

**SCRIPPS**

*Vital information for Scripps' patients and their families*

YOUR  
FREE COPY

# PATIENT

## Essentials

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# Your Safety, Our Goal



**W**ithin any hospital setting, safety has to be everyone's first concern. At Scripps, our commitment to providing safe medical care includes asking our patients to be a part of our health care team. Our goal is to create an environment where patients, physicians, family members and hospital staff all work together to deliver the best care in the safest way.

**Be sure your advocate understands your desires and wishes concerning your care, treatment and any life support concerns.**

Patient safety is always a major concern. We are committed to providing safe medical care and want you to feel safe in the hospital. By making the patient a key part of the health care team, we create an environment where patients, their families, physicians and caregivers work together to meet each patient's special needs.

#### **Your role as a patient**

Be involved. Research shows that patients who help make decisions about their health care are more likely to have better outcomes.

Educate yourself about your diagnosis. Read the information you have been given to explain your condition, and use the Web sites provided to you for more information.

#### **Participate in decisions about your medical care**

- ▶ Be sure you and your doctor agree on the plan for your treatment and care.
- ▶ Ask questions before signing any medical forms. Make sure you understand what they mean and what they are for.

- ▶ Don't be afraid to ask for more information or a second opinion. The more information you have, the more confident you will be in your decisions.
- ▶ Before you leave the hospital, be sure you understand all discharge instructions and follow-up care. This is a good time to have a relative or friend listen with you, help ask questions and make sure you understand.
- ▶ Ask a trusted family member or friend to be your advocate. Your advocate can help you ask questions, understand the answers and speak up for you. Be sure your advocate understands your desires and wishes.

### **Medications: Know what you are taking and why**

- ▶ Keep a list with you of all medications you take, including prescription, over-the-counter drugs, vitamins and herbal or nutritional supplements.
- ▶ If you take multiple medications, ask your doctor or pharmacist if it is safe to take the medications together.
- ▶ Make sure your doctor and caregivers know about your allergies to drugs and foods or reactions to anesthesia or latex.
- ▶ Don't be afraid to tell your doctor or nurse if you think you are about to get an incorrect treatment or medication.

- ▶ You may visit [www.scripps.org](http://www.scripps.org) for a copy of the Universal Medication Form, to keep your medication list up-to-date. In the Quick Links section, choose "My Scripps Visit." Then click on "Patient Handbooks" in the left menu bar. The form can be downloaded in English or Spanish.

### **Follow our safety procedures**

- ▶ Caregivers will be checking on you throughout your stay. Be sure you understand how to call for help with the call system in your room.
- ▶ Do not adjust any medical equipment. Call your nurse to take care of your equipment or connect or disconnect your tubes.
- ▶ There is no smoking allowed. Ask your doctor and caregiver about our smoking policy.
- ▶ Personal electrical appliances must be authorized for use. Ask your nurse for more information.
- ▶ You may hear a fire alarm, fire drill or other alarm announced. Please remain in your room and follow your caregiver's instructions.

### **Understand infection control**

- ▶ Follow your caregiver's instructions to prevent possible lung infections.
- ▶ Observe good personal hygiene by washing your hands before eating and after using the bathroom; covering your mouth with a tissue when you

cough or sneeze; not sharing patient care items with other patients; covering your feet when you get out of bed.

- ▶ Visitors should stay at home if they are sick, and should follow good personal hygiene (see above).

### **Understand blood clot prevention**

Blood clots are sometimes referred to as VTE, which stands for Venous Thromboembolism, or DVT, which stands for Deep Vein Thrombosis. Hospitalized patients may be at greater risk for developing blood clots, so follow your doctor's treatment plan to prevent blood clot formation. Some treatments may include early and frequent walking, compression stockings for your legs, or medication to prevent blood clots.

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Tell us if you have questions or concerns about your medical care. We want you to understand both what you are being told and the treatments provided. Please do not feel embarrassed if you do not understand something about your care or if you need language assistance. We encourage you to ask questions and we offer free interpreter services for most languages.

