



Jefferson County Hospital

PATIENT GUIDE

PLEASE KEEP AT BEDSIDE UNTIL YOU ARE DISCHARGED HOME

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WELCOME

Thank you for choosing Jefferson County Hospital (JCH) for your healthcare needs. Our providers, nurses, clinical team members, and business office personnel are here for you and your family.

Whether you are being cared for in one of our inpatient units, emergency department or outpatient settings, we are committed to fulfilling our mission which is, *"providing compassionate and exceptional healthcare while improving our community's health"*. As an accredited critical-care hospital with 18 beds, we continue to upgrade our equipment and facilities so we can further improve your access to the latest medical technology.

We are committed to making everyone's time in our facility as convenient and pleasant as possible. Most importantly, we want everyone who enters through the doors of JCH to get well and stay healthy. We truly care about your experience here. To help us ensure that we are meeting your needs, I encourage you to share your thoughts regarding any services received, with any member of the JCH team and/or complete any patient satisfaction questions you may receive. We really do rely on your feedback as we focus on improving all we do at JCH.

I welcome your comments and invite you to contact me directly if you have any concerns about any aspect of your stay, or your family's stay at our facility. I will personally see to it that we do our best to meet your expectations. You may reach me at 580-228-2344 x210 or via email at jp.edgar@drhealth.org.

Thank you for putting your trust in Jefferson County Hospital!



J.P. Edgar BSN, RN, RRT
President

Mission Statement

Providing compassionate and exceptional healthcare while improving our community's health.

Vision Statement

To strengthen our capabilities through partnerships and growth. Our independence will keep us responsive to the needs of our communities.

AMENITIES

TV

- Selected standard cable television channels are available in each patient room. See page 15 for guide.
- TVs are controlled by a hand-held TV remote in your room.

Cafeteria and Room Service

- With *At Your Request Room Service Dining*, each patient will enjoy a unique dining experience similar to hotel room service. What makes it so special is that patients can order what they want, when they want, between 7:00am and 5:00pm. There are built-in safeguards to ensure each patient meets the dietary restrictions and nutritional needs with each order.
- Guest trays are also available for \$6.00.
- A vending machine is located in the front lobby.

Interpretation Services

- Interpretation services are available to non-English speakers and the ASL/hearing impaired patients. Closed captioning is available on all patient televisions.

Pastoral Services

- The chapel is always open west of the main hospital entrance.
- Pastoral care is available. Patients and visitors may simply ask your nurse to request a volunteer chaplain.

Personal Belongings and Valuables

- Personal care items such as cell phones, 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.

AMENITIES

Personal Belongings and Valuables Cont.

- You may ask your nurse to provide you with a personal belongings case to store these types of items.
- Leave valuables like jewelry, medications, or cash at home, or give them to a trusted relative or friend to watch over.
- A hospital safe is available if you would like valuables secured. Please let your nurse know if you have this need.
- DRH Health is not responsible for replacing lost or damaged personal belongings and valuable personal items.

WiFi

- For those individuals with laptops or handheld devices, our main hospital area is WiFi-enabled. To access our WiFi, use the password "JCHGuest".

Tobacco-Free Campus

- JCH is a tobacco-free campus. Use of any and all tobacco products and electronic cigarettes is prohibited in hospital and clinic buildings, surrounding facilities or in adjacent property areas.

Visiting Hours

- DRH Health promotes a patient/family centered environment. We recognize and support the value of family and friends in the healing process. Visiting guidelines at DRH Health are for the benefit of the patient. Visitor restrictions may be necessary for clinical care needs, infection control purposes, security, privacy or at the patient's request. The hospital entrance will be locked from 5:00pm to 8:00am. Visitors may enter through the Emergency Department while the main hospital entrance is locked.

Visitor Guidelines

- Visitors should not have a cold, sore throat, fever, or other illness.

AMENITIES

Visitor Guidelines Cont.

- Avoid noisy, disruptive behavior to respect the healing of all patients.
- Ask before bringing food, drinks, or other items like balloons, flowers, or perfume that may trigger allergies of patients.
- Ensure all children have a supervising adult, other than the patient, with them at all times.

DRH Recording Policy

- To protect the privacy of our patients, visitors, and co-workers, personal recordings (photos, videos, audios) and transmissions of clinical treatments are not permitted. Recordings of non-clinical activities are permitted only in private areas, such as patient rooms and only with the consent of everyone recorded. Caregivers may at any time request that patients and visitors stop recording an event if it interferes with care or is disruptive to others.

MyCare Patient Portal

- MyCare is an online tool that goes a step beyond displaying information by helping you manage your healthcare easily and securely. Lab and radiology reports, visit history, health summaries, allergies, immunizations, medications list, upcoming appointments, and billing information are some of the features available on MyCare.
- Visit our website at www.drhhealth.org and click on the MyCare link to access.
- If you do not already have login information established, click on the “sign up” link to complete the enrollment questionnaire.

Advanced Directives

- Advanced Directives can protect your rights if you ever become

AMENITIES

Advanced Directives Cont.

mentally or physically unable to choose or communicate your wishes regarding medical treatment. Ask your physician or nurse for more information.

