

For our patients

# Patient Handbook



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## Our Community

Texas Health Hospital Rockwall is proud to serve Rockwall County and the surrounding areas. Most of our staff live and work here therefore we have a particular interest in providing the best care possible to you – our neighbors, friends and families. It is also important to us that we serve our community in other ways, including through a variety of charities and civic organizations.

You will find members of our staff as well as our volunteers participating in a number of organizations that are important to them and their families. These include: American Heart Association Heart Walk, Helping Hands, Women in Need, Heart of Heath, Meals on Wheels, Children’s Advocacy Center, many churches and schools as well as through programs sponsored by our local Chambers of Commerce. It is a privilege to serve our communities with these fine organizations.





# A Message From Cindy Perrin

## President, Texas Health Rockwall

On behalf of the entire staff at Texas Health Rockwall, I want to welcome you as our patient and our guest. Every aspect of the care we provide is centered around you and your family. It is our mission to provide an exceptional experience and we strive to achieve this by anticipating your needs and exceeding your expectations in everything we do.

As professionals in healthcare, we know there is no place where superior service is more crucial than a hospital. After your stay you may receive a confidential patient satisfactory survey either by mail or email. We greatly appreciate your feedback and ask you to complete the survey at your soonest convenience. Doing so will help us improve the patient experience for everyone we care for. It will also help us reward and recognize staff members. Please complete a "Rock Star" form, located throughout the hospital, or click the "Nominate a Rock Star" tab on our website at [TexasHealthRockwall.com](http://TexasHealthRockwall.com)

Should you desire to discuss your care at anytime, please let a caregiver know or contact me at 469-698-1502 or by email at [Cindy.Perrin@phrtexas.com](mailto:Cindy.Perrin@phrtexas.com)

On behalf of our caregivers, I thank you for choosing Texas Health Rockwall and trusting us to care for you.

Yours truly,

**Cindy Perrin, FACHE**  
**President**

## Texas Health Rockwall

**Main Campus**  
3150 Horizon Rd.  
Rockwall, TX 75032

**North Rockwall  
Emergency Room**  
2265 North Lakeshore Dr.  
Rockwall, TX 75087

## TexasHealthRockwall.com

### Important Phone Numbers

Main Number	469-698-1000
North Rockwall ER	972-216-8300
Admitting	469-698-1060
Scheduling	469-698-1100
Billing Questions	1-800-715-7210
Cafeteria	469-698-1694
Medical Records	469-698-1750
Patient Relations	469-698-1511
Pastoral Care	469-698-1192
Security/Lost and Found	469-698-1008
Complaints and Grievances	469-698-1647
Case Management	469-698-1657

# Bedside Reporting

## Nursing Leadership

Thank you for choosing Texas Health Hospital Rockwall. In an effort to offer you more personalized care, our nursing staff conducts change of shift reports at the bedside. This means that when our nursing staff changes shifts, they will meet with you in your room to introduce the oncoming nurse, review your history and treatment, and answer any questions you may have.

Bedside reporting is implemented on nursing units

- to increase safety
- to provide you with the opportunity to be more directly involved in your care
- increase your participation in your plan of care

We encourage you to be involved in these meetings by

- listening to the report, commenting and asking questions along the way
- taking this opportunity to ask questions regarding your plan of care which may include your medications, diagnostic tests or procedures

Prior to bedside reporting please tell your nurse which members of your family or visitors may be present so that we may protect your privacy. Keep in mind that sensitive information may be shared including your medical history, treatment plan, test results, diagnoses, etc.



## Quiet Time

The caregivers at Texas Health Rockwall understand the importance of rest to the recovery and healing of our patients and has designated daily Quiet Time from 2 to 4 p.m. During this time we will attempt to limit interruptions in patient rooms whenever possible and reduce noise in the hallways and corridors. We will also encourage guests to conclude their visits or limit their conversations outside the patient room.

To signal Quiet Time hours a chime will sound and lighting in some areas will dim. Noise reduction methods will be in place; however, please know that all services and care will continue without hesitation.

If you have any questions, please ask your nurse or patient care technician who will be happy to give you more information.

