



PATIENT HANDBOOK

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WELCOME FROM THE ADMINISTRATOR

Welcome to Tyler ContinueCARE Hospital. Our hope is that your stay will be as pleasant as possible. We strive to provide high quality care and treat you with dignity and respect. Our goal is to provide you and your doctor a caring, friendly environment with quality services that will support your care.

This handbook has been prepared to answer the questions you and your family may have during your stay. If you have any questions we have not addressed, please feel free to ask any of our staff for assistance.

Our interdisciplinary team meets weekly to discuss the plan of care and goals for each patient. We invite your active participation working with the nurses and other professionals in development of that plan of care. A separate letter will be given to you by your case manager which more fully describes our care plan and interdisciplinary team process.

Thank you for choosing Tyler ContinueCARE Hospital.

PATIENT INFORMATION

ADMISSION

Arrangements for admission to Tyler ContinueCARE Hospital must be made by your physician, case managers, or a family member. Before being admitted, you or a member of your family will be contacted by a member of our staff if possible, so that any questions concerning our program can be answered and tours can be arranged.

It is important that you give us accurate and complete information about your health. This includes present health status, past illnesses, hospitalizations, medications, and other matters relating to your health. You are asked to have your family take your medications home or the nurse can have your medications stored with the pharmacy. Your doctor will be ordering all of your medications during your hospital stay.

ADVANCE DIRECTIVE

An Advance Directive is a legal document that states your choice about medical treatment when you are terminally ill. You may name someone to make decisions about your medical treatment if you are unable to make these decisions or choices yourself. An Advance Directive form is included in your admission information packet. If you have an Advance Directive, Durable Power of Attorney for Healthcare or Do Not Resuscitate consent form, provide this information to your nurse or case manager so it is made a part of the medical record.

IDENTIFICATION

While you are in the hospital, you will be asked to wear an identification bracelet. It is very important that you wear the bracelet so that your name and ID number will be visible at all times. If you are allergic to any foods or medications, you will get another bracelet to identify your allergy (ies).

In order to provide good communication among the staff caring for you, it may be necessary to list your name in a place where others may be able to view the information. If you object to your name being posted, please notify your nurse immediately.

YOUR TREATMENT TEAM

You and your family members are the most important members of the team. Your family's active support is encouraged. Your doctor who will manage your medical needs and treatment leads your clinical team. Your doctor may ask other doctors to help manage your care.

The members of our team work together setting goals and determining the best way to provide your care. The nursing team includes registered nurses (RN), assisted by licensed practical nurses (LPN) and nursing assistants. Respiratory therapists, occupational therapists, speech therapists, physical therapists, and dieticians may also provide care for you. Other support staff that might assist in your care includes laboratory technologists, radiology technologists, and pharmacists.

During your stay at Tyler ContinueCARE Hospital, different members of the team may give you information important to your care. This information will be placed in your education packet for you to take with you at discharge. If you have any unanswered questions, ask your nurse.

A case manager is the primary connection between you and other members of the treatment team and will coordinate your stay and make arrangements for your discharge, and provide you with referrals to community resources as necessary. If you need to speak to a case manager at any time, notify your nurse or call your case manager directly.

Doctors may visit at different times of the day, depending on his/her schedule. If you want your family members to be able to visit with your physician, a case manager can assist in making an appointment. If you have several family members visiting, it is best that you appoint one person to be the family spokesperson with your physician. A case manager may arrange a family conference with the clinical team.

VALUABLES/PERSONAL BELONGINGS

You are asked to leave your valuables at home or send them home with a family member or friend. If this is not possible, the hospital will secure small items (money, credit cards, jewelry, etc.) in the hospital safe. The hospital is not responsible for personal valuables you keep while in the hospital.

PATIENT RIGHTS AND RESPONSIBILITIES

As our patient, you can expect the following standards from Tyler ContinueCARE Hospital:

- Considerate and respectful care.
- Treatment with personal dignity.
- Complete information and necessary and/or informed consent prior to the start of any procedure or treatment.
- Complete information and informed consent approval regarding experimental procedures and/or refusal to participate will not result in any compromise of your care.
- Complete information from your physician concerning diagnosis, treatment, and prognosis explained in terms and language that you can understand (there is no cost to you for interpretative services).
- Autonomous decision-making; Informed decision-making is made possible through receipt of all information necessary from your physician prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include, but not necessarily be limited to, the specific procedure and/or treatment, the medically significant risks involved; the benefits of the procedure and/or treatment; the probable duration of incapacitation; and/or any medically significant alternatives for care or treatment. The patient has the right to know the name of the person responsible for the procedure and/or treatment.
- To have you actively involved and participating in the development and implementation of your plan of care and actively participate in decisions regarding your medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Respect for your privacy regarding visitors, examinations and medical discussions.
- Confidentiality of communication and records pertaining to your care.
- The right to accept or refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action.
- Reasonable continuity of care.
- Care and accommodations regardless of race, color, religion, national origin, cultural beliefs, sex, sexual orientation, gender identity, age, handicap or disability.
- The right to ask questions or complain and receive answers.
- The right to information about pain and pain relief measures; and the right to expect a quick response to reports of pain.
- The right to formulate Advance Directives and appoint a surrogate to make health care decisions on your behalf and have hospital staff and health care practitioners comply with these directives to the extent permitted by law. You or your designated representative has the right to participate in the consideration of ethical issues that arise in your care.
- The right to expect that within its capacity Tyler ContinueCARE Hospital will make reasonable responses to your requests for services or treatment. The health care facility will provide evaluation, service and/or referral as indicated by the urgency of the case. When medically permissible, you may be transferred to another facility only after you

