

# Patient Handbook



LOMA LINDA  
UNIVERSITY

MEDICAL CENTER  
— MURRIETA

# Your Health at Your Fingertips

Discover the ease and convenience of accessing your health resources on the go. Take charge of your health record with **MyChart**.

VIEW YOUR LAB RESULTS AND PRESCRIPTIONS.

CONFIRM UPCOMING APPOINTMENTS.

PAY YOUR CO-PAYS AND BILLS.



GET CONNECTED THROUGH PERSONAL COMPUTER, TABLET AND SMART PHONE.

MESSAGE YOUR PHYSICIAN.

CHECK IN TO YOUR APPOINTMENT.\*

\*CHECK IN TO APPOINTMENT feature may not be available in all departments.

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Call 877-558-0090 to obtain your code to MyChart, then visit **[lluh.org/mychart](http://lluh.org/mychart)**.



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# Welcome

THANK YOU FOR TRUSTING US



**Thank you for choosing Loma Linda University Health to meet your healthcare needs.**



## **Motto**

To make man whole.

## **Mission**

To continue the teaching and healing ministry of Jesus Christ.

## **Vision**

Transforming lives through education, healthcare and research.



## **Learn more**

For more information on the resources available at Loma Linda University Health, visit **murrieta.lluh.org**.

Thank you for choosing Loma Linda University Medical Center – Murrieta for your medical care. Our intent is to provide you the highest quality medical care while you are with us. Throughout our network of hospitals, every member of our team focuses everything they do around our patients.

Since opening our doors more than 100 years ago, we have steadily built on our reputation as one of the world's leading academic medical centers. Throughout our existence, our mission has focused on continuing the teaching and healing ministry of Jesus Christ.

We understand that many people do not look forward to a hospital stay. We are committed to making your stay as safe and as comfortable as possible. We encourage you and your family to be active participants in your care. What you share with your healthcare team allows us to be responsive and sensitive to your needs.

This handbook has been created to anticipate many of your questions and concerns. I hope you find it useful as you complete your hospital stay. If you have any questions concerning information in this booklet, or our services or policies, please let any one of your caregivers know.

Prayers for you while you are here with us,  
Kerry Heinrich, JD, CEO  
Loma Linda University Health Hospitals

# About us

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE

Loma Linda University Medical Center – Murrieta is a 106-bed, acute care, non-profit hospital owned and operated by Loma Linda University Health.

For over 100 years, Loma Linda University Health has been at the forefront of advanced clinical care, educating physicians and scientists from across the globe, pioneering medical breakthroughs through research and advancing whole person health.

Opened in 2011, the Murrieta campus is the fulfillment of Loma Linda University Health’s goal to bring expert whole person care to Southwest Riverside County, providing comprehensive cardiovascular services, including trans-catheter aortic valve replacement (TAVR), complete cancer care, 24-hour emergency services, comprehensive mother and baby healthcare including expert high-risk pregnancy and neonatal intensive care, women’s health, children’s health, limb preservation, behavioral health, wound care and hyperbaric oxygen therapy.



## Values

**Compassion —** Reflecting the love of God through caring, respect and empathy.

**Integrity —** Ensuring our actions are consistent with our values.

**Excellence —** Providing care that is safe, reliable, efficient and patient centered.

**Teamwork —** Collaborating to achieve a shared purpose.

**Wholeness —** Embracing a balanced life that integrates mind, body and spirit.

## Parking



Patient and visitor parking is designated around the hospital.

# Phone directory

WE'RE HERE TO HELP YOU

KEY NUMBERS			
<b>Main</b>	951-290-4000	<b>Information Desk</b>	951-290-4001
<b>Admitting</b>	951-290-4200	<b>Lost and Found</b>	951-290-4000
<b>Billing</b>	909-558-4440	<b>Patient Relations</b>	951-290-4444
<b>Case Management</b>	951-704-1731	<b>Public Relations</b>	909-558-4111
<b>GI/Interventional Radiology</b>	951-290-4078	<b>Radiology Scheduling</b>	951-290-4360
<b>Gift Shop</b>	951-290-4072	<b>Security</b>	951-290-4000

## Patient Relations

The Patient Relations Department is here to make sure you have an excellent experience in every stage of your care. The department helps patients and families understand their rights and responsibilities and helps them navigate the healthcare experience. If you or a family member has a question or concern about your hospital stay, please let us know. We suggest you first discuss your concerns with your nurse, department manager and doctor. If your concern remains unresolved, the patient relations staff or a nursing supervisor is available to help you.

