

Your Role As A Patient

Welcome to Lafayette Surgical Specialty Hospital

We would like to take this opportunity to *Thank You* for choosing our facility. As a patient, **YOU** are the center of the health care team. At Lafayette Surgical Specialty Hospital, we want to provide a safe place for you. We are asking you to assist us by taking an active part in your care.

Patient Safety

- **At your point of entry into our facility, an identification bracelet (armband) will be placed on you.** Please read the armband to be sure it has your correct information. To ensure that the correct patient is involved before any procedure / intervention and before giving you any medications, staff will actively ask your name and date of birth. If your caregiver does not check your armband for your name and date of birth, ask him/her to do so.
- **If you will be using any electrical device (such as electric razor, curling iron, hairdryer, etc.) from home, please let the staff know.** We need to have it inspected by our Plant Operations department to be sure it is working properly and will not interfere with other hospital equipment.
- **Once you are in your room, the staff will orient you to your surroundings.**
A staff member will explain how to use your TV, telephone, and how to operate your bed. He/she will also demonstrate how to call for assistance. We want your call to be answered as soon as possible. If a staff member is not available and your call is not answered in a timely manner please call again.
- **All employees of Lafayette Surgical Specialty Hospital and physicians who enter your room should identify themselves.** Employees are required to have photo name badges on them at all times and to introduce themselves when caring for you. If someone enters your room and does not identify themselves by name and their purpose for being there, ask him/her to do so.
- **Fall Prevention.** Patient with a high risk of falling will be identified and extra care will be taken to prevent you from falling. If you think you or someone else is at risk of falling, report your concerns to a staff member.

Medication Management

- **The hospital will need to make a list of all your medications with the name, dose, and schedule of how your medications are taken.** Please bring the medications with you in their original container. This includes all supplements, over the counter medications, etc.
- **You rely on the hospital staff to ensure that medications are administered correctly and on time. Hospitals have systems of checks and balances in place to make sure that medications are used safely and effectively.** The nurse giving your medications should ask your name and date of birth and check your armband before giving your medications. This helps ensure that each time a medication is given that the nurse has the right patient, the right medication, the right dose, the right route, and the right time. If a nurse comes to replace an I.V. solution or give you medication, ask what it is for, and how often it is given. Ask to see what the medication looks like (for example, the shape and color of tablets and capsules, or the color of liquids). If your nurse brings you a blue pill and you usually take a yellow pill, question this. In some cases the answers are simple. For example, if you have been taking a brand-name product at home and the hospital uses a generic product, the color or shape of the tablet may be different. In other cases, asking questions can prevent a medication error.

Care, Treatment and Services

- **During the admit process, a nurse will ask you questions about your medical, surgical and pain history.** It is very important to give a list of all allergies or reactions to any medication you have experienced in the past. This can help you avoid getting a medication that can harm you. The use of a pain scale will be explained so you will be able to accurately describe your pain to your caregiver. You will also be asked what would be an acceptable pain level. A stated pain level will allow us to better manage your pain.

Your Role As A Patient

Surgery Patients We practice several measures to prevent adverse events during your surgery and to prevent surgical infections. Below is a list of some of those measures:

- *Correct patient.* Staff will ask you name and date of birth and make sure that information is correct on your armband before any procedure.
- *Correct site.* For all procedures involving an incision, the intended procedure site is marked with patient involvement.
- *Informed Consent* The reason for any procedure to be done should be explained to you and your questions about them should be answered before your procedure.
- *Verification* Prior to the start of your procedure, the staff involved in your care including your doctor will perform a “time out” in which another check will be done to make sure you are the correct patient for the intended procedure, the correct site is identified, and correct equipment and supplies are available for your procedure.
- *Preventing Infection* Staff in the operating room where special gloves, gowns, masks and other items to help prevent infections during your procedure. You doctor may give you IV antibiotics at the time of your procedure as a measure to prevent surgical infections. You may receive these antibiotics for 24 hours after your surgery.
- **Concerns about care, treatment, services and safety** Report to a caregiver any concerns related to care, treatment, services and / or safety. If your issue is not resolved, you may request to speak with the Charge Nurse or Department Manager OR dial “0” on your in-house phone or 769-4100 to contact Administration
- **We encourage family and friends to visit, but if you do not feel up to having visitors, tell the staff.** We will limit the number of visitors and the time they are allowed to visit. Each room is furnished to allow one family member or friend to spend the night with you, if you wish.
- **Write down questions you or your family may have for the Doctor.** In a stressful situation such as a hospitalization, you may forget to ask them and your question / note will be a reminder for you.
- **If you have tests done, don't assume that no news is good news.** Ask your doctor for the test results. He / she will be the person that will need to give the results to you. Know that “more” is not always better. Find out why a test or treatment is needed and how it will benefit you.
- **Upon discharge, ask your doctor to explain the treatment plan you will use at home.** This includes learning about your medications, finding out when you can get back to your regular activities, any follow-up lab tests, and follow-up appointments with your doctor.

Confidentiality

- **If you wish to keep family and friends updated on your condition, you may want to ask one family member or friend to be a contact person to give updates on your condition.** Please remember that your medical information is confidential and that hospital employees cannot give out information over the telephone to anyone.

Infection Control

- **Hand washing is an important way to prevent the spread of infections in hospitals.** . If your caregiver does not wash his/her hands or use the alcohol-based hand rub before and after patient contact, ask him/her to do so.
- **Respiratory hygiene** To prevent the spread of infections we ask that you cover your cough or sneeze. The best way to do this would be to cough or sneeze into the sleeve of your arm instead of your hands. Also, washing your hands if you do sneeze or cough into your hands, and before eating.
- **Contact precautions.** We take extra precautions for patients who may have infections. These precautions require staff to wear gloves and gowns to protect their clothing whenever providing care to you. A sign will be posted to alert visitors as well. Visitors should ask staff members for assistance before entering your room.