have received complete information and explanation concerning the risks, benefits and alternatives to such transfer. The institution to which you are to be transferred will first have accepted you for transfer.

- The right to expect reasonable safety insofar as hospital practices and environment are concerned.
- The right to receive at the time admission, information about the hospital's patient rights policies, mechanism for the initiation, review and, when possible, resolution of your patient complaints concerning the quality of care.
- The right to access protective services.
- Access to information contained in your medical records within a reasonable amount of time and within the limits of the law.
- Obtain information as to any relationship of this health care facility to other health care and educational institutions insofar as your care is concerned. You have the right to obtain information as to the identity, professional status and existence of any professional relationships among individuals, by name, which are treating you.
- Examine and receive an explanation of your bill regardless of the source of payment and have timely notice prior to termination of your eligibility for reimbursement by any third-party payer for the cost of your care.
- The patient's guardian, next of kin or legally authorized responsible person has the right to exercise to the extent permitted by law the rights delineated on behalf of the patient if the patient has been adjudicated incompetent in accordance with the law; if the patient is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure; if the patient is unable to communicate his/her wishes regarding treatment; or if the patient is a minor.
- The right to be free from all forms of abuse or harassment.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- The right to be informed about outcomes of care, including unanticipated outcomes.
- The right to unrestricted access to communication; and the right to expect that any communication restrictions are explained in a language that you understand at no cost to you.

In order for us to serve you to the best of our abilities, we ask you to follow these patient responsibilities:

- Cooperate with hospital rules and regulations.
- Provide accurate health and medical information.
- Follow prescription for care and treatment.
- Ask for pain relief when pain first begins and notify the nurse or physician if it is not relieved.
- Be considerate of the rights and property of patients, hospital employees, equipment and facilities.

PATIENT COMPLAINTS/GRIEVANCES

If you have a problem, complaint, or concern, contact your Charge Nurse (903) 525-1632 or Case Manager at (903) 531-4948. If your complaint is not resolved in a timely fashion or to your satisfaction, please notify Tyler ContinueCARE Hospital Administration. If your concern is of an ethical nature, we will refer you to the Ethics Committee, otherwise, we will do our best to resolve any concerns you may have in a timely manner.

You may contact the Administration of Tyler ContinueCARE Hospital at any time if you have questions, concerns, or complaints, please call (903) 531-4942.

INFORMING PATIENTS OF THE COMPLAINT PROCESS:

- Organizations using the Center for Improvement in Healthcare Quality (CIHQ) accreditation for deemed-status purposes must inform patients, or their surrogate decision-maker, of the right to file complaints regarding quality-of-care concerns or safety issues to CIHQ. The patient /surrogate decision maker is not required to notify the organization prior to filing the complaint.
- The address and contact information for initiation of a complaint or grievance with the Center for Improvement in Healthcare Quality (CIHQ) is:
 - Online: <https://cihq.org/complaint>
 - By Mail: Center for Improvement in Healthcare Quality
P.O. Box 3620
McKinney, TX 75070
Attn: Chief Executive Officer
 - By Phone: 512-661-2813
 - By Fax: 805-934-8588

PATIENT MEALS

Your meals are prepared according to your physician's orders and may be ordered via room service during the following hours:

- Breakfast: 6:15 am to 7:00 pm
- Lunch and Dinner: 10:30 am to 7:00 pm

Your nurse will provide you with an appropriate menu based on the diet ordered by your physician. If you have any special requests or questions, ask your nurse to contact the dietary department to help you. Your meals will be delivered to your room, usually within 45 minutes of ordering.

PAIN MANAGEMENT

Keeping your pain under control is important to your well-being. By doing this you will be able to eat better, sleep better, move around more easily, and visit with friends and family.

Frequently asked questions include:

What should I tell my doctor and nurse about my pain?

- Where the pain is.
- When the pain started.
- How the pain feels – sharp, dull, throbbing, steady, burning, tingling, aching are common ways that pain is described.
- Pain constant or comes and goes.

What makes the pain better?

- You will communicate the amount of pain you have to your nurse and other team members according to the scale of 0 = no pain & 10 being the greatest.

Will I become addicted to pain medicine?

- Addiction rarely occurs when you take narcotics for pain relief as directed by a doctor.
- There are many pain medications that are not addictive. Ask your doctor about other pain medicines that are available.

Who needs pain medicine?