# Our commitment to care

PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.



## During your stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Patient Relations at 951-290-4444. You also have the right to file your complaint with either:

- + **CDPH Licensing and Certification Program**  
625 E. Carnegie Dr., Suite 280  
San Bernardino, CA 92408
- + **Office of Quality and Patient Safety  
The Joint Commission**  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: 630-792-5636  
Website: [www.jointcommission.org](http://www.jointcommission.org), then click "Report a Patient Safety Event" on the right side of the page



## Making a difficult healthcare decision?

Sometimes a healthcare choice can involve an ethical concern — such as a wish to decline life-saving treatment or a disagreement over advance directives (see p. 26). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact case management and social work at 951-290-4131.

## How are we doing?



We want you to be satisfied with your care. To help, speak up if we can:

- Respond more quickly to your needs.
- Explain things more clearly.
- Help keep your room clean or quiet.
- Ease your pain.
- Help you understand your medicine plan.

## Our commitment to care continued



### Our patient experience matters

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- + Doctor and nurse communication.
- + Medicine and discharge information.
- + Staff responsiveness.
- + Overall quality of the hospital environment.

If you're selected to receive this brief telephone survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

### Want to know how we score? \_\_\_\_\_



You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, uses HCAHPS results and other data: [www.medicare.gov/hospitalcompare/search.html](http://www.medicare.gov/hospitalcompare/search.html)
- The Leapfrog Group: [www.leapfroggroup.org](http://www.leapfroggroup.org)

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP): [www.hfap.org](http://www.hfap.org)
- DNV GL Healthcare: [www.dnvglhealthcare.com](http://www.dnvglhealthcare.com)
- The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)



# Rights and responsibilities

YOU HAVE THE RIGHT TO THE BEST CARE

## Patient rights

1. Receive considerate and respectful care.
2. Notify family, physician or others promptly of your admission to the hospital.
3. Know the names of the licensed healthcare practitioners who will be caring for you.
4. Receive information about your health status.
5. Make decisions regarding medical care.
6. Request or refuse treatment, to the extent permitted by law.
7. Be advised of any human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Receive reasonable responses to any reasonable requests made for service.
9. Have an appropriate assessment and management of your pain.
10. Formulate advance directives.
11. Have personal privacy respected.
12. Have confidential treatment of all communications.
13. Receive care in a safe setting.
14. Reasonable continuity of care.
15. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital.
16. Designate visitors of your choosing.
17. Have your wishes considered.
18. Examine and receive an explanation of the hospital's bill.



## Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Relations at 951-290-4444.

## Rights and responsibilities continued

### Patient responsibilities

1. Cooperating with the treatment plan recommended by the physician responsible for his or her care.
2. Accepting responsibility when refusing treatment or not following the physician's instruction.
3. Showing respect for other patients.
4. Being considerate of facilities and equipment.
5. Being respectful to employees and medical staff.
6. Notifying appropriate personnel if a language barrier exists.
7. Providing accurate and complete information about recent complaints and treatments.
8. Reporting unexpected changes in condition.
9. Informing appropriate personnel if they do not understand your treatment plan.
10. Ensuring that the financial obligations for healthcare are fulfilled as promptly as possible.
11. Following rules and regulations affecting patient care and conduct.
12. Bringing only those personal articles which are necessary.
13. Sending home all articles not absolutely necessary before being admitted to the unit.
14. Accepting full responsibility for articles taken or worn to the unit.
15. Providing clothing to be worn and transportation home upon discharge.
16. Understanding how to continue care after leaving the hospital.

To see the complete list of Rights and Responsibilities, please visit our website: <https://lluh.org/patients-visitors/patients/patient-rights-notice>.