# Know Your Caregivers

**RN/LVN**  
Royal Blue



**Respiratory Therapy**  
Navy Blue



**Radiology**  
Teal



**Pharmacy**  
Wine



**Laboratory**  
Black



**Clinical Nutrition**  
Eggplant



**Patient Care  
Technicians Paramedics**  
Pewter



**Physical Therapy**  
Hunter Green



**Breast Care**  
Hot Pink



**Food & Nutrition Services**  
Deep Berry



**Cardiac Rehab**  
Navy Blue



**Environmental Services**  
Stone (Khaki)



**Materials Management**  
Navy



**Patient Sitter**  
Steel Grey



**Volunteer**  
Kelly



**Patient Access**  
Royal



**Unit Secretary**  
Teal Green (Caribbean)



**ITS**  
Maui Blue



# Speak Out

## Patients are Urged to Speak Out to Prevent Health Care Events

Everyone has a role in making health care safe – doctors, nurses, technicians, leaders and YOU. Health care organizations across the country are working to make health care safety a priority. You, as a patient, can also play a vital role in making your care safe. Be an active, informed member of your health care team.

The “Speak Out” program at Texas Health Rockwall, urges patients to get involved in their care. Such efforts to increase patient involvement are supported by the Joint Commission on Accreditation of Healthcare Organizations and the Centers for Medicare and Medicaid Services. This guide gives simple advice on how you, as the patient, can make your care a positive experience.

## Communication

- White boards are provided in each room to communicate with you. Please feel free to add information you wish to share with your care team.
- Expect health care workers to introduce themselves when they enter the room and look for their name badge.
- Ask a family member or a friend to be with you and to be your advocate. If you think you don’t need help now, you might need it later.
- Take part in every decision about your care.
- Ask for an interpreter if you are deaf, hearing-impaired or if English is not your first language.
- If you have a test, ask about the results.
- If you have questions or concerns about your care and safety or want to report an incident, talk to your nurse, charge nurse, nurse manager or doctor. If you still have concerns, contact Patient Advocacy/Quality at extension 1647 during business hours Monday - Friday or ask to speak with a House Supervisor.
- When you go home, make sure you understand your discharge instructions. You should know what medications you will be taking, when and how to take them, dietary guidelines and a safe activity level.

## Safe Use of Medications

- Bring a list to the hospital of all medications that you take. This includes prescription and over-the-counter medicines and any vitamins and herbs.
- Tell your nurse and doctor of any allergies you may have to foods, drugs, latex, fabrics, etc.
- Ask for information about your medicines in terms you can understand.
  - » How am I supposed to take it and for how long?
  - » What side effects are likely?
  - » Is this medicine safe to take with other medicines or dietary supplements I am taking?
  - » What food, drink or activities should I avoid while taking this medicine?
- Let your nurse know if a medication looks different from what you expect.
- While you are in the hospital, it is our policy that you take only the medicines given to you by your nurse.
- Your doctor may be adjusting your dose or prescribing a new medication, so take only what is given to you by your nurse. Send all personal medications home with your family or support person.



## Speak Out

- S** Speak out if you have questions or concerns. If you don’t understand, ask again. You have a right to know.
- P** Pay attention to the care you are receiving. Understand what care is being administered to you, and ask questions as they arise.
- E** Educate yourself about your diagnosis, medical tests you may be undergoing and your care plan.
- A** Ask a trusted family member or friend to be your advocate.
- K** Know the medications you take and why you take them.
- O** Only caregivers with proper name badges should care for you.
- U** Understand your care plan. Ask questions if you don’t understand a procedure.
- T** Together, we all make the best health care team during your stay with us.

# Patient's Rights and Responsibilities

We at Texas Health Rockwall believe that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and well-being of our patients. Therefore, we strive to treat patients with respect and with full recognition of human dignity. Decisions regarding health care treatment will not be based on race, creed, sex, national origin, age, disability, or sources of payment. As a patient of Hospital:

## Your Rights As A Patient

1. You have the right to a reasonable response to your request and need for treatment or service, within the hospital's capacity, its stated mission, and applicable laws and regulations.
2. You have the right to be informed about which physicians, nurses and other health care professionals are responsible for your care.
3. You have the right to the information necessary for you to make informed decisions, in consultation with your physician, about your medical care including information about your diagnosis, the proposed care and your prognosis in terms and a manner that you can understand before the start of your care. You also have the right to take part in developing and carrying out your plan of care.
4. You have the right to consent to or refuse medical care, to the extent permitted by law, and to be told of the risks of not having the treatment and other treatments which may be available.
5. You have the right to reasonable access to care. Although the Hospital respects your right to refuse treatments offered to you, the Hospital does not recognize an unlimited right to receive treatments that are medically ineffective or non-beneficial.
6. You have the right to care that is considerate and respectful of your personal values and beliefs. The Hospital strives to be considerate of the ethnic, cultural, psychosocial, and spiritual needs of each patient and family. The Hospital acknowledges that care of the dying patient includes care with dignity and respect, management of pain, and consideration for the patient's and family's expression of grief.
7. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the Hospital.
8. You have the right to have your family take part in your care decisions with your permission.
9. You have the right, to the extent permitted by law, to have your legal guardian, next of kin, or a surrogate decision maker appointed to make medical decisions on your behalf in the event you become unable to understand a proposed treatment or procedure, are unable to express your wishes regarding your care, or you are a minor. The person appointed has the right, to the extent permitted by law, to exercise your rights as a patient on your behalf.
10. You and your appointed representative have the right to take part in ethical questions that arise during your care.
11. You have the right to communicate with family, friends and others while you are a patient in the Hospital unless restrictions are needed for therapeutic effectiveness. You also have the right to receive visitors of your choosing including a spouse, a domestic partner (including a same-sex domestic partner), family members, and friends. This right is subject to any clinically necessary or reasonable restrictions imposed by the Hospital or your doctor. You also have the right at any time to refuse to have visitors.
12. You and your legal representative have the right to access the information contained in your medical record in a timely manner subject to state and federal law.
13. You may request an explanation of your hospital bill, even if you will not be paying for your care.
14. You have the right to issue advance directives and to have doctors at the hospital and hospital staff follow your directives in accordance with state and federal law.
15. You have the right to personal privacy and for your medical information to be kept confidential within the limits of the law.
16. You have the right to receive care in a safe setting.
17. You will be informed about results of care including those that differ significantly from what was expected.
18. You have the right to be free from abuse or harassment.
19. You have the right to be free from restraints that are not medically necessary; restraints include physical restraints and medications.
20. You have the right to be free from seclusion and restraints for behavior management except in emergencies as needed for your safety when less restrictive means may have been ineffective.
21. You have the right to consent or refuse to take part in any human research or other educational project affecting your care. You also have the right to be given information about the expected benefits and risks of any research you choose to take part in and any alternative treatment that might benefit you. Refusing to take part in the research or project will in no way affect your care.
22. You have the right to have your pain assessed and managed properly and to receive information about pain and pain relief measures.
23. You have the right to obtain information concerning the relationship of the Hospital to other health care facilities as they relate to your care.

# Patient's Rights and Responsibilities *(continued)*

24. You have the right to submit a complaint to the Hospital regarding your care or regarding any belief you have that you are being discharged too soon. Your care will not be affected by submitting a complaint. The steps for doing so are at the end of this statement.
25. You have a right to request and/or be provided language assistance i.e. Interpreter services, if you have a language barrier or hearing impairment. This will be provided at no cost to you to help you actively participate in your care.

## Your Responsibilities As A Patient

Your contribution to your health care is vital, and you can be involved in the health care process by fulfilling certain responsibilities. As a patient, it is your responsibility to:

1. Provide correct, complete information about your medical condition and any past or current medical treatment.
2. Ask questions or acknowledge when you do not understand the treatment course or care decision.
3. Follow the treatment plan recommended by your physician and other health care professionals. If you choose not to follow your treatment plan, you are responsible.
4. Discuss with your doctor and nurse what to expect regarding pain and pain management relating to your illness, including a) options for pain relief, b) potential limitations and side effects of treatment for pain, and c) any concerns you have about taking pain medicines. It is your responsibility to ask for pain relief when pain begins and to tell your doctor or nurse if your pain is not relieved.
5. Be considerate of other patients and hospital employees.
6. Follow hospital rules regarding the conduct of patients.
7. See that payment of charges for your health care services are paid as promptly as possible. If a third party is paying these charges, you can assist the payment process by providing complete and correct financial and insurance information.

## Problem Resolution

Federal law gives every hospital patient the right to be informed of how to submit a complaint to the hospital relating to his/her care or relating to the belief that he/she is being discharged from the hospital prematurely. Each patient has the right to be informed of how the complaint will be considered including the response and resolution process developed by the hospital. The complaint resolution process is part of the Hospital's confidential Quality Improvement Program.

