



Patient Handbook



St. Rose
HOSPITAL





From the President

On behalf of the medical staff, employees and volunteers of St. Rose Hospital, we wish to thank you for choosing St. Rose to provide your medical care. We realize you have many choices as you look at health care options. It is our hope that we exceed your expectations and provide quality health care with respect, compassion and professionalism.

Often the experience of hospitalization can be quite overwhelming. We hope this handbook will inform you of the many hospital services and resources available to you.

I am very fortunate to work with physicians, nurses and other members of our health care team who are committed to bringing excellence in the care they provide to our patients. With the guidance of our local Board of Trustees, St. Rose Hospital remains your community hospital. Together, it is our goal to provide the best service and care during your hospital stay.

Once again, thank you for making St. Rose Hospital your health care choice.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael P. Mahoney". The signature is written in a cursive style with a long, vertical tail on the final letter.

Michael P. Mahoney
President and CEO



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Mission

St. Rose Hospital provides quality health care to our community with respect, compassion and professionalism.

We work in partnership with our highly valued physicians & employees to heal and comfort all those we serve.

Vision

St. Rose Hospital will be the health care provider of choice in central and southern Alameda County.

We actively seek partnerships with all groups and individuals dedicated to improving the overall health of the diverse community we serve.

We hope you find the following information about St. Rose Hospital helpful to you, your family and visitors. If you have any questions, please do not hesitate to request assistance from our hospital staff.

Through innovation and strategic partnerships, St. Rose Hospital has helped create a healthier community, with a tradition of service, compassion and healing. The hospital looks forward to expansion and remains committed to bring excellence in health care to central and southern Alameda County.

ABOUT YOUR STAY

Registration

When you are admitted to the hospital, an admissions representative is available to assist you or a family member in completing necessary registration information. You will be asked to sign a general consent, provide a copy of your insurance card, and inventory any valuables you may have in your possession.

You will be given a wristband to identify you while you are a patient here at St. Rose. Please do not remove it until you are discharged.

Room Assignment and Discharge

St. Rose Hospital offers semi-private and private accommodations. Every attempt will be made to provide a private room as available.

When you are medically ready, your physician will write an order for your discharge from the hospital. Once the order is written, discharge time is 11:00 a.m.

We are committed to caring for you.

Visiting Hours

Visiting times and the number of visitors allowed are based upon our commitment to privacy, quality of care and customer service considerations. Visiting is encouraged between 10:00 a.m. and 9:00 p.m. Please ask the nurse in ICU and Family Birthing Center for specific visiting guidelines.

Children and adults with colds, sore throats or any contagious diseases should not visit patients. For the protection of children, they may not visit patients in isolation. The hospital lobby and Outpatient Care Center waiting areas are available for those who are waiting for surgical patients.

Our visiting policy may change based on recommendations from the Centers for Disease Control.

Telephone

A telephone is located next to your bed.

-Press "9" followed by the telephone number for free local calls.

-Press "0" and a hospital operator will assist you with long distance lines. You may call collect, use your telephone card or bill your home telephone number.

Food and Nutrition Services

Our goal is to provide nutritious and enjoyable food during your stay at St. Rose Hospital. Your physician will inform us of your dietary needs and we will plan your meals accordingly.

Breakfast: 7:30 a.m. - 8:30 a.m.

Lunch: 11:45 a.m. - 1:00 p.m.

Dinner: 5:00 p.m. - 6:00 p.m.

If visitors wish to bring food to you from home, we ask that you have them check with your nurse.

Guest trays are available for a nominal charge. Please call Food and Nutrition Services to order two hours prior to mealtime.

Gift Shop

The St. Rose Hospital Gift Shop is located in the main lobby. Business hours are listed at the entrance.

ATM

For your convenience, an ATM is located outside of the Emergency Room entrance and is available 24 hours per day.

Smoking

St. Rose Hospital is a smoke-free facility and is committed to promoting good health and a safe, clean environment. If you wish to smoke you will be asked to sign a waiver.

Fire Alarms

Occasionally, the hospital conducts fire drills and other tests of our emergency response systems. Personnel will respond to the drills. Please remain in your room during these times. You are not required to participate in any drill.

Security

For your safety, we provide 24-hour security on our campus. Please contact security if you would like an escort to the parking lot.

Patient Rights

Patient Rights are posted in public areas within the hospital setting. You will also receive a copy of the Patient Rights at the time of registration.

