

Welcome to Scripps Memorial Hospital Encinitas

Dear Patient,

Welcome to Scripps Memorial Hospital Encinitas. We are pleased that you and your physician have chosen us for your health care needs. Our entire patient care team, from physicians and nurses to volunteers and chaplains, is committed to providing the highest quality professional care and involving you in every step of your hospitalization, from admission through discharge.

Please take a moment to review this guide. It is designed to provide you and your family with basic information about being a patient at our hospital. It will help you prepare for your stay by telling you what to bring, what to leave at home and what to expect when you arrive. It will explain how your health care team will work together for your comfort and safety while you are here. And, finally, it will help you plan for your return home.

Scripps Memorial Hospital Encinitas proudly employs a dedicated, patient-focused staff whose goal is to provide the most effective health care services. We encourage you to take an active role in your care.

Scripps has a 75-year tradition of providing the community with the very finest patient care and service. Our mission is to uphold those same standards during your stay. Every member of your health care team is committed to the Scripps Values of Quality, Efficiency and Respect.

We wish you a quick recovery, and thank you for the opportunity to care for you.

Sincerely,



Rebecca Ropchan
Administrator

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Before You Arrive

Items to Bring to the Hospital

To help ensure a smooth admission process and make your stay more comfortable, we recommend you bring the following items with you:

- your insurance, Medicare or Medi-Cal card
- a list of all medications you are currently taking, as well as any food or medication allergies or environmental sensitivities you may have
- personal items such as sleepwear, toiletries and reading materials
- a copy of your Living Will or Durable Power of Attorney for Health Care if you have one

Items to Leave at Home

Please do not bring the following items to the hospital:

- medications
- jewelry or other valuables
- credit cards or large amounts of cash
- cellular telephones (not permitted in the hospital)
- personal electrical appliances, such as hair dryers, clocks and electric razors (most electrical equipment intended for home use does not comply with hospital safety codes)

If you do bring valuables, we will ask you to have them stored in the hospital safe. The hospital cannot accept responsibility for valuables or personal property.

Advance Directives

Advance Directives are legal documents that state which medical services you do or do not want should you lose the ability to make these decisions for yourself. The most common Advance Directives are Living Will, California Natural Death Act and Durable Power of Attorney for Health Care. Forms are available from the Admissions Office, and in each patient care area. If you would like more information, please ask your nurse.

You are not required to use these forms. However, it is helpful to your family and health care team when your wishes concerning your medical care are in writing, and someone is designated to make health care decisions on your behalf if you are unable to do so.

If you do use these forms, we recommend you discuss your decisions with your family, physician or agent(s) and complete the forms before admission. Be sure to give copies of the Advance Directives to your physician and agent(s), keep one for yourself and bring another to the hospital. Hospital staff will ask about your Advance Directive during admission.

Financial Preparation/Billing Policies

If possible, please contact your insurance carrier before your hospitalization to determine the extent of your coverage. Bring your insurance identification card and Social Security number for your pre-admission appointment or upon admission. An access representative can help you obtain insurance information, advise you on Medi-Cal or Medicare eligibility, and help you determine how your hospital bill will be paid.

As a courtesy, Scripps will bill your insurance company for its portion of your hospital stay. At the time of service, you must provide the hospital with insurance billing information and pay the amount not covered by insurance. Any balance remaining after your insurance company has paid will become your responsibility.

If you have an HMO health plan, authorizations are required for most services. To make sure services are authorized, contact your primary care physician *before* you receive treatment. If authorization is not obtained prior to treatment, you may be responsible for the bill.

Professional fees are not included on your hospital bill. You will be billed separately by your attending physician, consulting physicians, anesthesiologist, radiologist and other specialists. Following discharge, Patient Financial Services will assist you with questions regarding your hospital bill. You may contact them Monday through Friday, between 9 a.m. and 5:30 p.m., at (800) 690-9070.

Arriving at the Hospital

Please arrive at the hospital at your scheduled time. Enter through the Main Lobby and check in at your assigned area. The information desk attendant can give you directions as needed. Once in the unit, we will show you to your room.

We ask that you complete a Patient Profile, which includes questions about allergies, medical and surgical history, medications you are taking and related information. This enables your health care providers to plan your care. If you need assistance with the profile, please ask your nurse.

Patient and Staff Identification

When you are admitted, a staff member will place one or more identification bracelets on your wrist. These allow hospital staff to identify patients and help to ensure safe, appropriate treatment.

