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Pioneers Memorial Healthcare District is the only hospital in Imperial County to be DNV certified by the prestigious ISO 9001:15 Quality Management System—the most widely accepted management system used throughout the world.

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Stay Safe
You can contribute to healthcare safety.

OUR ADDRESS
207 W. Legion Rd.
Brawley, CA 92227
760.351.3333

www.pmhd.org 760.351.3333
Dear Patient,

We know you have choices when deciding who will serve your healthcare needs. Thank you for choosing Pioneers Memorial Hospital.

We strive to ensure you receive quality care, starting with your physician backed by our highly trained nursing and healthcare team. We are here to listen, assist you in your treatment and recovery, and return you to the best possible health.

If you have a need, please let one of us know and we’ll make every effort to respond quickly.

It is important to us that you understand your treatment plan, are knowledgeable about your medications and what to expect when you leave Pioneers.

Knowing that privacy and confidentiality are of the highest importance, we have ensured each of our team members has been thoroughly trained to protect your rights.

Let us know how we can make your time with us as easy and comfortable as possible, and again, thank you for choosing Pioneers Memorial Hospital.

Sincerely,

Larry Lewis, CEO
Pioneers Memorial Healthcare District
“We are all ONE”
Pioneers Memorial Hospital is a highly recognized 107-bed acute care facility accredited by Det Norske Veritas (DNV), committed to providing quality healthcare and complemented by a wide array of community education.

Located in Imperial Valley in southeastern California, Pioneers is the culmination of the dreams of many people who were involved in the planning and development of this hospital, which opened its doors in 1950. Pioneers is technologically advanced for a hospital of its size.

Within our hospital, we offer a modern 16-bed emergency facility. We are a Level IV trauma center with an excellent reputation, where patients are seen promptly by qualified medical providers.

The Phyllis Dillard Family Medical Center houses both surgical and obstetrical services. If the surgery requires an overnight stay, we will make you comfortable in our medical/surgical unit. There our nursing staff will see to your special healthcare requirements necessitated by the surgical process.

Pioneers Memorial Healthcare District has been certified by DNV full certification to the ISO 9001:15 Quality Management System Standards, and is the only hospital in Imperial County to receive this certification.

ISO 9001:15 is the most widely accepted quality management system in use around the world.
Our Commitment to Care

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn’t resolved, please contact our patient relations hotline at 760.351.3508 (24 hours daily) with your complaints or concerns. You may call at any time during or after your stay.

In addition, you have the right to file a complaint. Written complaints can be mailed to:

Pioneers Memorial Healthcare District
Attn: Administration
207 W. Legion Road
Brawley, CA 92227

Written complaints will be acknowledged within seven to ten days.

CMS mandates that grievances are resolved within 30 days. Complex issues may take several weeks for final resolution. A letter will be sent describing resolution of the reported concern. If matters are not resolved to your satisfaction, you may contact the California Department of Public Health toll-free at 866.706.0759 or write to them at:

California Department of Public Health
San Diego South District Office
7575 Metropolitan Drive, Suite 211
San Diego, CA 92108

Ethics Committee

When a healthcare choice also involves an ethical concern—such as a family member’s wish to refuse life-sustaining treatment or a disagreement between family members or other caregivers concerning advance directives—decision-making can become overwhelming. Our Ethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or other staff member. To find out more, or to request a consultation, please speak with your nurse.
PMHD Hospital Telephone Directory

MAIN NUMBER
760.351.3333

Patient Billing
760.351.3322

Administration
760.351.3250

Gift Shop
760.351.3349

Nursery
760.351.3247

Nursing Supervisor
(24 hours a day,
seven days a week)
760.351.5500

Social Services
760.351.3295

Calling a Department
from WITHIN
the Hospital?
Dial the last four digits
of the number.

For outside calls, dial 9.