**An issue can be addressed most promptly by speaking with your nurse or another health care professional involved in your care. However, if you feel an issue is not being addressed appropriately, or if you need additional assistance, please call the House Supervisor which is available 24 hours a day, 7 days a week, at ext. 1788. If you are calling from outside the hospital, dial (469)698-1000.**

If you feel that your issue is not being resolved or addressed satisfactorily by the Hospital you may contact:

### Texas Department of State Health Services Health Facility Compliance Division

**Phone:** 1-888-973-0022

**Address:** 1100 W. 49th St., Austin, TX 78756

### The Joint Commission

**Email:** patientsafetyreport@jointcommission.org | **Fax:** 630-792-5636

**Mail:** Office of Quality and Patient Safety, The Office of Quality and Patient Safety, One Renaissance Blvd. | Oakbrook Terrace, IL 60181

Medicare beneficiaries with grievances regarding quality of care, coverage decisions or premature discharge, have a right to refer their complaint for review by the Quality Improvement Organization, a group of doctors who are paid by the federal government to review medical necessity, appropriateness and quality of hospital treatment furnished to Medicare patients. Contact:

### KePRO Region 6 – Arkansas, Louisiana, New Mexico, Oklahoma, Texas

**Toll-free:** 888-315-0636, **Phone:** 813-280-8256, **Fax:** 844-878-7921

**Address:** 5201 W. Kennedy Blvd., Ste. 900 | Tampa, Florida 33609

A patient who feels he or she has been discriminated against at Texas Health Rockwall (THRW) on the basis of race, color, national origin, disability or age has a right to file a complaint. The written account of the alleged discrimination should be sent or delivered to:

### Quality & Risk Department – Texas Health Rockwall Hospital

3150 Horizon Road | Rockwall, TX 75032 (Preferably within 30 days of the incident)



# Notice of Nondiscrimination

Texas Health Rockwall ("Hospital") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - » Qualified sign language interpreters
  - » Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - » Qualified interpreters
  - » Information written in other languages

If you need these services, please contact the hospital's Civil Rights Coordinator. If you believe that Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Texas Health Rockwall, Senior Director, Quality & Risk/Civil Rights Coordinator, 3150 Horizon Road, Rockwall, Texas 75032, 469-698-1000, fax 469-698-1501 or via email at Concerns@phrtexas.com. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance the hospital's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

## U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

# Financial Assistance

As part of our mission to improve the health and well-being of the people in the communities we serve we understand some may need assistance in fulfilling their financial obligation to the facility. In general, patients with family income at or below 200 percent of applicable federal poverty guidelines who lack sufficient funds to pay their bill are eligible for financial assistance. In addition, patients with significant medical bills and income above 200 percent of applicable federal poverty guidelines may be eligible for aid. Once eligibility is determined, a financial assistance committee will review the application to determine whether all or a portion of the patient's medical bill will be forgiven.

Patients who are unable to pay for all, or a portion of, their treatment may apply for assistance. All patients who believe they may be eligible are encouraged to apply by completing a financial assistance application. You may obtain an application by asking your nurse or calling the Financial Counselor.

## Multi-Language Interpreter Services

<b>Spanish</b>
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-312-4508.
<b>Korean</b>
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-312-4508, 번외로 전화해 주십시오.
<b>Tagalog</b>
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-312-4508.
<b>Urdu</b>
مدد کی زبان کو آپ تو بہ، بے اول سے اردو آپ اگر: بخ بردار 1-844-312-4508 کریں کال۔ بے بی دست یاب میں مفت خدمات کی۔
<b>German</b>
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-312-4508.
<b>Farsi</b>
تسه یلات که زید، می گوید که اگر کسی زبان به اگر: توه 1-844-312-4805. ب. گیری دت ماس.
<b>Gujarati</b>
જાણ: જો તમે જિરાતી બોલતા હો, તો અમારા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-312-4508.
<b>Japanese</b>
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-312-4508。まで、お電話にてご連絡ください。
<b>Vietnamese</b>
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-312-4508.
<b>Chinese</b>
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-312-4508。
<b>Arabic</b>
ملحوظة: إذا كنت تتحدث اذكر اللغة، فان خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 1-844-312-4508.
<b>French</b>
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-312-4508.
<b>Hindi</b>
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-312-4508, पर कॉल करें।
<b>Lao</b>
ໄປດຊາຍ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-814-312-4508.
<b>Russian</b>
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-312-4508.