# Your privacy matters

## PRIVACY AND HEALTH INFORMATION

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

### Who must follow this law?

- + Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
- + Health insurance companies, HMOs and most employer group health plans.
- + Health plans, medical groups, clinical review agencies and employer group trust plans.

### What information is protected?

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

### What rights do you have over your health information?

**Providers and health insurers must comply with your right to:**

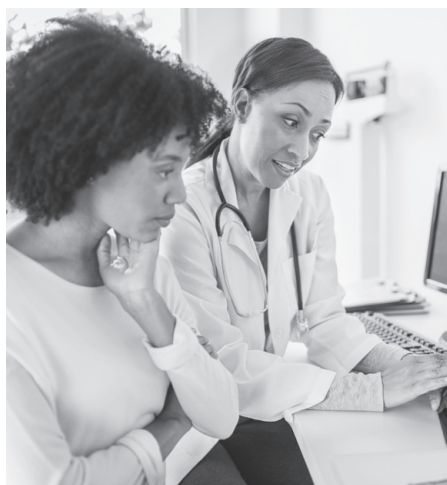
- + Ask to see and get a copy of your health records.
- + Have corrections added to your health information.



### Right to complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

## Your privacy matters *continued*



- + Receive a notice that tells you how your health information may be used and shared.
- + Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- + Get a report on when and why your health information was shared for certain purposes.
- + File a complaint.

### What are the rules and limits on who can see and receive your health information?

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

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

### Without your written permission, your provider cannot:

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



#### Medical records

Contact 951-290-4510 for copies of medical records.



#### Laws for alcohol and drug treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [www.samhsa.gov](http://www.samhsa.gov).

# Fast facts about your stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

## Bedside shift report

We want you to feel comfortable and cared for throughout the hospital stay, so at each nursing shift change — around 7 a.m. and 7 p.m. — the new nurse will be introduced. The team will talk about your progress, medicine and tests scheduled for the day, and you can ask questions as well.

## Café Amici

Location: Third floor of the Professional Office Building

### Hours:

Monday through Thursday:  
8 a.m.–3:30 p.m.  
Friday: 8 a.m.–2 p.m.

## Café Padrino

Location: First floor

### Hours:

Monday through Sunday:  
7 a.m.–2:30 p.m.  
Monday through Friday:  
4–7 p.m. and 10 p.m.–2 a.m. (late-night service hours)

All visitors are welcome to dine in the cafeteria.

## Vending machines

Located on the first floor at the entrance to the cafeteria and on the second floor next to the Surgery Waiting room.

## Calling your nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse,

press the NURSE call button. If you have any questions on how to use the call button, ask a staff member to show you.

## Cellphones

We ask that cellphones not be used near the bedside. If you take photos with your phone, please wash your hands and use the protective phone covering that was provided to you.

## Chaplain Services

The Chaplain Services team provides daily pastoral visitation and 24/7 on-call coverage. If you'd like a visit from a representative of your own faith tradition, our chaplains will gladly arrange a referral to one of our community clergy partners.

Phone: 951-704-1386

## Loma Linda University Medical Center – Murrieta Chapel

A chapel provides a quiet place for meditation and prayer. The chapel is open 24 hours a day and is located near the lobby area. If you'd like to reserve the chapel for a worship service, please contact Chaplain Services.

Phone: 951-704-1386

## Electrical appliances

Electrical powered devices normally designed for household use (shavers, radios, curling irons, fans) must be approved by the unit manager before use.

## Fast facts about your stay continued

### Fire safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

### Flowers and balloons

Flowers and balloons are not always allowed in a unit. Please speak with the patient's nurse before ordering them. Flowers are available for purchase in the gift shop at Loma Linda University Medical Center – Murrieta. Latex balloons are not allowed in the hospital.

### Gift shop

#### Hours:

Monday: 9 a.m.–7:30 p.m.

Tuesday: 9 a.m.–4:30 p.m.

Wednesday: 9 a.m.–4:30 p.m.

Thursday: 9 a.m.–7:30 p.m.

Friday: 9 a.m.–4 p.m.

Saturday: Closed

Sunday: 11 a.m.–3:30 p.m.

The gift shop does not accept checks, American Express or Discover cards.