Patient Responsibilities

To provide you with appropriate and effective care, we need your assistance with the following:

- Provide our staff with accurate and complete information about present health complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Report unexpected changes in your condition to your nurse or physician.
- Make sure you understand the course of treatment the physician has outlined for you together with the benefits and risks associated with treatment.
- If you do not understand the course of treatment, ask your physician or nurse to explain it to you in terms you understand.
- If you have executed an *Advance Health Care Directive*, make sure you provide a current copy to your physician and to the hospital so that it can be kept with your records.

We ask that you are considerate of the rights and privacy of other patients and respectful of the employees and property of St. Rose Hospital.

After you receive a copy of your hospital bill, please fulfill your financial obligations promptly.



We strive to provide the best possible care. St. Rose Hospital is accredited by The Joint Commission. If you have concerns about the quality or safety of your care you can also contact them:

Toll Free Complaint Hotline: (800) 994-6610

On-line: www.jointcommission.org/GeneralPublic/Complaint

E-mail: complaint@jointcommission.org

Fax: Office of Quality Monitoring (630) 792-5636

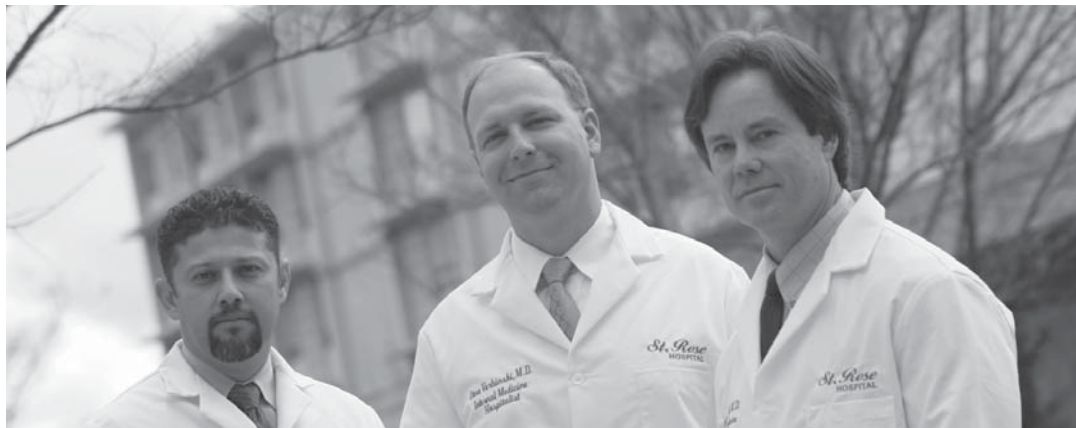
Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL, 60181

ADVANCE DIRECTIVES

Your right to make decisions about medical treatment.

Who decides about my treatment?

Your doctors will give you information and advice about treatment. You have the right to choose. You can say, "Yes" to treatments you want. You can say "No" to any treatment that you don't want – even if the treatment might keep you alive longer.



Excellence

How do I know what I want?

You doctor must tell you about your medical condition and about what different treatments and pain management alternatives can do for you. Many treatments have “side effects.” Your doctor must offer you information about problems that medical treatment is likely to cause you.

Often, more than one treatment might help you – and people have different ideas about which is best. Your doctor can tell you, but your doctor can’t choose for you. That choice is yours to make and depends on what is important to you.

Can other people help with my decision?

Yes. Patients often turn to their relatives and close friends for help in making medical decisions. These people can help you think about the choices you face. You can ask the doctors and nurses to talk with your relatives and friends. They can ask the doctors and nurses questions for you.

Can I choose a relative or friend to make health care decisions for me?

Yes. You may tell your doctor that you want someone else to make health care decisions for you. Ask the doctor to list that person as your health care “surrogate” in your medical record. The surrogate’s control over your medical decisions is effective only during treatment for your current illness or injury.

What if I become too sick to make my own health care decisions?

If you have not named a surrogate, your doctor will ask your closest available relative or friend to help decide what is best for you. Most of the time that works. However, sometimes everyone does not agree about what to do. That is why it is helpful if you can say in advance what you want to happen if you are unable to speak for yourself.

Do I have to wait until I am sick to express my wishes about health care?

No. In fact, it is better to choose before you get very sick or have to go into a hospital, nursing home, or other health care facility. You can use an Advance Health Care Directive to say who you want to speak for you and what kind of treatments you want. This document is called “advance” because you prepare one before health care decisions need to be made. They are called “directives” because the document states who will speak on your behalf and what should be done.