# Patient Safety

## Fall Prevention

Patient falls are common but by working together we can prevent many falls from happening. Any patient can fall, no matter the age or condition, but most falls happen while the patient is walking to or from the bathroom. Review the information below to help prevent a fall from happening to you.

### Fall Facts

- Patient falls are common in the United States.
- Most falls happen while the patient is walking to or from the bathroom.
- Any patient can fall, no matter what their age or condition.

### Why Do Patients Fall?

#### Physical Condition

- Feeling weak, shaky or confused.
- Needing to make frequent trips to the bathroom.
- Taking certain medicines.

#### Hospital Environment

- Medical equipment.
- Chairs, tables and trash cans.
- Tubings and cords.
- Anything with wheels.

### How Can Your Family or Friends Help Keep You from Falling?

- Have your family stay with you.
- Place items you use often within easy reach.
- Call for assistance. "CALL DON'T FALL."

### What Can You Do to Keep Yourself From Falling?

- Call for help when you need assistance getting out of the bed or chair.
- Use the bathroom call light if you need help while on the toilet. Don't hesitate!
- Ask your family, friends and caregivers to help keep your room free of clutter.
- Ask the staff to clean up any spills.
- Wear your glasses or hearing aids.
- Ask the nurse to get non-skid slippers for you.
- Try to use the bathroom when assistance is offered.
- Eat your meals in bed or sitting in a chair – not sitting on the side of the bed.

## Hand Hygiene

Your health is very important to us. Cleaning hands is the best way to stop the spread of disease. Here are some facts about hand hygiene:

### What is Hand Hygiene?

- Cleaning your hands.
- This includes caregivers, family and visitors.

### How Can Hands be Cleaned?

- Wash with soap and water for at least 15 seconds, or use alcohol hand foam.
- Alcohol hand foam is located in the dispensers on the walls in patient rooms and in the hallways.
- No water is required when the alcohol hand foam is used.

### When Should Caregivers Clean their Hands?

- Your caregiver should clean their hands before and after taking care of you.
- A caregiver can be your nurse, doctor, the person drawing your blood or others.
- If your caregiver is wearing gloves, their hands should be cleaned before putting the gloves on and after they take them off.

### What Should You Do if you are Unsure Your Caregiver Cleaned Their Hands?

- It is your right to ask your caregiver if they have cleaned their hands.

### When Should you Clean Your Hands?

- Everyone should clean their hands often.
- You should clean your hands after using the restroom, before eating, after sneezing or coughing, or any time they are dirty.
- You can use soap and water or alcohol hand foam. Either of these is a good choice to protect your health.
- Let your visitors, family, friends and children know they should clean their hands too.

**If You Have Any Questions, Please Ask Your Caregivers.**

## Venous Thromboembolism (VTE) & Deep Vein Thrombosis (DVT) / Blood Clot

### How do I know if I have a Blood Clot?

There are certain signs that could mean you have a blood clot.

- Pain or swelling in your leg
- Skin on your leg is hot or discolored (red, purple, or blue)
- Numbness/tingling in feet (that you didn't have before)
- Shortness of breath (that you didn't have before)
- Pain in your chest, back or ribs which worsens when you take a deep breath
- Coughing up blood

Contact your health care provider immediately if you develop any of the above signs after your surgery.

### Blood Clots

- Blood tends to collect in the lower parts of your body, often in the lower leg.
- This makes your blood move around your body more slowly, which can cause a blood clot (also known as a thrombus) to form.
- Blood clots are common in people who are immobile, but may also occur in people who are unable to move around as much as normal.
- People having surgery are at risk for blood clots because they are inactive during the operation.

**A blood clot may develop in the body at any time during or after an operation. When a clot forms in one of the "deep veins" in your leg, thigh, pelvis, or arm it is known as deep vein thrombosis (DVT) or venous thromboembolism (VTE).**

### Risk Factors

Everyone who has an operation is at risk for developing a blood clot but some people have certain "risk factors" that make them more likely to develop one.