# Managing the Pain



**W**hether you prefer measuring your pain on a zero to 10 scale, or on a scale of smiley to sad faces, it's important you do your best to identify the pain you're feeling. With honest assessments, steps can be taken to bring your pain under control.

**Our goal as health care professionals is to help prevent pain when possible and help you manage pain when necessary.**

## **Here's the good news.**

### **Most pain can be controlled.**

While no one can guarantee you will be pain-free, your Scripps' doctors, nurses and pharmacists will work with you to keep your pain at an acceptable level. With less pain, you can get well faster, breathe deeper, be more active, sleep better, eat better and feel more positive.

### **What you can expect**

Your Scripps' medical team will provide you with pain rating scales and information about

pain and the various methods of pain relief, as well as encourage you to participate in pain relief decisions.

Our goal as health care professionals is to help prevent pain when possible and help you manage pain when necessary. If it hurts, tell us. We'll believe you and we'll work with you to bring it under control.

### **How you can participate**

Effective pain management is based upon each patient's level of pain and unique needs.



To help you bring your pain under control, we appreciate your partnership.

- ▶ Please tell us when you start feeling pain. Use the pain scale to help us understand the pain you're experiencing.
- ▶ Discuss your pain with us and your pain relief options. Ask what you can expect when it comes to pain and pain management. Discuss the medications and treatments that are available and any concerns you have about them, if ice packs or relaxation techniques will help, and anything else that's on your mind.
- ▶ Finally, be sure to say something if your pain is not relieved by whatever method is tried. Each person reacts to pain and pain relief differently. Being a part of your pain relief care is the surest way to bring pain under control.

# Pain Scale

Only you know the amount of pain you are experiencing. Each time we assess your pain, we will use one of the pain rating scales below. A pain rating scale can help us understand your pain and determine if your pain management plan is working. We will teach you how to use one of the two pain rating scales.

## Pain Rating Scale A

A basic number scale. Simply point to the number that best describes the level of pain you're experiencing.

1

2

3

4

5

6

7

8

9

10

## Pain Rating Scale B

Sometimes people have a difficult time assigning a number to their pain. In this scale, instead of using numbers, you rate your level of pain by the type of facial expression that best matches the pain you're feeling. Simply choose a face that best describes the pain you have.

This chart is especially helpful when small children are hospitalized. Together with the child's parents, we can identify the level of pain a child is feeling and determine how to best meet those needs.



# Making Health Care Decisions



If you're in a hospital bed right now, it probably doesn't feel like you have much control; but you do. At Scripps, we believe you should have control of your medical treatment and we do anything we can to help you make the best decisions for your care. In fact, we have a name for it. We call it Patient-Centered Decision Making.

**Our physicians, nurses and staff are committed to caring for you as partners, not just as caregivers.**

It's your life and your health care and you should be involved. Patient-Centered Decision Making at Scripps means that we'll help you understand your treatment choices and the possible outcomes of each. It means you have the right to choose the treatment you want to receive, and even the right to refuse treatment, and we'll help get you all the information you need so you can make decisions that are best for you.

Our physicians, nurses and staff are committed to caring for you as partners, not just as

caregivers. We'll take the time to discuss your care with you and get you the information you need. Our hope is that this information will help increase your control over medical treatment both now and in the future.

## **Who makes the decisions about my treatment?**

Your doctors will give you information and advice about treatment, and you have the right to choose. You can say "Yes" to treatments you want; and you can say "No" to any treatments

you don't want, even if the treatment might keep you alive longer.

### **How do I know what I want?**

Your 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.

Often, more than one treatment might help you, and people have different ideas about which is best. Your doctor can tell you which treatments are available to 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 decisions?**

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 also ask your doctors and nurses to talk with your relatives and friends and 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 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 or, if you are in a medical facility, until you leave the facility.