Admissions
Inpatient & Outpatient 760.351.3331
   Open 7:00 a.m. – 4:00 p.m.
   After 4:00 p.m. call 760.351.3277
Emergency Room 760.351.3130
Surgery Admissions 760.351.4451
   Open 5:00 a.m. – 4:30 p.m.
Maternity Pre-Registration 760.351.4501
   Open 8:00 – 4:30 M-F

Calexico Health Center 760.768.6262
Cancer Institute 760.351.3737
Cardiopulmonary Services 760.351.3291
Case Management 760.351.3295
Chief Nursing Officer 760.351.3265
Community Education 760.351.4500
Definitive Observation Unit (DOU) 760.351.3200
Diabetes Education 760.351.4495
Digestive & Liver Disease 760.351.4466
Health Information –
   Medical Records 760.351.3261
Intensive Care Unit (ICU) 760.351.3100
Joint Replacement 760.351.3506
Laboratory 760.351.3269
Lactation Center 760.351.4502
Marketing/Public Affairs 760.351.4494
Medical/Surgical Department 760.351.3229
Nuclear Medicine 760.351.3281
Obstetrics 760.351.3239
Pediatrics 760.351.3491
Physical Therapy
   Pioneers Health Center 760.351.4400
Rehabilitative Services 760.351.3288
Radiology (X-Ray) 760.351.3281
Specialty Center 760.351.4999
Surgery 760.351.3285
Surgical Health 760.351.3444
Vascular Access Center 760.351.3336
Wound Clinic 760.351.4848

Please visit us at www.pmhd.org.
Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the HCAHPS survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S. After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple-choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable!

What Is HCAHPS?
The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

Hospital Compare
is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. www.medicare.gov/hospitalcompare

Det Norske Veritas (DNV)
has created quality and safety standards for healthcare organizations. DNV reviews, accredits and certifies healthcare organizations that meet its high standards.

You are part of the team

COMMUNICATE It’s your health; don’t be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There of many other people in the hospital who also need help; please be patient as doctors and nurses attend to everyone.
What Is Condition H?
The “H” stands for Help. Patients and families can call for help, which initiates a team of professionals to review the situation and respond quickly and appropriately to your needs. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency.

HELP Line for Families: DIAL 4444

When to Call
You can call for Condition H:
- If there is a noticeable change in the patient’s condition that needs immediate attention and the healthcare team is not recognizing or addressing the concern.
- After speaking with a member of the healthcare team, you continue to have serious concerns on how care is being given, managed or planned.

Warning Signs That a Patient Is Getting Worse
- Changes in the heart or respiratory (breathing) rate
- Change in blood pressure
- Changes in urinary output (much more or much less urine)
- Change in level of consciousness
- Any time you are worried about the patient

How to Call
- Dial 4444 and press your call light.
- The operator will ask for your name, the patient’s name, room number and the concern.
- We want you to know that Condition H makes you our healthcare partner, a part of our team—and that contributes to safer care.
During Your Stay

Visitors can be good medicine for patients. Family members and friends are welcome to visit; however, patient care is the primary concern at Pioneers Memorial Hospital. In order to enhance the quality of care, specific visiting hours and regulations have been established for each nursing unit. Anyone with a cold or cough should not visit a patient in any nursing unit.

The following are general guidelines for visitors:

- Visitors and patients may not smoke in the patient room in the hospital or anywhere on the grounds. We are proudly a smoke-free facility.
- Visitors must dress appropriately and must wear shirts and shoes.
- No more than two visitors are allowed at the bedside at one time.
- No latex balloons.
- No photographs or video recordings are allowed in order to protect our patients.
- Visitors in semiprivate rooms should be considerate of both patients.
- Individuals with colds, sore throats or any contagious disease should not visit patients.
- Visitations should be kept short.
- Visitors should maintain a quiet environment and avoid any unnecessary noise.
- Any personal information about the patient and his or her diagnosis is confidential. Information may only be released to those the patient designates. Out of respect for the patient’s privacy, our nursing staff cannot release a patient’s detailed medical status.

