also known as Pertussis)
- German measles (also known as Rubella)
- Pneumonia (*Streptococcus pneumoniae*)
- Human papillomavirus (HPV)

Check with your primary care provider to see what shots you may need.

FREQUENTLY ASKED QUESTIONS ABOUT COMMON INFECTIONS

CATHETER-ASSOCIATED URINARY TRACT INFECTION

What is a “catheter-associated urinary tract infection”?

A urinary tract infection (also called “UTI”) is an infection in the urinary system, which includes the bladder (which stores the urine) and the kidneys (which filter the blood to make urine). Germs do not normally live in these areas; but if germs are introduced, an infection can occur.

If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection (or “CA-UTI”).

What are some of the things that Capital Health is doing to prevent catheter-associated urinary tract infections?

To prevent urinary tract infections, doctors and nurses take the following actions.

Catheter insertion:

- Catheters are put in only when necessary and they are removed as soon as possible.
- Only properly trained persons insert catheters using sterile (“clean”) technique.
- The skin in the area where the catheter will be inserted is cleaned before inserting the catheter.
- Other methods to drain the urine are sometimes used, such as
 - External catheters in men (these look like condoms and are placed over the penis rather than into the penis).
 - Inserting a temporary catheter in to drain the urine and removing it right away. This is called intermittent urethral catheterization.

Catheter care:

- Health care providers clean their hands by washing them with soap and water or using an alcohol-based hand rub before and after touching your catheter. If you do not see your providers clean their hands, ask them to do so.
- Avoid disconnecting the catheter and drain tube. This helps to prevent germs from getting into the catheter tube.
- The catheter is secured to the leg to prevent pulling on the catheter.
- Avoid twisting or kinking the catheter.
- Keep the bag lower than the bladder to prevent urine from backflowing to the bladder.
- Empty the bag regularly. The drainage spout should not touch anything while emptying the bag.

What can I do to help prevent catheter-associated urinary tract infections if I have a catheter?

- Always keep your urine bag below the level of your bladder.
- Do not tug or pull on the tubing.
- Do not twist or kink the catheter tubing.
- Ask your health care provider each day if you still need the catheter.

What do I need to do when I go home from the hospital?

- Always clean your hands before and after doing catheter care.
- If you will be going home with a catheter, your doctor or nurse should explain everything you need to know about taking care of the catheter. Make sure you understand how to care for it before you leave the hospital.
- If you develop any of the symptoms of a urinary tract infection, such as burning or pain in the lower abdomen, fever, or an increase in the frequency of urination, contact your doctor immediately.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.

CATHETER-ASSOCIATED BLOODSTREAM INFECTIONS

What is a catheter-associated bloodstream infection?

A “central line” or “central catheter” is a tube that is placed into a patient’s large vein, usually in the neck, chest, arm, or groin. The catheter is often used to draw blood, or give fluids or medications. It may be left in place for several weeks. A bloodstream infection can occur when bacteria or other germs travel down a “central line” and enter the blood. If you develop a catheter-associated bloodstream infection, you may become ill with fevers and chills or the skin around the catheter may become sore and red.

What are some of the things that Capital Health is doing to prevent catheter-associated bloodstream infections?

To prevent catheter-associated bloodstream infections, doctors and nurses will:

- Choose a vein where the catheter can be safely inserted and where the risk for infection is small.
- Clean their hands with soap and water or an alcohol-based hand rub before putting in the catheter.
- Wear a mask, cap, sterile gown, and sterile gloves when putting in the catheter to keep it sterile. The patient will be covered with a sterile sheet.
- Clean the patient’s skin with an antiseptic cleanser before putting in the catheter.

- Clean their hands, wear gloves, and clean the catheter opening with an antiseptic solution before using the catheter to draw blood or give medications. Health care providers also clean their hands and wear gloves when changing the bandage that covers the area where the catheter enters the skin.
- Decide every day if the patient still needs to have the catheter. The catheter will be removed as soon as it is no longer needed.
- Carefully handle medications and fluids that are given through the catheter.

What can I do to help prevent a catheter-associated bloodstream infection?

- Ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Ask your doctors and nurses if they will be using all of the prevention methods discussed above.
- Make sure that all doctors and nurses clean their hands with soap and water or an alcohol-based hand rub before and after caring for you. If you do not see your providers clean their hands, ask them to do so.
- If the bandage comes off or becomes wet or dirty, tell your nurse or doctor immediately.
- Inform your nurse or doctor if the area around your catheter is red or sore.
- Do not let family and friends who visit touch the catheter or the tubing.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.

What do I need to do when I go home from the hospital?

Some patients are sent home from the hospital with a catheter in order to continue their treatment. If you go home with a catheter, your doctors and nurses will explain everything you need to know about taking care of your catheter.

- Make sure you understand how to care for the catheter before leaving the hospital. For example, ask for instructions on showering or bathing with the catheter and how to change the catheter dressing.
- Make sure you know who to contact if you have questions or problems after you get home.
- Make sure you wash your hands with soap and water or an alcohol-based hand rub before handling your catheter.
- Watch for the signs and symptoms of a catheter-associated bloodstream infection, such as soreness or redness at the catheter site or fever, and call your health care provider immediately if any occur.

VENTILATOR-ASSOCIATED PNEUMONIA

What is a Ventilator-Associated Pneumonia (VAP)?

A “ventilator-associated pneumonia” or “VAP” is a lung infection or pneumonia that develops in a person who is on a ventilator.

What are some of the things that Capital Health is doing to prevent ventilator-associated pneumonia?

To prevent ventilator-associated pneumonia, doctors, nurses, and other health care providers:

- Keep the head of the patient’s bed raised between 30 and 45 degrees unless other medical conditions do not allow this to occur.
- Check the patient’s ability to breathe on his or her own every day so that the patient can be taken off of the ventilator as soon as possible.
- Clean their hands with soap and water or an alcohol-based hand rub before and after touching the patient or the ventilator.
- Clean the inside of the patient’s mouth on a regular basis.
- Clean or replace equipment between use on different patients.

What can I do to help prevent VAP?

- If you smoke, quit. Patients who smoke get more infections. If you are going to have surgery and will need to be on a ventilator, talk to your doctor before your surgery about how you can quit smoking.
- Family members can ask about raising the head of the bed.
- Family members can ask when the patient will be allowed to try breathing on his or her own.
- Family members can ask doctors, nurses, and other health care providers to clean their hands. If you do not see your providers wash their hands, please ask them to do so.
- Family members can ask about how often health care providers clean the patient’s mouth.

SURGICAL SITE INFECTIONS

What is a Surgical Site Infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about one to three out of every 100 patients who have surgery.

Some common symptoms of a surgical site infection are:

- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

What are some of the things that Capital Health is doing to prevent SSIs?

To prevent SSIs, doctors, nurses, and other health care providers:

- Clean their hands and arms up to their elbows with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers (if the hair is in the same area where the procedure will occur). They should not shave you with a razor.
- Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

What can I do to help prevent SSIs?

Before your surgery:

- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:

- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.

After your surgery:

- Make sure that your health care providers clean their hands before examining you, either with soap and water or using an alcohol-based hand rub. If you do not see your health care providers clean their hands, ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.

What do I need to do when I go home from the hospital?

- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have any questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

CLOSTRIDIUM DIFFICILE

What is Clostridium difficile infection?

Clostridium difficile (pronounced “Klo-STRID-ee-um dif-uh-SEEL”), also known as “C. diff” (pronounced “See-dif”), is a germ that can cause diarrhea. Most cases of C. diff infection occur in patients taking antibiotics. The most common symptoms of a C. diff infection include:

- Watery diarrhea
- Fever
- Belly pain and tenderness
- Loss of appetite
- Nausea

What are some of the things that Capital Health is doing to prevent C. diff infections?

To prevent C. diff infections, doctors, nurses, and other health care providers:

- Clean their hands with soap and water before and after caring for every patient. This can prevent C. diff and other germs from being passed from one patient to another on their hands.
- Carefully clean hospital rooms and medical equipment that have been used for patients with C. diff.
- Use Contact Precautions to prevent C. diff from spreading to other patients.

Contact Precautions mean:

- Whenever possible, patients with C. diff will have a single room or share a room only with someone else who also has C. diff.
 - Health care providers will put on gloves and wear a gown over their clothing while taking care of patients with C. diff.
 - Visitors may also be asked to wear a gown and gloves.
 - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.
 - Patients on Contact Precautions are asked to stay in their hospital rooms as much as possible. They should not go to common areas, such as the gift shop or cafeteria. They can go to other areas of the hospital for treatments and tests.
- Only give patients antibiotics when necessary.