In California, the part of an advance directive you can use to appoint an agent to make health care decisions is called a Power of Attorney for Health Care. The part where you can express what you want done is called an Individual Health Care Instruction.

Who can make an advance directive?

You can if you are 18 or older and are capable of making your own medical decisions. You do not need a lawyer.

Who can I name as my agent?

You can choose an adult relative or any other person you trust to speak for you when medical decisions must be made.

Community

When does my agent begin making my medical decisions?

Usually, a health care agent will make decisions only after you lose the ability to make them yourself. If you wish, you can state in the Power of Attorney for Health Care that you want the agent to begin making decisions immediately.

How does my agent know what I would want?

After you choose your agent, talk to that person about what you want. Sometimes treatment decisions are hard to make, and it truly helps if your agent knows what you want. You can also write your wishes down in your advance directive.

What if I don't want to name an agent?

You can still write out your wishes in your advance directive, without naming an agent. You can say that you want to have your life continued as long as possible; or you can say that you would not want treatment to continue your life. Also, you can express your wishes about the use of pain relief or any other type of medical treatment.

Even if you have not filled out a written Individual Health Care Instruction, you can discuss your wishes with your doctor, and ask your doctor to list them in your medical record. You can discuss your wishes with your family members or friends.

What if I change my mind?

You can change or cancel your advance directive at any time as long as you can communicate your wishes to the doctor in charge of your care.

What happens when someone else makes decisions about my treatment?

The same rules apply to anyone who makes health care decisions on your behalf—a health care agent, a surrogate whose name you gave to your doctor or a person appointed by a court to make decisions for you. All are required to follow your Health Care Instructions or, if none, your general wishes about treatment, including stopping treatment. If your treatment wishes are not known, the surrogate must try to determine what is in your best interest.

The people providing your health care must follow the decision of your agent or surrogate

unless a requested treatment would be bad medical practice or ineffective in helping you. If this causes disagreement that cannot be worked out, the provider must make a reasonable effort to find another health care provider to take over your treatment.

Will I still be treated if I don't make an advance directive?

Absolutely. You will still get medical treatment. We just want you to know that if you become too sick to make decisions, someone else will have to make them for you.

Remember that:

- A Power of Attorney for Health Care lets you name an agent to make decisions for you. Your agent can make most medical decisions – not just those about life sustaining treatment – when you can't speak for yourself. You can also let your agent make decisions earlier, if you wish.
- You can create an Individual Health Care Instruction by writing down your wishes about health care or by talking with your doctor and asking the doctor to record your wishes in your medical file. If you know when you would or would not want certain types of treatment, an Instruction provides a good way to make your wishes clear to your doctor and to anyone else who may be involved in deciding about treatment on your behalf.
- These two types of Advance Health Care Directives may be used together or separately.
- To implement Public Law 101-508, the California Consortium on Patient Self-Determination prepared this information in 1991; it was revised in 2000 by the California Department of Health Services to reflect changes in State law.

Confidentiality

St. Rose adheres to patient privacy and confidentiality standards as directed by Federal law called the Health Insurance Portability and Accountability Act (HIPAA). Patients receive a copy of privacy practices at the time of registration which explains how medical information may be used and disclosed and also explains your rights related to your medical information.



Partnership

Interpreter Services

Interpreter Services are available upon request. Please ask your nurse for an interpreter if English is not your primary language or you are hearing impaired.

Discharge Planning and Social Services

We recognize that illness and hospitalization can be a time of anxiety and stress for you and your family. We will work with your physician to best meet your needs as you transition from the hospital. Counseling, discharge planning, home health support and referral services are all available through Social Services.

Pastoral Care

Our Pastoral Care team is here to minister to you and your family and support all faiths. We also welcome visits by your own priest, pastor, rabbi or other religious leader. A meditation room is located in the Skilled Nursing Facility.

Ethics Committee

Some decisions are more difficult to make than others. There are times when you may need consultation regarding what is best for yourself or a loved one. We have a Bio-Ethics Committee that can be convened for the purpose of reviewing and discussing ethical issues surrounding the care you or your loved one is receiving. If you feel the need to access the Bio-Ethics Committee, please discuss with your nurse or physician.

Meeting Your Expectations

We welcome and encourage you to ask questions and provide us with feedback about your health care. St. Rose Hospital provides a mechanism for receiving and responding to patient



and family concerns regarding quality & safety. Verbal, telephone or written complaints should be directed to the department manager or administration.