### Guest trays

Guest meals are available for room service. You may purchase vouchers in the main cafeteria.

### Hearing impaired

We provide services for our deaf and hard-of-hearing patients and their families upon request. Contact your nurse for assistance.

### Hospital safe for valuables

At Loma Linda University Medical Center – Murrieta, we only hold valuables in the safe for urgent/emergent admissions, but if space is available, valuables can be stored in a hospital safe operated by the admitting office. However, we recommend that patients not bring valuables with them to the Medical Center.

### Hourly rounding

A nurse will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, and make sure you can reach your phone, call light and personal items easily.

### Housekeeping

Your room is cleaned once a day. If you need additional services, please ask your nurse.

### Interpreting services

We provide free interpreting services for patients and their families who are non-English speaking. Services are provided 24 hours a day, seven days a week, via in-person, phone or video.

### Lost and found

If an item is lost during your stay, please contact Patient Relations at 951-290-4444.

### Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your

home. You may take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the gift shop.

### **Medicines**

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

### **Patient meals**

Patient menus are based on, but not limited to, a lacto-ovo (dairy and egg) vegetarian diet, which matches the nutrition philosophy of the Seventh-day Adventist faith. Menus for patients with vegan preferences are available.

### **Personal belongings and valuables**

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Loma Linda University Medical Center – Murrieta cannot be responsible for replacing personal belongings.

### **Pharmacy**

Location: Third floor of the Professional Office Building

#### **Hours:**

Monday through Friday:

9 a.m.–6 p.m.

Phone: 951-290-4810

Fax: 951-290-4925

### **Photography**

Visitors are not allowed to take photographs of other patients, visitors, staff members or physicians without that individual's permission. Photography that is undertaken for the patient or at the request of the patient is appropriate as long as the photography does not violate any policy or the privacy of other patients, or interfere with the care of patients.

### **Smoking**

Loma Linda University Health is a leading healthcare organization in promoting healthy lifestyles and providing a healing environment. Tobacco use of any kind is prohibited inside and outside all Loma Linda University Health facilities or on adjacent properties owned/operated by Loma Linda University Health. This includes alternative forms of use such as electronic cigarettes.

### **Support groups**

Loma Linda University Medical Center - Murrieta offers a variety of classes and support groups to help you on your healthcare journey. Visit <https://murrieta.lluh.org/patients-visitors/support-services-groups> to learn more.

## Fast facts about your stay continued

### Telephone

All patient rooms have phones. To place a call within the hospital, see p. 4. To dial local, please dial 1-9-951, then the number. At this time, we are unable to support long-distance calls.

### TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV. **Ask your nurse how to take advantage of our educational channels.**

### Visiting information

Loma Linda University Health understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients.

### Visiting hours

To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time. Visiting hours are 24/7.

### Lobby hours:

Monday through Friday:  
5:30 a.m.–9 p.m.

Saturday and Sunday:  
9 a.m.–5:30 p.m.

**ICU hours:** No more than two visitors at a time.

Shift Change: 7–8 a.m. and  
7–8 p.m.

### After hours:

For after-hours check-in, please access through the Emergency Department.

### Visitor guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- + Do not visit if you have a cold, sore throat, fever or other illness.
- + Our hospitals are healing environments and any aggressive or threatening behavior will not be tolerated.
- + Ask before bringing foods, drinks or items that might trigger allergies — like balloons, flowers or perfume — into patient rooms.
- + Wash your hands before entering and leaving a patient's room.
- + Make sure all children have a supervising adult with them at all times.



# Seven key ways to take charge

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## 1. Speak up

Ask questions and voice concerns. It's your body and you have the right to know.

## 2. Pay attention

Always double-check that you are getting the right treatments and medicines from the right hospital staff.

## 3. Educate yourself

Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

## 4. Find a support person

Pick someone to help speak up for your care and needs during your stay.

## 5. Know your medicines

Understand what your medicines treat, why you need them and how to take them for the best results.

## 6. Check before you go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to [www.qualitycheck.org](http://www.qualitycheck.org) to learn more.

## 7. Participate in your care

You are the center of your healthcare team. Make sure you know what's happening every step of the way — from admission through discharge.