- Everyone, regardless of age, can experience pain. The very young, the very old and those with impaired communication who have difficulty expressing the pain they are experiencing.

Remember

- Your doctor and other clinical staff only know what you have told them about your pain. Try to express what you are feeling and answer all questions you are asked about the pain as best you can.
- Request and take your medicine before the pain is too bad.
- It may take a combination of medicines or different medicines to control your pain.
- Good pain control is an important part of the healing process and part of your treatment plan.

How can I relieve my pain without medications?

- Ask your doctor about alternatives.

SPECIAL COMMUNICATION NEEDS

If you have impaired hearing or speaking skills, or limited English proficiency and need services such as qualified sign language interpreter, use of a TDD telephone, writing materials or a language interpreter you will be provided with the required aids and/or interpreter at no cost to you. If you need an interpreter, please notify the nursing supervisor.

CARDIOPULMONARY RESUSCITATION

Cardiopulmonary Resuscitation (CPR) and other life-saving treatments are automatically provided to you if your heart stops beating or you are not breathing. If you do not wish to be resuscitated, you need to tell your doctor. Your doctor will then complete a DNR order to include in your medical record.

SECURITY

Tyler ContinueCARE Hospital strives to provide a safe and secure environment for you and your family members/visitors. The hospital has systems in place to address issues of security, and has security personnel available. Should you feel threatened in any way, please notify your nurse.

CHAPLAIN

Your spiritual and cultural values are important to us. Our philosophy includes recognizing your social, spiritual and cultural values. We have a chaplain available to you; however, we encourage you and your family members to ask your own clergy person to visit you. You may request chaplain services by contacting your nurse or case manager.

ETHICS COMMITTEE

The Ethics Committee of Tyler ContinueCARE Hospital is available to you if you have concerns about treatment decisions.

- Contact the Charge Nurse at (903) 525-1632.

DISCHARGE FROM THE HOSPITAL

You, your family, doctor and treatment team determine when you are well enough to leave the hospital and your doctor writes the discharge order. We suggest you send flowers and gifts home the day before discharge.

When the doctor has notified you that you may leave the hospital, the nurse will start your dismissal process and will review with you the doctor's orders for your care at home. Before you leave, please make sure you have your personal belongings, any valuables in the safe, medications, education packets, and prescriptions. When your family arrives, nursing staff will escort you to your vehicle.

You may be transferred to another facility, if your doctor determines that it's the appropriate level of care. Transportation may be provided by a private family vehicle, lift van or ambulance, and will be arranged for you.

ORGAN DONATION

If you are interested in organ donation please speak to your doctor, nurse, or case manager.

STATEMENT OF NONDISCRIMINATION

Tyler ContinueCARE Hospital does not exclude, deny benefits to or otherwise discriminate against any person on the basis of race, color, religion, national origin, cultural beliefs, sex, sexual orientation, gender identity, age, handicap or disability on admission, treatment, or participation in, or receipt of the services and benefits of any of its programs and activities, or in employment. For further information about this policy, contact the hospital Administration, (903) 531-4942.

GENERAL INFORMATION

VISITING HOURS

Visiting hours have been changing frequently due to the COVID-19 Pandemic. Our hospital's staff will communicate visiting hours and information to you.

HOURLY ROUNDING

Someone from your care team will round on you hourly, at a minimum, during the day and every two hours at night to monitor your condition and ensure your needs are met. If you have special requests for rounding during the night please discuss with your nurse or the charge nurse. However, to ensure your safety we prohibit requests that eliminate rounding for prolonged periods of time such as "Do Not Disturb".

SMOKING POLICY

Tyler ContinueCARE Hospital is a smoke-free facility. Smoking is not permitted inside the hospital, including e-cigarette or vaping devices. If your doctor writes an order for you to be able to smoke, your nurse will handle arrangements for you.

MAIL AND FLOWERS

Incoming letters, packages and flowers will be delivered to your room through the nurses' station. Outgoing mail may be left at the nurses' station. Any mail delivered after your discharge will be promptly forwarded.

TELEPHONES

To make local calls, dial 9 + the number you wish to reach. Dial 0 for operator assistance. There is no charge for local calls. You may use a calling card or credit card to make long distance calls. Long distance calls cannot be charged to Tyler ContinueCARE Hospital.

MEDICAL RECORDS

If you require a copy of your medical records, you must complete an appropriate authorization for the release of information. Contact the Health Information Management Department at (903) 606-4648 Monday through Friday from 8:00 a.m. to 4:30 p.m.

FIRE ARMS/WEAPONS

Except for law enforcement officers, firearms and weapons of any kind are strictly prohibited from the grounds and buildings operated at Tyler ContinueCARE Hospital.

FIRE DRILLS

Periodic fire drills are held for the Tyler ContinueCARE Hospital staff to keep you and your visitors safe from harm. Fire evacuation routes are posted throughout the hospital. In the case of a fire alarm, the hospital staff will direct you to the appropriate exit.

NOTES

THINGS TO ASK MY DOCTOR