Visiting Hours

We encourage visitors; however, the ICU is restricted from 7:00 a.m. to 8:00 a.m. and 7:00 p.m. to 8:00 p.m. for shift change report. We encourage only two visitors in the room at a time.

Emergency Room

Open 24 hours

Surgery Center Admission

5:00 a.m. to 4:30 p.m.

PMHD Services on TV

Learn about all of Pioneers Memorials Health services by tuning to PMH-TV on Channel 97.
Where’s the Cafeteria?
The cafeteria is located between the gift shop and the elevators in the main hospital building.

WEEKDAY HOURS:
Breakfast
7:30 a.m. to 9:30 a.m.
Lunch and Dinner
11:00 a.m. to 6:30 p.m.

WEEKEND HOURS:
Breakfast
8:30 a.m. to 10:00 a.m.
Lunch and Dinner
11:00 a.m. to 5:30 p.m.

Cafeteria
The cafeteria is open weekdays from 7:30 a.m. to 9:30 a.m. and 11:00 a.m. to 6:30 p.m., except for 15 minutes between 3:00 p.m. and 3:15 p.m. The cafeteria is open weekends and holidays from 8:30 a.m. to 10:00 a.m. and 11:00 a.m. to 5:30 p.m. Visitors are welcome to eat in the cafeteria any time it is open. If a visitor or family member wants to eat in a patient’s room, trays are available to take to the patient’s room.

Maternity Care Services
To assist our patients in a faster recovery, we have established:

Quiet Time
2:00 p.m. to 5:00 p.m.

Maternity Pre-Registration
8:00 a.m. to 4:30 p.m. Monday through Friday

Reception Areas
There are designated waiting areas for visitors near the Emergency Room, Intensive Care Unit and the Phyllis Dillard Family Medical Center, as well as on the second floor of the hospital near the patients’ rooms.

Public Restrooms
Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.
TV
Televisions are provided for each patient. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Channel listings are below.

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Univision</td>
</tr>
<tr>
<td>9</td>
<td>FOX-KECY</td>
</tr>
<tr>
<td>11</td>
<td>NBC-KYMA</td>
</tr>
<tr>
<td>12</td>
<td>Channel Lineup</td>
</tr>
<tr>
<td>13</td>
<td>CBS-KSWT</td>
</tr>
<tr>
<td>33</td>
<td>KPBS</td>
</tr>
<tr>
<td>38.3</td>
<td>CNN</td>
</tr>
<tr>
<td>40.1</td>
<td>Disney</td>
</tr>
<tr>
<td>40.3</td>
<td>ESPN</td>
</tr>
<tr>
<td>95</td>
<td>Free Premium Movies (Eng)</td>
</tr>
<tr>
<td>96</td>
<td>Free Premium Movies (Spa)</td>
</tr>
<tr>
<td>97</td>
<td>PMH-TV (Pioneers Information)</td>
</tr>
</tbody>
</table>

For everyone’s health and safety, please do not use patient bathrooms.

Parking
Parking for visitors is available in the lot directly in front of the hospital. Additional parking is available on the west end of the facility and across the street from the main campus. Parking is free and available 24 hours a day, seven days a week. Visitors are cautioned not to park in reserved areas or certain designated areas. Please be sure cars are locked. If an escort to the car is needed, please call security by contacting the 24-hour switchboard at extension 0.

Nurse Call Button
The intercom system in your room is mounted on the wall above the bedside table. This system is used for direct voice contact with the staff members at the nursing station.

Extending from the intercom is a pillow speaker that can be clipped to your bed for convenience. To call the nursing station, press the red button with the nursing hat, and a staff member will respond via the intercom. When the nursing staff member answers, please make your request in a normal speaking voice. Please ask your nurse to show you which call system you have.