## Visiting the hospital

Family is respected as a part of the care team, and visitation is seen as part of the healing process. Out of respect for other patients' privacy, you may be asked to step out of the room during procedures or private or sensitive conversations. We encourage you to leave the hospital to get your rest so that you will be ready to participate in the care of your loved one the next day. If you are the primary caregiver, please ensure the staff has your phone number on record.

# Protect your health

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



**Remember!**  
Don't forget to tell the staff who you've picked to be your support person.

## Choose a support person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you — and stand up for your care.

### A support person can:

- + Ask questions you might not think of and write down information.
- + Double-check your medicines and treatments.
- + Watch for signs your condition is getting worse and ask for help.



**Name check**  
Always double-check your name with staff to avoid errors.

## Check IDs

While you are here, many people will care for you (doctors, nurses, aides) and these same people will care for many patients.

### To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff members do not check your ID. Any time staff members enter your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.

# Pay attention to your care

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## You can play an active role in your care with these tips:

- + Tell your nurse if something doesn't seem right.
- + Know what time you normally get medicine, and tell your nurse if you don't get it.
- + Request drawings or illustrations to help you learn about your condition.
- + Read and understand all medical forms before signing. Ask if you need information explained.
- + If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- + Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- + Talk to your doctor and family about whether you want life-saving actions taken.
- + Pay attention to the patient care board in your room.



## You are key

You are the most important member of your healthcare team.

- Understand your treatment.
- Ask questions.
- Speak up about pain.
- Know your medicines.
- Plan early for a successful discharge.

## And remember, take charge of your communication



**Ask about jargon:** If you hear a medical term you don't understand, ask what it means.

**Teach back:** After you get instructions or an explanation, repeat back what you thought you heard, so you can double-check that you understood.

**Take notes:** Write down any key facts your doctor tells you so you won't forget.

# Don't ignore pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



**You're the expert on your pain**  
Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

No one knows how much pain you are in but you. Tell your doctor or nurse when you feel pain or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

**Ask yourself, then share with your nurse.**

- + Where does it hurt?
- + When does it hurt?
- + Does it keep you from doing things — like sleeping, dressing, eating?

**Which words describe your pain?**

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> pressure  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> pulling   |
| <input type="checkbox"/> burning        | <input type="checkbox"/> radiating |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> searing   |
| <input type="checkbox"/> constant       | <input type="checkbox"/> sharp     |
| <input type="checkbox"/> cramping       | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> cutting        | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> dull           | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> numbing        | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> pressing       | <input type="checkbox"/> tightness |

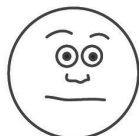
**How bad is it on this pain scale? Wong-Baker FACES® Pain Rating Scale**



**0**  
No Hurt



**2**  
Hurts Little Bit



**4**  
Hurts Little More



**6**  
Hurts Even More



**8**  
Hurts Whole Lot



**10**  
Hurts Worst

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# Stay safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## Prepare for surgery

**Before your procedure, make sure you and your surgical staff confirm:**

- + Your name.
- + The type of surgery you are having.
- + The body part to be operated on — in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

## Prevent falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

**To keep yourself safe:**

- + Use the nurse call button for help getting out of bed.
- + Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- + Wear nonslip socks or footwear.
- + Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



## Surgery reminder

Ask your surgeon to take a "time out" to check:

- You're the right person.
- Getting the right surgery.
- On the right body part.

# Heart attack & stroke signs

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## Recognize the signs and get help quickly

A heart attack or stroke is a medical emergency and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain.

Once you've had an event, you're at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

## Heart attack warning signs

The main symptom of a heart attack is chest pain or discomfort. It also can feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go.

The symptoms of a heart attack can be different for women. Women also may have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

## Stroke warning signs

Think **F.A.S.T.** when it comes to recognizing a stroke:

- F** **FACE DROOPING:** Does one side of your face droop or is it numb? Try to smile.
- A** **ARM WEAKNESS:** Is one arm weak or numb? Raise both arms. Does one arm drift downward?
- S** **SPEECH DIFFICULTY:** Is your speech slurred? Are you unable to speak? Try to say a simple sentence like "The sky is blue."
- T** **TIME TO CALL 911:** If you notice any of these symptoms, even if they go away, call 911 right away.