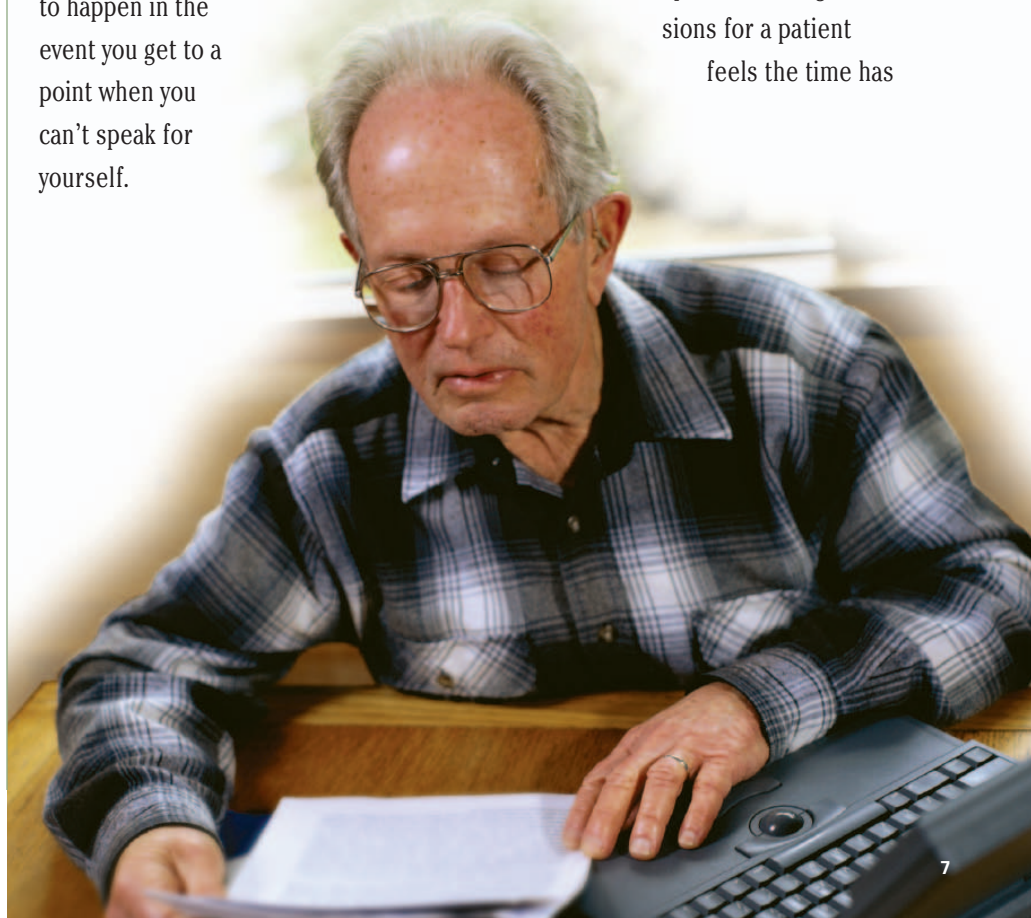
### **What if I become too sick to make my own health care decisions?**

If you haven't 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, this works. But, sometimes, everyone doesn't agree about what to do. That's why it is helpful if you can say in advance what you want to happen in the event you get to a point when you can't speak for yourself.

### **Health care decisions can be hard. How do I make the right choices?**

Your Scripps' doctors, nurses and other health care team members are well trained and well educated to provide care intended to restore your health, reduce disability, sustain your life and alleviate suffering. You, your family, your doctor and the health care team want to be sure you benefit from the latest care available.

When health care decisions become difficult, most often everyone involved—you, your doctors and other staff, and your family—is able to agree at the bedside on the right actions to take. However, there are circumstances when a patient or the person making decisions for a patient feels the time has





come to stop or limit medical treatment. Other times, patients and families might want intervention and more treatments, even though their doctor feels they face death or will not have a reasonable quality of life.

To help when medical decisions get extremely hard, we encourage you and your family to communicate your views and concerns to the physicians

directing your care, and you're also welcome to invite your own clergy or spiritual leader for a hospital visit. If you prefer to speak to the hospital chaplain, you can reach the chaplaincy office through the hospital operator.

Additionally, Scripps has an ethics committee of doctors, nurses, case managers, chaplains and other professionals who can help both care providers and patients decide the best ways to proceed.