Interpreters
Interpreter services are available at Pioneers for your convenience, including Spanish and American Sign Language. Pioneers Memorial Healthcare District also contracts with AT&T Language Line Services to provide interpreter services in any language. Please ask a clinical staff member for assistance.
Gifts for the Patients

Visitors should check with the nurse before bringing gifts, especially food or drink, to patients. Please check with the nurse to make sure a gift is appropriate. Keep in mind that Pioneers Memorial is a latex-free environment, and latex balloons will not be allowed on campus. In the Intensive Care Unit (ICU), please check with the unit manager regarding any gifts for a patient. For safety reasons, plug-in appliances (hair dryers or electric razors) are strongly discouraged. Should such an appliance be absolutely necessary, please contact the nurse, who will arrange to have the equipment checked out for electrical safety by our Biomedical Department.

For the Hearing Impaired

For your convenience, a TDD (Telecommunication Device for the Deaf) is located in the patient registration office. You also may call 711 to access California Relay Services. They can assist you with your calls. Complaints regarding interpreter services, or availability of a TDD, may be directed to:

Department of Health Services
7575 Metropolitan Ave., Suite 211
San Diego, CA 92108
619.688.6190

Telephone

Telephones are provided in all patient rooms. To place a local call, press 9, then 1 and the 10-digit telephone number. Long-distance calls may be placed with the appropriate telephone service provider of your choice.

Wi-Fi

PMHD provides a free high-speed internet connection for patients and visitors at our hospital. Click or tap your Wi-Fi settings and select the network labeled “PMHD Guest.”

Cell Phones

Cell phones may be used in the hospital. Please, no photos or video recording for patient safety reasons.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify and assist you.
No Smoking
Smoking or the use of any tobacco products or tobacco alternatives, such as electronic cigarettes or vaping, is not permitted on campus.

ATM
The ATM is located in the Emergency Room lobby.

Vending Machines
Vending machines offering beverages and snacks are located in the lobby by the emergency entrance and outside the Phyllis Dillard Family Medical Center. They are available 24 hours a day, seven days a week.

Gift Shop
The gift shop, staffed by members of the Women’s Auxiliary, is open from 10:00 a.m. to 4:00 p.m. Monday through Friday and is closed on holidays. The shop has excellent gift items, cards, flowers and candy. MasterCard and Visa are accepted. To reach the gift shop, please call 760.351.3349.

Spiritual Guidance
We are pleased to provide a separate list of chaplains participating in the Spiritual Guidance Program at Pioneers Memorial Hospital. If you or a family member would like time with one of the chaplains, you may call them directly or ask your nurse to do so on your behalf. PMHD also offers a chapel to patients and families, which is located on the first floor by the Intensive Care Unit (ICU).

Leave Your Valuables at Home
If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in the appropriate case when not in use. Please don’t put them on your bed or food tray—they may be damaged or lost.
Pioneers Memorial Hospital cannot be responsible for replacement of personal belongings.
During your stay, doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way you can be involved is to speak up. Ask questions, voice your concerns and don’t be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you’ll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

**NOTE**
- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the medications they prescribe

**STEP UP & SPEAK UP**

**SPEAK UP**
Ask questions and voice concerns. It’s your body, and you have a right to know.

**PAY ATTENTION**
Make sure you’re getting the right treatments and medicines.

**EDUCATE YOURSELF**
Learn about the medical tests you get and your treatment plan.

**FIND AN ADVOCATE**
Pick a trusted family member or friend to be your advocate or support person to speak for you.

**WHAT MEDS & WHY**
Know what medicines you take and why you take them.
As a patient, you have the right to compassionate and quality care. In addition, there are specific rights and responsibilities you have during your hospital stay.

**You have the right to:**

- **✔** Considerate and respectful care, and to be made comfortable. You have the right to respect for your personal values and beliefs.
- **✔** Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- **✔** Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
- **✔** Receive information about your health status, course of treatment and prospects for recovery in terms you can understand. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
- **✔** Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each.
and the name of the person who will carry out the procedure or treatment.
✔ Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
✔ Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment, you have the right to refuse to participate in such research projects.
✔ Reasonable responses to any reasonable requests made for service.
✔ Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic, intractable pain. The doctor may refuse to prescribe narcotics, but must inform you that there are physicians who specialize in the treatment of chronic pain.
✔ Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
✔ Have personal privacy respected. Case discussion, consultation, examination and treatment are
Confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

✔ Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information.