To help you identify members of your health care team, each staff member and volunteer is required to wear a photo identification badge. If you are served by someone without a badge, please feel free to ask them for identification.

Consent Forms

You may be asked to sign consent forms for certain treatments, tests or procedures. It is important to understand the risks, benefits and alternatives available to you whenever you undergo anything other than a minor test. In most cases, your physician will have explained these to you. Should you have questions about any procedure that you are asked to consent to, tell your nurse. We will notify your doctor.

Your Room

We will make every effort to provide the type of room you prefer. Your daily room rate includes 24-hour nursing care, meals, housekeeping and more. Additional services ordered by your physician, such as lab tests, X-rays, medications and the use of an operating room, are charged separately.

Most patient care units include private and semi-private rooms. Semi-private rooms usually include two patient beds. If you prefer a private room and one is available, there will be an additional charge. Most insurance companies will cover only semi-private rooms.

Your Health Care Team: Partners in Care

A team of health care professionals, including physicians, nurses, pharmacists, respiratory therapists, social workers, case managers and chaplains, will work together to care for you during your stay. All medical orders prescribed by your physician are carried out under the direction of registered nurses and appropriate caregivers.

We are committed to a holistic approach to health and recognize that hospitalization can be stressful. If you have any concerns regarding stress, depression, violence, alcohol or substance abuse or other issues, please tell your caregiver. Highly skilled clinicians from the Scripps Social Service Department and Psychiatric Evaluation and Triage team are ready to assist you.

Our goal is to involve you in as much of your treatment and recovery as possible, and to fully prepare you for a smooth transition from hospital to home.

Call Button

A hand-held device at your bedside serves as your call button, television remote control and light switch. When you need to call your caregiver, simply press the button. Someone will respond over the intercom or in person. Your physician may limit your activity while you are in the hospital. For your safety, please follow these recommendations. Should you need assistance getting out of bed, please ask your caregiver for help.

Meals and Menu Selection

Because good nutrition is an important part of your care, the Scripps Encinitas Food and Nutrition Services team has planned appetizing, nutritious menus. Your physician will prescribe the diet that best meets your needs.

Each morning, you will receive a menu for the following day on your breakfast tray. Please make your selections and leave the completed menu on the bedside table. Snacks are available upon request, and as approved by your physician. Lab tests or X-rays may affect your meal service.

If you have any questions or comments about menu selections or your diet, please request a visit from the food and nutrition staff. Food may be allowed from non-hospital providers with pre-approval and evaluation from the hospital staff.

Medications

If you have brought medications to the hospital, please give them to your caregiver. To protect against potentially adverse drug interactions and ensure your plan of care is followed, a physician must approve any medication administered while you are in the hospital.

Smoking Policy

For the comfort and safety of our patients and visitors, Scripps Memorial Hospital Encinitas is a **smoke-free hospital**.

For Surgery Patients

Pre-Operative Instruction

If you are scheduled for surgery, we strongly recommend you participate in our Pre-Operative Registration and Education Program two to five days before your admission date. You will receive instructions on preparing for your surgery, recovery and discharge. If your physician has ordered tests, they may be done at this time. Your pre-operative visit will include paperwork, so please bring your insurance cards.

Many patients find that pre-operative registration helps to reduce the stress of a hospital stay. To schedule a pre-operative appointment, please call (760) 633-7940. Please follow your physician's specific instructions on preparing for surgery. In most cases, you will be asked not to eat or drink anything for at least eight hours before your scheduled surgery. Family members or friends are welcome to stay with you until your surgery.

Surgery Waiting Room

During surgery, your family and friends may relax in the nearby waiting room adjacent to the ICU. We will notify them when your surgery is completed.

Recovery Room

Following surgery, you will be moved directly to the Post-Anesthesia Care Unit to recover from the anesthesia. Your health care team will keep you under close observation for several hours, then move you to your room.

For Your Comfort

Guest Services

We want to make your stay as comfortable and pleasant as possible. If you have a concern with your room, food, or any non-medical aspect of your care, please call the operator on your bedside phone. The operator will alert the appropriate staff member, who will address your concern promptly and efficiently.

Please discuss specific medical problems with your physician or nurse.

Telephone Calls

You may place calls within and outside of the hospital from your bedside telephone.