Can my friends and family get C. diff when they visit me?

C. diff infection usually does not occur in persons who are not taking antibiotics. Visitors are not likely to get C. diff. Still, to make it safer for visitors, they should:

- Clean their hands before they enter your room and as they leave your room they should wash with soap and water.
- Ask a health care provider if they need to wear protective gowns and gloves when they visit you.



What do I need to do when I go home from the hospital?

Once you are back at home, you can return to your normal routine. Often, the diarrhea will be better or completely gone before you go home. This makes giving C. diff to other people much less likely. There are a few things you should do, however, to lower the chances of developing C. diff infection again or of spreading it to others.

- If you are given a prescription to treat C. diff, take the medicine exactly as prescribed by your doctor and pharmacist. Do not take half-doses or stop before you run out.
- Clean your hands often with soap and water, especially after going to the bathroom and before preparing food.
- People who live with you should wash their hands often as well.
- If you develop more diarrhea after you get home, tell your doctor immediately.
- Your doctor may give you additional instructions.

MRSA (METHICILLIN-RESISTANT STAPHYLOCOCCUS AUREUS)

What is MRSA?

Staphylococcus aureus (pronounced "staff-ill-oh-KOK-us AW-ree-us"), or "Staph" is a very common germ that about one out of every three people have on their skin or in their nose. This germ does not cause any problems for most people who have it on their skin. But sometimes, it can cause serious infections such as skin or wound infections, pneumonia, or infections of the blood.

Antibiotics are given to kill Staph germs when they cause infections. Some Staph are resistant, meaning they cannot be killed by some antibiotics. "Methicillin-resistant Staphylococcus aureus" or "MRSA" is a type of Staph that is resistant to some of the antibiotics that are often used to treat Staph infections.

How do I get a MRSA infection?

People who have MRSA germs on their skin or who are infected with MRSA may be able to spread the germ to other people. MRSA can be passed on to bed linens, bed rails, bathroom fixtures, and medical equipment. It can spread to other people on contaminated equipment and on the hands of doctors, nurses, other health care providers and visitors.

What are some of the things that Capital Health is doing to prevent MRSA infections?

To prevent MRSA infections, doctors, nurses, and other health care providers:

- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for every patient.
- Carefully clean hospital rooms and medical equipment.
- Use Contact Precautions when caring for patients with MRSA.

Contact Precautions mean:

- Whenever possible, patients with MRSA will have a single room or will share a room only with someone else who also has MRSA.
 - Health care providers will put on gloves and wear a gown over their clothing while taking care of patients with MRSA.
 - Visitors may also be asked to wear a gown and gloves.
 - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.
 - Patients on Contact Precautions are asked to stay in their hospital rooms as much as possible. They should not go to common areas, such as the gift shop or cafeteria. They may go to other areas of the hospital for treatments and tests.
- May test some patients to see if they have MRSA on their skin. This test involves rubbing a cotton-tipped swab in the patient's nostrils or on the skin.

What can I do to help prevent MRSA infections?

In the hospital:

- Make sure that all doctors, nurses, and other health care providers clean their hands with soap and water or an alcohol-based rub before and after caring for you. If you do not see your health care providers clean their hands, ask them to do so.

When you go home:

- If you have wounds or an intravascular device (such as a catheter or dialysis port) make sure that you know how to take care for them.

Can my friends and family get MRSA when they visit me?

The chance of getting MRSA while visiting a person who has MRSA is very low. To decrease the chance of getting MRSA, your family and friends should:

- Clean their hands before they enter your room and as they leave your room.
- Ask a health care provider if they need to wear protective gowns and gloves when they visit you.

What do I need to do when I go home from the hospital?

To prevent another MRSA infection and to prevent spreading MRSA to others:

- Keep taking any antibiotics prescribed by your doctor. Don't take half-doses or stop before you complete your prescription.
- Clean your hands often, especially before and after changing your wound dressing or bandage.
- People who live with you should clean their hands often as well.
- Keep any wounds clean and change bandages as instructed until healed.
- Avoid sharing personal items such as towels or razors.
- Wash and dry your clothes and bed linens in the warmest temperatures recommended on the labels.
- Tell your healthcare providers that you have MRSA. This includes home health nurses and aides, therapists, and personnel in doctors' offices.
- Your doctor may have more instructions for you.