✔ Receive care in a safe setting, free from verbal or physical abuse or harassment. You have the right to access protective services, including notifying government agencies of neglect or abuse.

✔ Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

✔ Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the people providing the care.

✔ Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.

✔ Know which hospital rules and policies apply to your conduct while a patient.

✔ Examine and receive an explanation of the hospital’s bill regardless of the source of payment.
You are responsible for:
✔ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
✔ reporting unexpected changes in your condition to your healthcare providers.
✔ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
✔ following the treatment plan recommended by your healthcare providers.
✔ keeping appointments and, if you cannot, notifying the proper person.
✔ knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers’ instructions.
✔ being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.
✔ fulfilling your financial obligations to the hospital as promptly as possible.

You have the right to designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
✔ No visitors are allowed.
✔ The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
✔ You have told the health facility staff that you no longer want a particular person to visit.
✔ However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
✔ Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any people living in your household.
✔ Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn’t resolved, please contact our patient relations hotline at 760.351.3508 (24 hours daily) with your complaints or concerns. You may call at any time during or after your stay.
Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides. The following information will help make your hospital stay safe and comfortable.

Don’t Be Afraid to Ask...
A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff doesn’t ask to check your ID.
- Ask whether the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

YOU’RE IN CHARGE
Errors can occur during your hospital stay. They can involve medications, procedures or paperwork—for example, being given salt with a meal when you’re on a salt-free diet, or receiving someone else’s medical forms.

You can help prevent errors by taking charge of your care. Be sure to:

- stay informed about your medical condition
- know the details of your treatment plan
- understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you, so you can refer to them later. Also ask for any written information your doctor may be able to provide about your condition and/or treatments. Remember—you’re in charge.
Fighting Infections

While you’re in the hospital to get well, you should know that there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you and/or the environment. Healthcare providers know to practice hand hygiene, but sometimes forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here’s how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies, and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check. Remember—you play an important role in helping to reduce medication errors.

You, your family, and friends should wash hands:
1. after touching objects or surfaces in the hospital room
2. before eating
3. before and after using the restroom

Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

No Soap? No Problem

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
**Know Your Meds**

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

**Preventing Falls**

Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or they’ve been sitting or lying down too long. For your safety, please:

- Always call for assistance before getting out of bed.
- Wear properly fitting shoes with nonskid soles.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone and anything else you need.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold on to the handrail while in the bathroom.

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**DVT: LOWER YOUR RISK**

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Lightheadedness or blacking out
What Are Your Advance Directives?

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of directive:

**Living Will**
A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

**Healthcare Proxy/Conservator**
A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

**Durable Power of Attorney for Healthcare**
A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

**Durable Power of Attorney for Finances**
You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.

For more information about advance directives or to obtain forms, please speak with your nurse.
Your Privacy & Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf for more information.

Privacy & Your Health Information

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

Who must follow this law?

- 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
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

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
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Request an amendment to your health record
- Receive a notice that tells you how your health information may be used and shared
A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

- 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

**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 providers 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

*Adapted from U.S. Department of Health & Human Services Office for Civil Rights*
Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.
You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:
- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?

USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

Wong-Baker FACES® Pain Rating Scale

0  2  4  6  8  10
No Hurt Hurts Little Bit Hurts Little More Hurts Even More Hurts Whole Lot Hurts Worst

Don’t Leave Our Hospital Until...

5 things to know before you walk out that hospital door.

When it’s time to be released from the hospital, your physician will authorize a hospital discharge. This doesn’t necessarily mean that you are completely well—it only means that you no longer need hospital services. If you are a Medicare patient and you disagree, you or your caregiver can appeal the decision (see If You Disagree at right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that need to be done before you are actually ready to leave.