- To make a local direct call outside the hospital, simply dial "9" and the number. Scripps Memorial Hospital Encinitas is in the "760" area code.
- Long-distance calls may be placed collect or charged to your home phone or telephone credit card. Dial "80" for operator assistance.
- Callers may dial your room directly via the seven-digit number on your bedside phone. To ensure your privacy and enough time to rest, please give your direct number to only close family and friends.

Television and Radio

Each room features a color television operated by a remote control next to your bed. You may watch local television stations and listen to the radio. Check with your nurse for details regarding educational programs and closed caption options.

Gift Shop

The Gift Shop, located on the first floor near the main entrance, carries a wide array of items including toiletries, snacks, cards, flowers, gifts and more. Hours are posted on the door.

Mail, Flowers, Balloons and Package Deliveries

Mail is delivered once a day to your room by a hospital staff member, who also will pick up your outgoing mail. Stamps are available in the Gift Shop. A United States Postal Service mail drop is located on the first floor.

Flowers and packages are delivered to the patient care station on each floor and will be brought to your room. Flowers are not permitted in special care units such as Intensive Care.

For the safety of our patients, **latex balloons are prohibited in the hospital**. Mylar balloons are an acceptable substitute for latex and may be brought in or purchased in the Gift Shop.

Please let your nurse or caregiver know if you have questions or would prefer not to receive deliveries.

Newspapers

When available, complimentary daily newspapers are distributed to patient rooms by our volunteers. A selection of newspapers is available for purchase near the entrance of the hospital.

Hospital and Medical Services

Your physician may order tests, procedures or medications to assist in your treatment and recovery. Specialists, such as radiologists or pathologists, may assist your personal physician with your care.

Laboratory

The hospital laboratory is open 24 hours a day. The main laboratory is on the first floor, across from the Radiology Department. When necessary, bloodwork or other tests may be performed for evaluation in the laboratory.

Pharmacy

The pharmacy is open 16 hours a day to prepare medications required during your hospital stay. The main pharmacy is on the first floor near Administration.

When you are discharged, your physician may prescribe medication to take at home. To help speed your discharge, we encourage you to fill prescriptions at a neighborhood pharmacy.

Radiology

The Radiology Department is staffed around the clock to assist with diagnosis and treatment. Services include diagnostic X-ray, ultrasound, computed tomography (CT scans), magnetic resonance imaging (MRI), nuclear medicine, mammography and other imaging technology.

Respiratory Therapy

Respiratory Care offers comprehensive care for all types of respiratory conditions. Our licensed respiratory therapists see patients on both an inpatient and outpatient basis.

Rehabilitation Services

Rehabilitation Services offers programs in physical, occupational and speech therapy, both during a patient's stay and on an outpatient basis. Specialized services include back care, arthritis programs, hand therapy and return-to-work programs.

Blood Bank/Donating Your Own Blood

Most of the blood used by Scripps Memorial Hospital Encinitas comes from the San Diego Blood Bank, which carefully screens all blood donations for diseases or viruses. To further ensure your health and safety, donors undergo a physical examination.

If you are having surgery and want to donate your own blood ahead of time (called *autologous donation*), your physician can review your options with you.

Special Scripps Memorial Hospital Encinitas Services

(For assistance with any of these services, ask your nurse or call the hospital operator)

Spiritual Care Services

Spiritual Care Services provides spiritual and emotional support for patients, families and staff, respectful of all spiritual beliefs, religious convictions and cultural practices. Professionally trained chaplains including both clergy and laypersons are available 24 hours a day. In addition, a chaplain will be glad to arrange for your minister or rabbi to visit you at the hospital.

Our Meditation Chapel, located on the second floor, is open for quiet reflection and private prayer. If you would like to visit the chapel, please tell your nurse.

Medical Records/Health Information

Should you need copies of your medical record, please contact the Health Information Department. Copies will be released only with the signed consent of the patient or authorized agent.

Language Assistance

For guests who need language assistance, we provide:

- interpreters in several languages to ensure you understand what you need to know
- Language Line for interpretive assistance
- TDD service for the hearing impaired
- closed caption service for televisions in patient rooms

Your nurse can assist you with these services.

Social Services/Case Management

Staff members may counsel you and your family during your stay on issues such as: psychological, legal or financial concerns; discharge planning; and referrals to community resources, agencies or other aftercare services.

Library

The Patient and Family Resource Library, located on the second floor, is open 24 hours a day. Patients and their families may visit the library and research information related to their diagnosis, procedures or tests. Library resources include books, magazines, newspapers, videotapes, and patient education materials geared to the layperson.