## Other sudden symptoms can include:

- + Numbness or weakness in your leg.
- + Confusion or trouble understanding.
- + Trouble seeing in one or both eyes.
- + Trouble walking, dizziness, loss of balance and coordination.
- + Severe headache with no known cause.

# Manage your medicines

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- + What is the name of my medicine?  
Generic name?
- + Why am I taking it? How will it help?  
When will it start working?
- + What dose? How often? How long?
- + What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- + What are possible side effects?  
What do I do if they happen?
- + Are there any foods, drinks or activities to avoid?
- + What do I do if I miss a dose?



## Prevent medicine errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine. (Hospital staff may scan your ID bracelet to double-check.)

## Remember, take charge of your medicines



Think you're due for your next dose? **Wondering if this new medicine can replace one you already take?** Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

# Help prevent infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

Sometimes a patient develops an infection from germs that enter the body at a surgery site or from germs carried on a piece of medical equipment. The good news is that we can prevent many of them, and you can help.

## Here's how you can help prevent infections in the hospital:

- + Ask anyone entering your room to wash their hands with soap and water or an alcohol-based hand sanitizer before and after they start working on you.
- + Ask your visitors to clean their hands every time they enter and exit your room. And ask them to follow any special instructions from your doctors or nurses, including precautions to be taken if you are in isolation for an infection.
- + Clean your own hands often with soap and water, especially after using the bathroom.
- + If you cough or sneeze, cover your mouth and nose with a tissue and discard the tissue right away. Then clean your hands.
- + Report any symptoms you have to your doctors or nurses.

## You may be prescribed an antibiotic while in the hospital:

Antibiotics are powerful, lifesaving drugs, but like all

drugs, they may have side effects and should only be used when necessary. There are some important things you should know.

- + Your healthcare team may run tests before you start antibiotics.
- + Within a few days, your healthcare team might change or even stop the antibiotic.
- + You may experience side effects from your antibiotic.
  - One negative effect of antibiotics is killing the good germs living in your intestine. This allows other bacteria such as *Clostridium difficile* (C. diff) to take over.
- + Another serious side effect of taking antibiotics is the risk of getting an antibiotic-resistant infection later.

## Please ask

As a patient or caregiver, it is important to understand your antibiotic treatment. Here are some important questions to ask your healthcare team.

1. What infection is this antibiotic treating and how do you know I have that infection?
2. What side effects might occur from this antibiotic?
3. How long will I need to take this antibiotic?
4. Is it safe to take this antibiotic with my other medications and supplements?



# Help prevent infections cont.

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

5. Are there special directions? Do I need to take it with food?
6. How will I be monitored to know whether my infection is responding to the treatment?
7. What tests may help to make sure the right antibiotic is prescribed for me?

*Antibiotic Treatment. Adapted from [www.cdc.gov/antibiotic-use](http://www.cdc.gov/antibiotic-use). Division of Healthcare Quality Promotion.*

## **If you are in isolation for an infection:**

- + Ask people entering your room to wear personal protective equipment (for example: gown, gloves or mask) if you are in isolation for an infection.

## **If you have a central line:**

- + Tell your doctor or nurse if the bandage covering where the tube enters your skin comes off, gets wet or is dirty.
- + Ask if you can shower with the lines in place and what precautions you should take while bathing.
- + Ask when the line can be removed and keep asking.
- + Ask your doctors and nurses to wash their hands with soap and water or use an alcohol-based hand sanitizer before handling the lines.

## **If you are on a breathing machine:**

- + Ask if the head of your bed should be raised.

- + Ask when you can try breathing on your own.
- + Ask when you can get out of the bed and start moving around.

## **If you have a catheter in your bladder:**

- + Ask when the catheter can be removed and keep asking.
- + Make sure the catheter bag is always below the level of your hips.
- + Do not twist, tug or pull on the catheter tubing.