There may be last-minute care orders to be completed like taking an IV out, giving any necessary meds and preparation of your paperwork. Or, if you are not going home, the discharge planner will be working with you on completion of those plans.

If You Disagree

You or your support person can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or case manager. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.
Make sure you have the following information before you leave the hospital if you are being discharged home:

1. **Medications list.** This is a list of what medications you should take, why, in what dosage and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information.

2. **Rx.** A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don’t run out of needed medications. Or make sure you know what pharmacy the nurse is going to call them in to.

3. **Follow-up care instructions.** Make sure you have paperwork that tells you:
   - what, if any, dietary restrictions you need to follow and for how long
   - what kinds of activities you can and can’t do, and for how long
   - how to properly care for any injury or incisions you may have
   - what follow-up tests you may need and when you need to schedule them
   - when you need to see your physician

4. **Other services.** When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

5. **Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, respite care and agencies that can help ease your concerns.

**You or your family** may request a **discharge planning evaluation** from your discharge planner in addition to the one that is done on admission.
Home Healthcare
Part-time healthcare provided by medical professionals in a patient’s home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment. It may or may not be covered by your insurance.

Durable Medical Equipment (DME)
Medical equipment that is ordered by a doctor for use in a patient’s home. Examples are walkers, crutches, wheelchairs and hospital beds. DME may or may not be covered by your insurance.

Assisted Living
An apartment for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctors appointments, shopping, etc. This is not covered by your insurance.

Nursing Home
A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and also are called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer’s disease or memory loss.

Hospice
A licensed or certified program that provides care for people who are terminally ill and their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family. This may or may not be covered by your insurance.
Preventing for Discharge

When You Are Discharged
Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don’t be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

Going Home

- When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.
- Here are few tips to make the discharge process run smoothly:
  - Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See “Don’t Leave Our Hospital Until…” on page 27 for more discharge advice.)
  - Verify your discharge date and time with your nurse or doctor.

■ Have someone available to pick you up.
■ Check your room, bathroom and bedside table carefully for any personal items.
■ Make sure you or your caregiver have all necessary paperwork for billing, referrals, prescriptions, etc.

Billing

What a Hospital Bill Includes
The hospital bill includes the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

Coordination of Benefits (COB)
Cooperation of benefits, referred to as COB, is a term used by insurance companies when you are
covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other’s insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

**Medi-Cal**

We will need a copy of your Medi-Cal card for the current month. Medi-Cal has payment limitations on a number of services and items.

**Medicare**

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company. Medicare deductibles and coinsurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine whether you qualify for a state-funded program.

**Commercial Insurance**

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.
For Self-Pay Patients

The Patient Accounting Department will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling our Financial Customer Service Department or if you have questions regarding your billing statement, you may contact Patient Accounting at 760.351.3322.

Uninsured?

Pioneers Memorial Hospital is proud of its mission to provide quality care to all our patients who need service regardless of their ability to pay.

If you do not have health insurance and worry that you may not be able to pay in full for your care, we may be able to help. Pioneers Memorial Hospital provides financial assistance to qualified patients based on their income, assets and needs. Through our Financial Counseling Services, we may be able to help self-pay and other financially qualified patients obtain a reduction in patient’s liability and work together to arrange a manageable extended payment plan. Call 760.351.3322 for more assistance.

Can’t Pay Your Bill?

It is important that you let us know if you will have trouble paying your bill. Federal and state laws require all hospitals to make reasonable efforts to collect payment for services from patients. In the event you do not provide the information needed, the hospital may turn unpaid bills over to a collection agency, which could affect your credit status. We would like to work with you to avoid this situation.

For additional information, please contact Financial Counseling Services at 760.351.3322. We will treat your questions with confidentiality and courtesy.
While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs.