ADVANCE DIRECTIVES

What are advance directives?

An advance directive is a document that tells doctors and hospitals about the medical care you want if you are unable to make decisions. An advance directive can also include if you want to donate your organs after you die. If you become seriously ill, injured, or suffer a loss of mental capacity, an advance directive can:

- (1) Choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are too sick to tell them yourself; and
- (2) Designate a person to make medical decisions for you if you are unable to make those decisions yourself.

Why should I consider writing an advance directive?

If you become unable to make decisions for yourself, those who care for you won't have to guess what you want. It also prevents disagreements with family members who may have trouble deciding on your treatment.

What instructions should I consider including in my advance directive?

If you are worried about certain treatments, the advance directive should state what you want and do not want. If there are medical conditions that would make you not want to have any medical treatment, including life-sustaining medical treatment that could keep you alive, you should put this in the advance directive. If you want all measures taken to keep you alive, you should also put this in the advance directive. You can list the treatment you want and don't want in the advance directive.

If you have questions regarding advance directives or would like to request a form to complete one, please ask your nurse or contact our patient advocate at 609.394.6336 or ext. 6336 from your hospital room phone.

National Resource Center on Psychiatric Advance Directives

Psychiatric advance directives are a relatively new way to legally document a competent person's specific instructions or preferences regarding future mental health treatment. Psychiatric advance directives can be used to plan for the possibility that someone may lose capacity to give or withhold informed consent to treatment during acute episodes of psychiatric illness. For more information, visit www.nrc-pad.org.

Federal Law on Advance Directives

The Federal Patient Self Determination Act (enacted in 1990) addresses the rights of healthcare (including mental health) users to stipulate in advance how they would like to be treated by healthcare providers when they are incapacitated. These wishes can be articulated by consumers in a specific document (an advance directive) or by appointing someone as a health care agent to speak for them.

The intent of the law is to provide an opportunity for adults to express their desires about medical treatment in advance, and to educate the entire population on advance directives. The law was enacted with the intent to offset a perceived imbalance between health care consumers and providers. For more information on planning for important health care decisions, visit caringinfo.org or call 1.800.658.8898.

TRENTON HEALTH INFORMATION EXCHANGE

As part of the Trenton Health Team, Capital Health is participating in the Trenton Health Information Exchange, which allows us to make computerized medical records more accessible to other participating health care providers. This health information could include reports about your illnesses, injuries, allergies, medicines, and test results.

For more information about the Trenton Health Information Exchange or the Trenton Health Team, visit www.TrentonHIE.org or pick up a brochure at registration.

NURSE BEDSIDE SHIFT REPORT

The nurse bedside shift report takes place when the nurses going off and coming on duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions, and share important information with your nurses. Nurse bedside shift reports do not replace the conversations you have with your doctor.

When does this happen?

Every day between 7 and 7:30 a.m. and 7 and 7:30 p.m. It usually lasts five minutes.

What should I expect?

During a nurse bedside shift report, the nurses going off and coming on duty will:

- Introduce themselves to you and anyone with you. The nurse coming on duty will write his or her name and phone number on the white board in your room.
- Invite you to take part. You should decide who else can take part with you.
- Talk with you about your health, including the reason you are in the hospital, what is going on with your care, and patient goals for the shift.
- Check the medicines you are taking. The nurses will look at your IVs, injuries, and bandages. They will also follow up on any tests that were done or lab work that was ordered.
- Encourage you to ask questions and share your concerns. If needed, the nurse coming on duty may come back after the bedside shift report to spend more time discussing your concerns.

What should I do?

- Listen. You are an important part of the health care team. We want to make sure you have complete and timely information about your care.
- Speak up. If you have questions or concerns, nurse bedside shift report is the perfect time to raise them.
- Ask questions if something is confusing. If the nurses use any words or share any information you don't understand, feel free to ask them to explain it.

We want to make sure that you get the best care possible. If you have any concerns about the quality or safety of your care during your hospital stay, please let your nurse, nurse manager or doctor know.



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