## **If you are having surgery:**

- + Be sure your doctor knows about all your medical conditions.
- + Before the surgery, don't shave in the area where you'll be having surgery and your treatment.
- + Ask your doctor if there are any bathing instructions you should follow before you have surgery.
- + Ask if you will get antibiotics.
- + Do not let visitors touch your surgical wound or your dressing.
- + Let your doctors and nurses know right away if you develop a fever, your wound starts draining, your surgical site is red and swollen or you develop diarrhea.

# Staff definitions

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



## Medical team

Each patient is assigned to a medical team whose members rotate weekly. Each team includes an attending physician with a fellow, resident or nurse practitioner. Your bedside nurse can tell you who is on your medical team. Your support person is an important part of this team. By working together and trusting each other, families and the healthcare team can become partners in care.

**Attending** — an independently practicing physician who has completed their training in their chosen specialty or sub-specialty.

**Fellow** — a physician who has completed a residency program and is now acquiring sub-specialty expertise in their chosen field.

**Medical student** — a student who has completed a college

degree and is studying to become a physician.

**Resident** — physician who has finished medical school and is receiving training in a specialized area, such as surgery, internal medicine, pathology or radiology.

**Nurse practitioners (NP)** — advanced practice nurses who diagnose and treat a variety of health problems.

**Physician assistant** — licensed healthcare professionals who practice medicine with physician supervision.

**Specialty consultants** — commonly used in medicine when expert advice or specialty services are needed during a patient's stay. Commonly used consultants include surgery, genetics, cardiology, neurology, ophthalmology, and ear, eyes, nose and throat specialists.

# Staff definitions cont.

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



## **Nursing team**

The nursing team at Loma Linda University Medical Center is our frontline and the backbone of our staff. They constantly monitor the status of patients and ensure their well-being to maximize their emotional, physical and neurodevelopmental progress.

**Case manager** — this registered nurse (RN) works with you, your nurse, social worker and medical team to develop and implement a plan for providing medical equipment, home health services and further patient care after discharge.

**Charge nurse** — RN with unit experience who ensures that the nursing coverage matches the patient acuity needs.

**Clinical nurse specialist** — RN with advanced degree who consults with the medical team on matters of nursing practice or quality assurance and performance improvement.

**Lactation consultant** — provides inpatient support to postpartum and NICU mothers who are breastfeeding.

**Manager** — RN with bachelor's degree who supervises unit staff.

**Registered nurse (RN)** — provides individualized patient care, including administering medications and developing nursing-specific goals and interventions for patients.

- **Primary care RN** — bedside nurse who chooses to take primary responsibility for you.

**Team leaders/circulators (RN)** — group of nursing staff that helps to ensure that operations of the unit run smoothly for a shift.

**Unit director** — RN with a master's in nursing or higher. The unit director oversees all the nursing and ancillary staff who works in the unit.

# Advance directives

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE



One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with the Patient Relations Department or your nurse if you have any questions. Directives can include:



## Fill out your forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact 951-290-4200.



## Choose your care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

## Living will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

## Durable power of attorney

**For healthcare:** This is a legal document that names your healthcare proxy — someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

# For the caregiver

YOU ARE A VALUABLE PARTNER IN YOUR LOVED ONE'S RECOVERY

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

## What to know while you're here

The caregiver is an important part of the patient's hospital stay. To ensure you feel included and understand how you can be involved, please speak to the nurse taking care of your loved one. Where available, there are white Patient CARE Boards in the patient rooms. They have current information about the patient so you can stay informed. If you have a concern or need an answer from the healthcare team, there is a section on the board for us to write down your question.

## What to know before you leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- + **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen, including financial planning, transportation and scheduling.
- + **What new and former medicines does my loved one need to take?** Help your loved one understand the details — timing, dosing instructions, side effects, prescription refills, etc.
- + **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down as well as the name and contact number to call.

## Caregivers need care too



If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

- National Alliance for Caregiving: [www.caregiving.org](http://www.caregiving.org)
- Family Caregiver Alliance: [www.caregiver.org](http://www.caregiver.org)
- Caregiver Action Network: [www.caregiveraction.org](http://www.caregiveraction.org)

# Before you leave the hospital

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL



## A successful recovery starts with a solid plan before you go.

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

### To begin, review the following with your nurse:

- + Your after visit summary and discharge plan.
- + Your complete medicine list and instructions.
- + Your upcoming appointments.
- + What to do if you don't feel well.