Patients as Partners

- As part of our commitment to exceptional care, we ask each patient to become a partner in the process. This simply means that you will take an active role in decisions and choices that relate to your treatment and recovery.
- Keep your hospital identification bracelet on at all times. We may ask your name and date of birth often in order to ensure your safety.

Fall Prevention

- While in the hospital, illness, procedures, medications, or simply lying down longer than usual can make you less steady and more prone to falls. To stay safe:
 - Unless you have permission to get out of bed on your own, please call for assistance.
 - Always have help getting in and out of a wheelchair.
 - Do not leave your nursing unit without telling your nurse.
 - Wear non-skid socks or shoes.

Medication Safety

- Medications are an important part of your care during hospitalization and when you return home. Our goal is to ensure your safest possible use of medication. You can help us by asking questions and providing information.
- We will ask about medications you take at home. Please provide an accurate list of prescribed, over-the-counter, and nutritional supplements that you use.

AMENITIES

- It is also important to provide us with the name of any medications that you may not be able to take due to allergies.
- We want to ensure you understand the purpose and potential side effects of medications we give you in the hospital.
- Please ask your physician or nurse if you have any questions. When it's time to be discharged, we will provide you with an updated list of medications you should take home. Please make sure you understand this list before you leave our care. Take the list with you to your next healthcare appointment.

Safe Patient Handling Program

- Patient and team member safety is a priority. Our Safe Patient Handling Program includes equipment, tools, and policies to reduce manual lifting and the risk of injury to the patient or team member.
- Our team members will use appropriate equipment when moving and lifting patients. Team members will explain how the equipment is used for your safety and comfort.

It's OK to Ask

- Proper hand hygiene is everyone's responsibility. Everyone caring for you should clean their hands. If you do not see the doctor, nurse or other health care provider clean their hands with soap and water or use a waterless alcohol hand rub when entering your room to provide care, it is OK to ask.
- Be an active participant in the hand hygiene process by also reminding your visitors to clean their hands.

AMENITIES

Patient Concerns

- A safety or quality concern that has not been addressed by the hospital management and/or Patient Relations to your satisfaction may be reported directly to:

Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117








Phone: 1.405.271.6576

Email: medicalfacilities@health.ok.gov



MEDICATION SIDE EFFECTS FACT SHEET






This fact sheet will provide you with information about the most common side effects of the medicines you may take during your hospital stay. If you have more questions or concerns, please ask your nurse.

REASON FOR MEDICINE	MEDICINE NAMES GENERIC (BRAND) EXAMPLES	COMMON SIDE EFFECTS (MAY CAUSE)
Pain Relief 	<ul style="list-style-type: none"> • Fentanyl • Hydrocodone/ Acetaminophen (Norco) • Hydromorphone (Dilaudid®) • Morphine • Oxycodone/ Acetaminophen (Percocet®) • Iramadol (Ultram®) 	<ul style="list-style-type: none"> • Dizziness/Drowsiness • Constipation • Queasiness/Throwing Up • Rash • Confusion
Queasiness or Throwing Up 	<ul style="list-style-type: none"> • Ondansetron (Zofran®) • Promethazine (Phenergan®) • Scopolamine patch 	<ul style="list-style-type: none"> • Headache • Constipation • Tiredness/ Drowsiness
Heartburn or Reflux 	<ul style="list-style-type: none"> • Esomeprazole (Nexium®) • Pantoprazole (Protonix®) • Famotidine (Pepcid®) 	<ul style="list-style-type: none"> • Headache • Diarrhea
Lowers Cholesterol 	<ul style="list-style-type: none"> • Atovastatine (Lipitor®) • Simvastatin (Zocor) • Pravastatin (Pravachol) 	<ul style="list-style-type: none"> • Headache • Muscle Pain • Stomach Upset
Blood Thinner to Stop or Breakdown Bloodclots 	<ul style="list-style-type: none"> • Enoxaparin (Lovenox®) • Heparin • Warfarin • Apixaban (Eliquis) • Rivaroxaban (Xarelto) 	<ul style="list-style-type: none"> • Risk of Bleeding
Stop Blood Clots From Being Made 	<ul style="list-style-type: none"> • Aspirin • Clopidogrel (Plavix®) • Ticagrelor (Brillinta) • Prasugrel (Effient) 	<ul style="list-style-type: none"> • Stomach Upset • Risk of Bleeding
Heart Rhythm Problems 	<ul style="list-style-type: none"> • Amiodarone (Pacerone®) • Digoxin (Digitek®) 	<ul style="list-style-type: none"> • Dizziness • Headache