Patients or family members have the right to file a complaint with the State Department of Health, Licensing & Certification, District Office at 1-800-554-0352, concerning non-compliance with advance directives or other matters.

Compassion

The initial response to the patient or family, acknowledging receipt of the complaint, is conducted as soon as possible, but no later than 72 hours. The department manager is responsible to ensure the issue is resolved within 30 days. If the complaint has not been resolved to the patient or family's satisfaction, the Administrative representative may elect to speak with the patient or family in an attempt to resolve the issue.

Community Education

St. Rose Hospital offers a wide array of classroom instruction designed primarily to promote health and prevent illness. Diagnosis-specific informational sessions are also provided periodically throughout the year. If you wish to receive a copy of current classes, please call the Education Department.



ABOUT YOUR HOSPITAL BILL

Insurance

We will need a copy of your insurance identification card at the time of registration. As a courtesy, we will submit your hospital claim to your insurance company, and will do everything possible to expedite your claim. Please remember that your insurance coverage is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. Please call the Business Office to make payment arrangements.

Financial Assistance & Charity

If you do not have medical insurance, please contact our Financial Counselor or the Business Office for information about our Charity Care and Self-Pay Discount Policy. You may be eligible for Medi-Cal or other local or state programs.

Patients as Partners in Safety

St. Rose Hospital is committed to excellence, and a very important part of that is our commitment to your safety. By working together with your doctors, nurses and other hospital staff, you can help us make your stay in the hospital as safe and effective as possible.

How you can make your stay a safe & positive experience:

Get the Most From Your Medications

- Bring all of your medications including vitamins, herbal supplements and over the counter medications to the hospital in their original containers, or bring a complete and accurate list of all the medications you are currently taking.
- Ask your nurse for a wallet sized medication card if you do not have a list. After all the information has been noted by your nurse, your family can take the medication back home.
- Do not take any medicines you brought from home unless ordered by your doctor.
- Let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, food or latex.
- Ask your nurse about medicines you are getting in the hospital – what they are, what they do, and what side effects they might have.
- Speak up if you have any questions or concerns about your medications.



Help Prevent the Spread of Germs

- Germs can cause infection and hospital staff takes hand hygiene seriously. Using a disinfectant handrub can kill many bacteria in just 30 seconds.
- Staff will welcome your reminder to wash their hands or wear gloves before providing any type of care or giving you medications. It is okay to ask if they have washed their hands.

Identify Yourself

- Wear your hospital identification wristband at all times. If your wristband comes off or is taken off, ask for a new one.
- Check that the information on your identification wristband is accurate and any allergies are listed. Assist staff to check your identification wristband before any procedure, test, or prior to giving medications.

Service

Get the Most from Your Treatments

- We encourage you to be informed about your treatments, what they are for and when they will be given.
- It is okay to question anything that seems unusual or different from what you were told.

Be Alert to Situations in Which You Could Experience a Fall

- Please keep your nurse call button within reach so you can ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place and it is safer to call for help when getting out of bed, especially when going to the bathroom.

If You are Having Surgery

- Your doctor will discuss with you the benefits and risks of the surgery, and if there are any alternatives.
- Please read all medical forms carefully to make sure you understand them before you sign.
- It is very important that the operative permit you sign includes the correct information about your surgical procedure and site (i.e., right or left).
- The surgical or procedure site will be marked on your body with an indelible marker with your involvement.
- It is okay to ask questions and speak up if you have any concerns.

Guest Relations

St. Rose Hospital's Guest Relations Manager is available during your stay to address any concerns you may have regarding your care and treatment.

Guest Relations can be reached Monday - Friday at 510-780-4384 between 7:30am – 4:30pm or you can email them at info@srhca.org.



Hospital Operator	510-264-4000
Administration	264-4001
Admitting	264-4010
Auxiliary - Volunteer Services	264-4142
Gift Shop	264-2527
Business Office – Customer Service Line	264-4016
Critical Care	264-4067
Education and Training	264-4044
Emergency Room	264-4026
Family Birthing Center	264-4031
Financial Counselor	264-4342
Food and Nutrition Services	264-4032
Foundation	264-4007
Guest Relations	780-4384
Health Information Services (Medical Records)	264-4039
Medical / Surgical Services	264-4041
Pastoral Care	264-4050
Rehabilitation Services	264-4053
Security	264-2564
Skilled Nursing Facility	264-4058
Social Services	264-4272

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