### Not ready to leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medi-Cal or your insurance company.

### A reason to plan early



If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- [www.medicare.gov/nursinghomecompare/search.html](http://www.medicare.gov/nursinghomecompare/search.html)
- [www.medicare.gov/homehealthcompare/search.html](http://www.medicare.gov/homehealthcompare/search.html)
- [www.qualitycheck.org](http://www.qualitycheck.org)

# Checklist for discharge

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL

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

- After visit summary** — This includes why you were at the hospital, who cared for you, your procedures and medicines.
- Medicine list** — This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- Prescriptions** — Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- Follow-up care instructions** — Beyond medicine, these can include:
  - Foods or activities to avoid.
  - Tests or appointments.
  - How to care for incisions or use equipment.
  - Warning signs to watch for.
  - Daily living adjustments (like how to get into bed).
  - Who to call with questions.
- After-hospital services** — Know how much support you'll need in these areas:
  - Personal care: bathing, eating, dressing, toileting.
  - Home care: cooking, cleaning, laundry, shopping.
  - Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment.
- Local resources** — Ask your case manager for help finding local after-care services or other support groups.



## Outpatient pharmacy

Our outpatient pharmacy provides:

- 24-hour drug information.
- Personal consultations.
- Delivery to inpatients.
- Minimal wait times.
- Automated phone refill system.

Most insurances accepted.

Professional Office Building, Suite 326  
28078 Baxter Rd.  
Murrieta, CA 92563

Hours: Monday through Friday,  
9 a.m.–6 p.m.



## Teach-back method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.



## “Because We Care” call

All patients discharged to home will receive a post-discharge phone call.

# Understanding your bill

## WHAT YOU NEED TO KNOW



The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. **You'll receive bills for doctors, surgeons and specialists separately from the hospital.**



### Keep track

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together and review each one as it arrives.



### Need help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. Please call our Billing team at 909-558-4440.

### Medicare

If you have Medicare, we will ask you questions from the MSPQ (Medicare Secondary Payer Questionnaire) and fill out the form for you. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

### Also be sure to read your quarterly Medicare Summary Notices to review:

- + The amount your doctor(s) charged.
- + The amount Medicare approved and paid.
- + The amount you owe.
- + Your current deductible status.

If you have questions, call the customer service number listed on your Medicare statement.

### Coordination of benefits (COB)



COBs are not just from commercial payers. We are required to bill other responsible parties for auto insurance or workers' comp injuries.



## Commercial insurance providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill.

### EOBs show:

- + The amount billed by your doctor or hospital.
- + How much of that cost is covered by your insurance.
- + How much you owe.

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

## Self-pay patients and payment arrangements

We go to the bedside for all urgent/emergent self-pay admissions to offer help finding financial assistance. We will screen for possible links to Medi-Cal, self-pay discounts and/or charity. Patients and/or their representatives should call Patient Financial Services at 909-651-4177 to schedule an appointment for assistance.

### Commonly confused terms



**Deductible:** The amount you owe each year before your insurance begins making payments.

**Co-payment:** A flat fee you pay for a specific service, usually due at the time of service (we collect from Medicare patients later).

**Coinsurance:** The portion of your medical expenses that you're personally responsible for paying.

# Giving back

HELP US HELP OTHERS



## Healing Hands

As the premier medical organization in the region, Loma Linda University Health depends on the support of former patients and their families who received the best, most compassionate care possible. We also know that patients sometimes bond with their caregivers. That is why we created Healing Hands, a grateful patient program where you can make a gift to Loma Linda University Health and honor a physician or staff member who helped make your stay easier.

When you make a gift through Healing Hands, you have the opportunity to enhance the care at Loma Linda University Health and send a message to a caregiver who made your stay more comfortable. That recognition will let them know that their dedication did not go unnoticed and inspire them each day. If you have a caregiver you would like to recognize or to find out more about Healing Hands, please visit [lluh.org/healinghands](http://lluh.org/healinghands).