Continued on next page

MEDICATION SIDE EFFECTS FACT SHEET

Continued

REASON FOR MEDICINE	MEDICINE NAMES GENERIC (BRAND) EXAMPLES	COMMON SIDE EFFECTS (MAY CAUSE)
<p>Lowers Blood Pressure & Heart Rate</p> 	<p>Calcium Channel Blockers</p> <ul style="list-style-type: none"> • Diltiazem (Cardizem (CD)) <p>Beta Blockers</p> <ul style="list-style-type: none"> • Atenolol (Tenormin®) • Carvedilol (Coreg®) • Metoprolol (Lopressor®, Toprol XL®) 	<ul style="list-style-type: none"> • Headache • Dizziness/Drowsiness
<p>Lower Blood Pressure</p> 	<p>ACE Inhibitors, Angiotensin Receptor Blockers:</p> <ul style="list-style-type: none"> • Benzapril, Captopril, Enalapril, • Lisinopril, Quinapril • Telmisartan (Micardis®) 	<ul style="list-style-type: none"> • Cough • Dizziness
<p>Antibiotic for Bacterial Infections</p> 	<ul style="list-style-type: none"> • Amoxicillin / Clavulanate (Augmentin®) • Cefazolin (Ancef®) • Ceftriaxone (Rocephin®) • Cefoxitin • Clindamycin (Cleocin®) • Levofloxacin (Levaquin®) • Metronidazole (Flagyl®) • Piperacillin / Tazobactam (Zosyn®) • Vancomycin (Vancocin®) 	<ul style="list-style-type: none"> • Upset Stomach • Diarrhea • Rash/Flushing • Headache
<p>Helps With Inflammation</p> 	<ul style="list-style-type: none"> • Celecoxib (Celebrex®) • Dexamethasone (Decadron®) • Ibuprofen (Motrin®) • Ketorolac (Toradol®) • Prednisone 	<ul style="list-style-type: none"> • Stomach Upset • Sleeplessness
<p>Calm Nerves or Makes You Sleepy</p> 	<ul style="list-style-type: none"> • Diazepam (Valium®) • Lorazepam (Ativan®) • Midazolam (Versed®) • Temazepam (Restoril®) • Zolpidem (Ambien®) 	<ul style="list-style-type: none"> • Dizziness/ Drowsiness • Headache • Confusion



PREVENT HOSPITAL INFECTIONS

Superbugs

A superbug is a germ that causes a bacterial, viral, or fungal infection, that doesn't respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E.coli, and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.

Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, 1 in 25 patients contract a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

Type	How It Starts	Symptoms	Prevention
Catheter-Associated Urinary Tract Infections (UTI)	Germs enter your urinary tract while using a tube to drain urine	<ul style="list-style-type: none">• fever• burning• pain• bloody or frequent urination	<ul style="list-style-type: none">• clean hands before touching area• keep urine bag below level of bladder to prevent back flow• don't tug, pull, twist, or bend the tube• secure catheter to your leg and ask every day if it's still needed
Surgical Site Infections	Germs affect the site of your surgery - either on your skin or internally	<ul style="list-style-type: none">• redness• pain• drainage of cloudy fluid• fever	<ul style="list-style-type: none">• do not shave surgery site (irritation increases risk of infection)• clean hands before touching area• don't let visitors touch or dress your wound• ask your nurse to show you how to care for your wound
Central Line-Associated in Blood Stream Infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest, or groin	<ul style="list-style-type: none">• red skin and soreness at site• fever• chills	<ul style="list-style-type: none">• clean hands before touching area• make sure staff wears gloves, gown, cap, mask, and sterile drape when handling tube• speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore• avoid touching tube or letting visitors touch tube• ask that tube be removed as soon as possible

DON'T IGNORE PAIN!

Take Charge of Your Care.

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, 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?

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.

Non-medication pain management may also be of benefit, such as ice, heat, music, and position changes. Ask your nurse about these options. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



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

UNDERSTANDING YOUR BILL



Take charge of your payments

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.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. 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 MSNs (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 statement.

Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will forward your claim based on the information you provide at registration. Approximately a month after you leave the hospital, you'll receive 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

UNDERSTANDING YOUR BILL

Continued

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan. Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Understanding Coordination of Benefits (COB)

COBs occur when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies. To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

Need Help?

If you don't understand something on your bill, or if you're having difficulty paying your bills, let us know. A patient representative can work with you and guide you to services that can help. 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.

TV CHANNEL LISTINGS

- | | |
|--------------------------|------------------------|
| 2 Community Channel | 21 Hallmark |
| 3 Guide Channel | 22 Insp |
| 4 ABC | 23 FOX News |
| 5 CBS | 24 CNN |
| 6 NBC | 25 Lifetime Television |
| 7 FOX | 26 HGTV |
| 8 PBS | 27 SYFY |
| 9 ESPN | 28 TBS |
| 10 ESPN 2 | 29 TLC |
| 11 NBC Sports | 30 TV Land |
| 12 Fox Sports | 31 TNT |
| 13 ESPN News | 32 USA |
| 14 Animal Planet | 33 EWTN |
| 15 History | 34 A&E |
| 16 Freeform | 35 Hallmark Movies |
| 17 AMC | 36 Disney Channel |
| 18 Turner Classic Movies | 38 Accuweather |
| 19 National Geographic | 39 RFDTV |
| 20 FX | 40 ID |



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