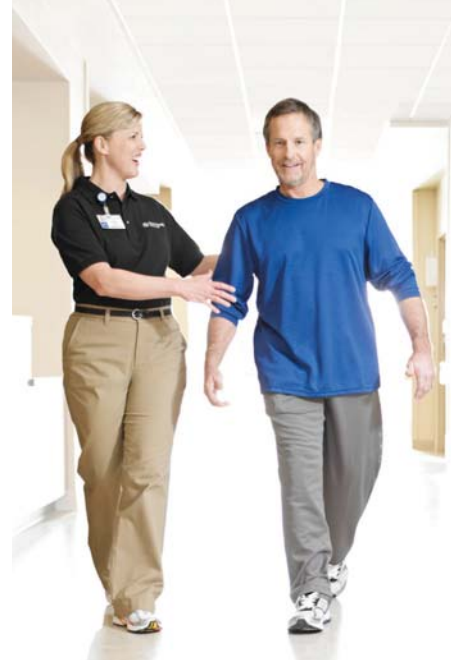
These risks include:

- You or a family member has had cancer
- You or a family member has had a blood clot before
- Varicose veins
- Obesity
- Over 60 years of age
- Uncontrolled high blood pressure
- History of heart attack
- Taking oral contraception or hormone therapy

### How Can I Reduce my Risk for Developing a Blood Clot?

#### Exercise:

- Point and raise your toes up and down.
- Make circular motions with your ankles.
- Walk frequently and as soon as you are allowed after surgery.
- Follow your health care provider's instructions regarding taking your medications, exercising, and how to prevent clots from forming.



### Important

Wear a Texas Health Rockwall patient identification bracelet on your wrist at all times during your stay. Make sure all staff check your band before any procedure, test or giving you medication. If the bracelet comes off, ask the nurse to replace it quickly.

# Smoking Cessation

## Smoking and Your Health

Cigarette smoking is the most preventable cause of illness and death in the United States. Each year more than one million children and adults start smoking cigarettes. Smoking causes illnesses, and people who smoke die earlier than those who do not smoke. Cigarettes are expensive, and smokers have higher medical costs over their lifetime than non-smokers. Not enough data exists regarding the safety of vaping therefore that is not a recommended alternative.

## Why Are Cigarettes Bad for You?

- Smoking increases your chances of getting cancer.
- If you already have heart or blood vessel problems and smoke, you are at even greater risk of having continued or worse health problems.
- Carbon monoxide is a harmful gas that gets into the blood and decreases oxygen going to the heart and the body.
- The younger you are when you start smoking, the greater your risk of getting lung diseases. You can develop conditions such as Chronic Bronchitis or Emphysema. Cigarette smoking also makes asthma worse.

## Second Hand Smoke

Second hand smoke has many of the same chemicals found in cigarettes. This kind of smoke increases your risk of cancer and heart disease. In young children, their risk of serious diseases increases. A child may also have more ear infections. Parents who smoke are also more likely to have children who grow up to be smokers.

## Quitting Smoking is One of the Most Important Things You Will Ever Do

The benefits from quitting smoking happen right away. Your sense of taste and smell will improve. Your body, clothes, car and home will not smell of tobacco smoke. As a former smoker, you will live longer than people who continue to smoke. Women who quit smoking before getting pregnant have a better chance of having a healthy baby. You will decrease the health risks of nonsmokers if you stop smoking. By stopping smoking, you will also save money.

## What Are My First Steps To Quitting?

Pick a date and mark it on your calendar. Ask a friend or spouse to quit with you. Clean out ashtrays and start putting them away. Start exercising. Write down a list of reason why you want to quit.

**If you want to quit or would like additional information, let your doctor, nurse or respiratory therapist know. They would be very happy to provide you with additional information and discuss with you the importance of quitting.**

**Texas Health Rockwall is a smoke free campus. If you are a smoker we can offer nicotine replacement therapy.**

## Referral Resources to Quit Smoking

### Medicine Plus

A service of the U.S. National Library of Medicine and NIH National Institutes of Health

Offers smoking cessation updates by email

Available resources include a Guide to Quitting Smoking by the American Cancer Society and Smokefree.Gov

View the latest news, treatments, coping strategies, videos and articles

[www.nlm.nih.gov/medlineplus/quittingmoking.html](http://www.nlm.nih.gov/medlineplus/quittingmoking.html)