Lost and Found

Items such as eyeglasses, dentures and hearing aids require special care. Please do not leave these items on your meal tray, in drinking cups, or wrapped in tissue. Your nurse will provide a special container for their safety. You are encouraged to label your personal items with your name. If you misplace something, ask your nurse to call the Security Department. Found items are kept in a secure area for 90 days.

Volunteer Services/Auxiliary

Scripps Memorial Hospital Encinitas has a large and active auxiliary. Volunteers assist in nearly every department of the hospital, running errands, writing letters and providing many other services. The rewards and opportunities are endless, and this dedicated group always welcomes new members.

Visitor Information

Visiting Hours

In general patient care units, visiting hours are 10:30 a.m. to 8 p.m. For the comfort and safety of our patients, please limit visitors to two at a time. Visitors under age 12 must be immediate family members.

Women's Health, Intensive Care and the Emergency Department have special visiting hours. Please check with a nurse for the specific hours.

Visiting hours may be adjusted based on the patient's needs or wishes. We appreciate your cooperation if we ask you to adjust your visits. The main entrance is locked for security reasons from 8:30 p.m. to 6 a.m.

Waiting Areas

Waiting areas are available on each patient care floor and in our spacious main floor lobby. The Surgical and ICU waiting room is located adjacent to the ICU. Please do not leave children unattended in any area of the hospital.

Telephones

Public telephones are located in the following areas:

- main lobby across from the Information Desk
- Emergency Department waiting room
- second floor lobby

The hospital switchboard is open 24 hours a day at (760) 753-6501. Patients may be reached between 7 a.m. and 9:30 p.m. by calling the switchboard and asking for the patient by name.

Parking

Free parking for patients and visitors is available in two areas:

- front of the hospital
- east side of the hospital

Dining, Food and Beverage Services

The cafeteria, located on the first floor, is open daily from 7 a.m. to 9:30 a.m., 11 a.m. to 2 p.m. and 4:30 p.m. to 7 p.m. In addition to breakfast, lunch and dinner menus, the cafeteria offers a variety of self-serve foods such as deli items, sandwiches, soup and salad bars and frozen yogurt.

Vending machines, located in the cafeteria patio room, are available 24 hours a day.

Mocha Madness, located in the lobby, offers gourmet coffees and snacks Monday through Saturday.

Going Home

Planning for Your Discharge

Your physician will tell you the day and anticipated time of your discharge. Please arrange transportation and other needs ahead of time. Prior to your discharge day, you or a family member should complete any financial arrangements with your case manager or access representative.

Check-out time is 11 a.m. You may be able to check out earlier if your tests and paperwork are complete. Try to send most of your personal items home the day before discharge and check your room thoroughly before you leave to ensure you have everything.

Your doctor or dietitian will review any special dietary needs before you leave. In addition, your caregiver will give you a home care instruction sheet. We encourage you to fill prescriptions at your neighborhood pharmacy.

Parking and Transportation

Upon discharge, we will assist you to your car. Please arrange for your transportation as soon as you know your expected discharge date. Direct the person picking you up to the main hospital entrance. We can assist with transportation by taxi and schedules for bus routes serving the hospital.

Home Care Services

In many cases, patients require additional care after returning home from the hospital. Home care services offer a comprehensive approach to home health, with an emphasis on the patient's comfort and freedom. Services include skilled nursing care, personal care aides, rehabilitation, social work, and specialty programs including home infusion therapy. Assistance is provided in obtaining medical equipment and supplies for a range of needs. You may meet with a home care nurse in the hospital, or contact your physician or case manager.

Your Hospital Bill

Your hospital bill will contain daily room charges which include meals, television, local telephone calls and all staff services. Additional charges are itemized for special services such as diagnostic tests, medications, therapy and special equipment.

Your physician charges (including surgeon, anesthesiologist, radiologist, pathologist and emergency department physician) are not reflected on your statement. These charges are billed separately by the physicians.

If you have a question about your bill, please contact our centralized billing office, Patient Financial Services, (800) 690-9070, Monday through Friday, from 8 a.m. to 8:30 p.m.

Hospital Accreditation

Scripps Memorial Hospital Encinitas is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations. It is a member of the American Hospital Association, The California Association of Hospitals and Health Systems, and the Healthcare Association of San Diego and Imperial Counties.