For the Caregiver

Your role as a patient advocate

CAREGIVER RESPONSIBILITIES

Know what condition your loved one is being treated for.

Know your loved one’s rights and responsibilities (See page 15).

Know whether or not your loved one has an advance directive and if so, what it specifies (See page 23).

If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have, and don’t be afraid to speak up (See Speak Up! on page 14).

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Please help track his or her medications and why they are being prescribed.

what’s next?

Will your loved one need home care or care at another facility? Ask to speak with a discharge planner to find out what the options are.
Staff Definitions

Physicians
A physician will supervise your care while you are in the hospital.

Hospitalists
A hospitalist’s only focus is to take care of patients when they are in the hospital. Hospitalists work in close consultation with the patient’s primary care physician and specialists. They manage a patient’s entire hospital experience, from admission until discharge.

Mid-Level Practitioners
Mid-level practitioners are healthcare providers who have received different training and have a more restricted scope of practice than physicians, such as nurse practitioners, nurse midwives, nurse anesthetists, clinical nurse specialists and physician assistants.

Nurses
In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants. The nursing staff is available around the clock.

Dietitians
A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians also are available to educate you about any diets you may need to follow after you are discharged.

Physical Therapists
Physical therapists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists
Skilled health professionals perform and/or assist with laboratory tests and other procedures, including (but not limited to) X-rays, ultrasound tests, CT scans and MRIs, that help your physician(s) in diagnosing and treating your illness or injury.
Case Managers and Social Workers (Discharge Planners)

Case managers will review your medical record and discuss your discharge planning. They also are available to assist you with arrangements for home care, admission to a long-term care facility, or rehabilitation facility.

Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Pharmacists

While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Volunteers

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital.

Caregiver Resources

www.acl.gov
Caregiver resources from the Administration for Community Living

www.caregiving.com
Online support groups and articles on caregiving

Eldercare Locator
800.677.1116
www.eldercare.gov
Help with locating aging services throughout the U.S.

800-MEDICARE
www.medicare.gov—then search for caregivers
Official U.S. government site for people with Medicare

National Alliance for Caregiving
www.caregiving.org
Support for family, caregivers, and the professionals who serve them

Caregiver Action Network
202.454.3970
www.caregiveraction.org
Support for caregivers of chronically ill, aged or disabled loved ones
Whether you’re at our Calexico Health Center or our Hospital in Brawley, Pioneers means personalized care—no matter where you are.

Pioneers Memorial Hospital
207 W. Legion Rd.
Brawley, CA 92227
760.351.3333 or 760.351.PMHD

Clinics
Pioneers Children’s Health Center (Clinic)
565 Main St.
Brawley, CA 92227
760.344.5565

Pioneers Calexico Health Center (Clinic)
450 E. Birch St.
Calexico, CA 92231
760.768.6262

Pioneers Health Center (Clinic)
751 W. Legion Rd., Suite 103
Brawley, CA 92227
760.351.4400

Specialty/Outpatient Services
The Cancer Institute at Pioneers
205 W. Legion Rd.
Brawley, CA 92227
760.351.3737

The Center for Joint Replacement at Pioneers
751 W. Legion Rd., Suite 101
Brawley, CA 92227
760.351.3506

The Wound Clinic at Pioneers
751 W. Legion Rd., Suite 300
Brawley, CA 92227
760.351.4848

Center for Digestive and Liver Disease at Pioneers
751 W. Legion Rd., Suite 303
Brawley, CA 92227
760.351.4466

Therapy Solutions at Pioneers
751 W. Legion Rd., Suite 101
Brawley, CA 92227
760.351.3288

Specialty Center at Pioneers
751 W. Legion Rd., Suite 302
Brawley, CA 92227
760.351.4999

Surgical Health at Pioneers
751 W. Legion Rd., Suite 305
Brawley, CA 92227
760.351.3444

Women’s Health at Pioneers
751 W. Legion Rd., Suite 201
Brawley, CA 92227
760.351.3700