### Nicotine Anonymous

12 step recovery program

Literature available in 5 languages, including Spanish

Cost – free

[www.nicotine-anonymous.org](http://www.nicotine-anonymous.org)

### The Quit Net

Associated with Boston University School of Public Health

Website support program

English and Spanish

User friendly

Free

[www.quitnet.org](http://www.quitnet.org)

### Quit Line –

#### American Cancer Society (Texas)

Telephone counseling: 3-6 sessions [scheduled appointments]

Other resources including low-cost nicotine replacement therapy

English and Spanish

Free

1-877-937-7848

# Relieving Your Pain

Relieving your pain is important to us. As a patient at Texas Health Rockwall, you have the right to prompt and attentive care related to your pain. This information sheet is provided as a guideline for helping you to have good pain relief. If you have any questions about this information or want more information, be sure to let us know.

## Why is Pain Relief Important?

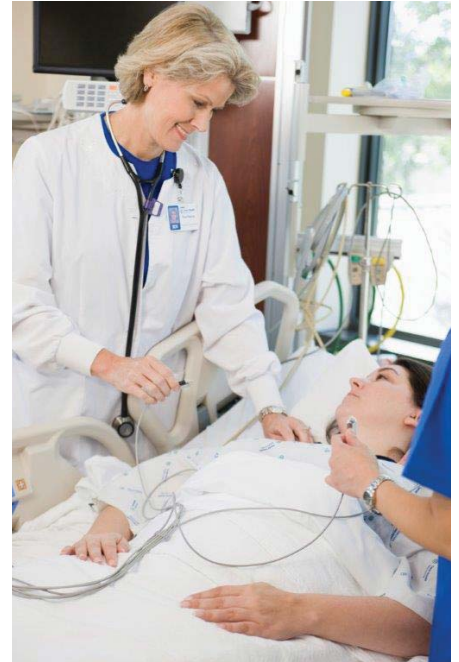
Pain causes suffering and delays recovery. Relieving pain improves sleep, appetite, mood, energy and activity level. Therefore, relieving pain can help you to heal faster and leave the hospital sooner. Tell your nurse or doctor when you have pain. Do not wait until your pain is severe because then it is harder to relieve.

### What to Ask the Doctor or Nurse:

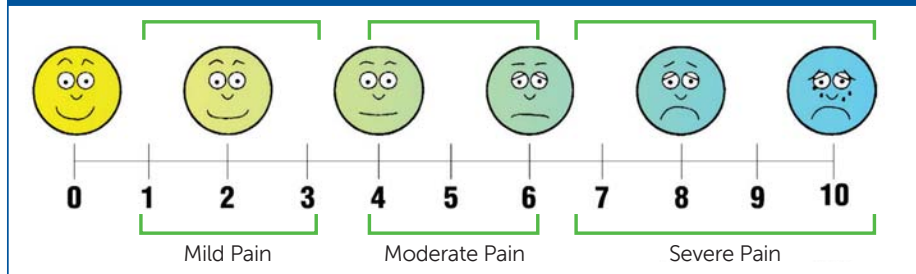
- Ask what will be done to relieve your pain
- Ask how much and when medicine may be taken
- Ask about effective non-medication approaches which can help your pain

### What to Tell Your Doctor or Nurse:

- Where you hurt
- How strong the pain feels
- What makes the pain feel better or worse



Help the doctors and nurses measure your pain by using the faces or numbers below.



Remember: You are not complaining when you tell us about your pain.

## What Can be Done to Relieve my Pain?

Pain medications are given to relieve your pain. These may not get rid of all your pain but they should lower your pain to a level that is acceptable. Other treatments, such as a massage, positioning, imagery, applying heat or cold, relaxation training and listening to music also effectively reduce pain.

## What Pain Medicines Will Be Used?

There are many types of pain medicines. The type used depends on the kind of pain. Opioids (also called narcotics) are often used for severe or moderate pain. Non-opioid medicines such as Tylenol, aspirin or Advil can also be used to relieve pain. Other drugs are often helpful – for example muscle relaxants and antidepressants.

Surgical pain is often controlled by the use of nerve blocks (or anesthetics) which allow motion to be maintained while aiding in the control of pain.

# Condition H - (HELP)

At Texas Health Rockwall, our patients and families are part of the patient safety team. We know that patients and families can, on occasion, become concerned or uncomfortable about the patient's medical condition.

Therefore, a Condition H program has been created to address concerns when a change in a patient's medical condition needs immediate medical attention and when the patient or a family member feels that the healthcare team is not recognizing the concern. Condition H provides a way to call for immediate medical assistance.

## When Should Patients/Families Call a Condition H?

When they are concerned about a noticeable change in the patient's medical condition that needs immediate attention but is not being addressed by the healthcare team.

After a patient or a family member speaks with healthcare team members, and a serious concern has emerged about how the patient's care is being given, managed or planned and the situation requires immediate attention (i.e., emergent situation).

## How Do Patients and Families Call a Condition H?

Pick up any hospital telephone and dial 5555. The Hospital Operator will ask for your name, the patient's name and room number, and the nature of the concern.

Pick up any hospital  
telephone  
**Dial 5555**

## What will happen when a Condition H is called?

A team of healthcare professionals will arrive within minutes in the patient's room to assess the patient's condition. Other healthcare professionals will be called as needed.

# Patient Education

Texas Health Rockwall offers its patients web based health education videos. You can watch the videos 24 hours a day before, during and after your hospital stay.

## Learn More About: Your Health

We consider you the most important member of your health care team. We want you to have the best and safest experience possible. To help answer questions regarding your procedure or diagnosis, your doctor may suggest you view an EMMI program.

## What are EMMI Programs?

EMMI programs are online tools that take complex medical information and make it simple and easy to understand. We offer EMMI programs for both adults and children and the programs can help you prepare for an upcoming procedure or manage a chronic condition. You have the option of watching the programs in the comfort of your home or we can assist you while you are here. All you need is access to the internet.

## Ready to Learn More?

Your prescribed EMMI program is waiting... just ask your nurse for more information!



# Protecting Your Valuables

The safest place for your valuables is always at home. We ask that you bring only essential items with you. Keep jewelry, cash, and laptop computers at home. We are not responsible for misplaced or lost personal items such as dentures, glasses, money or electronics. Should you bring any items with you, please ensure all personal items are stored in their intended cases with your name on it.

High-value items can be stored in the hospital's safe. Items can be retrieved upon discharge. If you want to use the hospital safe, please ask your care provider.

## What to do if Something is Lost

Tell your nurse as soon as possible if something is missing. Your nurse will help search for your misplaced item.

If items are suspected of being lost in the laundry, please notify your nurse so that environmental services can be contacted immediately.

## Keep in Mind

Existing rules forbid the use of locks on patient room doors. Texas Health Rockwall is not responsible for lost, stolen, or damaged valuables and personal property.



# There's No Place Like Home

## Dear Texas Health Rockwall Patient:

We are glad you chose Texas Health Rockwall to receive your care. While it is a privilege to serve you, our goal is to return you to a state of well-being and back to the comfort of home as soon as your physician allows.

Our goal is to discharge you as early as possible. Once your physician has deemed you ready to go home, a member of your care team will complete the discharge process and provide you with instructions necessary to continue your recovery after leaving the hospital.

It would also be a good idea to have your ride here as early as possible. Once your discharge time has arrived, your driver may pull into the circle drive at the front entrance to the hospital. Your driver may park in the main entrance driveway. We will have an employee accompany you to your car and assist you with your belongings.

We care about you and your family and encourage you to speak with your physician and nursing staff about any questions you may have regarding your discharge experience.

**Thank you,**

**Your Caregivers**





# Have you seen a "ROCK STAR"?

## Providing Excellent Service is Our First Priority.

When you encounter an employee who goes above and beyond please let us know so that we can recognize our incredible employees for providing service like a "ROCK STAR."

### *The Rock Star*

Employee Name: \_\_\_\_\_

Department: \_\_\_\_\_

### How Did This Employee Exceed Your Expectations?

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Your Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Please Check:

- Employee
- Patient
- Physician
- Family Member
- Volunteer
- Visitor

You may also nominate a "ROCK STAR" online at: [TexasHealthRockwall.com](http://TexasHealthRockwall.com)







*Texas Health Hospital Rockwall is a joint venture owned by Texas Health Resources and physicians dedicated to the community, and meets the definition under federal law of a physician-owned hospital. Doctors on the medical staff practice independently and are not employees or agents of the hospital. The hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.*