#### **What does the ethics committee do?**

The ethics committee can provide advice when patients, families, doctors and staff ask for help with difficult ethical choices. The committee also educates staff and the community about current medical-ethical issues

and ideas and develops guidelines and policies for patient care when there are areas of ethical concern.

If you find yourself facing what might be an ethical dilemma or if you're just finding it difficult to reach an important health care decision, please ask a staff member to contact a patient relations representative or another member of the administrative staff. The committee welcomes requests for consultation and can even examine patient care issues for possible case review.

#### **Let us help**

Your Scripps' health care team will do everything possible to meet your needs. We know your comfort and peace of mind are necessary for recovery, and we want to be sure you are involved in decisions about your care.

## *Boost Your Spirit*

*Hospital stays can be stressful and sometimes you just want to talk to someone.*

*Our spiritual care staff, nurses and social workers help promote the health of the whole person and can provide comfort and support from within your own faith tradition.*

*If you're worried about surgery, dealing with a long-term illness, having difficulty making an important decision or talking with your family, or just need a good listener, ask your nurse for a visit from Spiritual Care Services.*

Your comfort, health and safety are important to us!  
We'll make the time to help.



# Planning Ahead



**W**ho will speak for you if you're ever too sick to make decisions for yourself? Through an Advance Health Care Directive, you can designate who you want to speak on your behalf and even what kinds of treatments you want.

Nowadays, you don't have to wait until you're sick to express your wishes about health care. In fact, it's better to choose before you get very sick or have to go into a hospital, nursing home or other health care facility.

You can do so by using an Advance Health Care Directive. They're called "advance" because you prepare one before health care decisions need to be made. And they're called "directives" because they state 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.)

As long as you're 18 years old or older and are capable of making your own medical decisions, you can complete an Advance Directive and you do not need a lawyer.

## **Who can I name as my agent?**

An "agent" is someone you choose to speak

**As long as you're 18 years old or older and are capable of making your own medical decisions, you can complete an Advance Directive.**

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

### **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. But, 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 you want to have your life continued as long as possible. Or you can say 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. Ask your doctor to review those wishes with your family members or friends. But it will probably be easier to follow your wishes if you write them down.

### **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 change the person you want to make your health care decisions, you must sign a statement or tell 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—also known as a health care agent. A health care agent is a surrogate whose name you give 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 decisions of your agent or surrogate unless a requested treatment would be a 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 that your wishes be recorded in your medical file. If you know when you would or would not want certain types of treatment, an Individual Health Care Instruction provides a good way to make your wishes clear to your doctor and 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.

### How can I get more information about making an Advance Directive?

Ask your doctor, nurse, social worker or other health care provider for more information. You can also ask a lawyer

to write an Advance Directive for you, or you can complete an Advance Directive simply by completing a form.

#### Editors Note:

At Scripps, we abide by your wishes and we respect your right to consult with your health care providers and to participate in decisions regarding your medical care. Our policies reflect compliance with California and federal laws on Advance Directives. We do not condition the provision of care or otherwise discriminate against anyone based on whether or not they have an Advance Directive. **If you have completed an Advance Directive, it is your responsibility to provide the hospital with a copy.** For additional information about Advance Directives, see your primary physician, a patient care representative, a member of our social services staff or an administrative supervisor. Your nurse can help you to contact them.

*Information in this publication on health care decision making and Advance Directives was provided through the California Consortium on Patient Self-Determination to implement Public Law 101-508. To reflect changes in state law, information was revised in 2000 by the California Department of Health Services, with input from members of the consortium and other interested parties. Scripps is required by federal law to provide this information.*

#### SAFETY FIRST

# Call Don't Fall.



Trying to get out of a hospital bed without assistance is the most common cause of hospital falls. So when you need to get out of your hospital bed or chair, don't take a chance. No one likes to fall. Call your nurse for assistance—every time.

Your comfort, health and safety are important to us! We'll make the time to help.

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# What about the Bill?



As health care treatments and technologies continue to improve, health care and insurance costs continue to rise. Once you complete your hospital stay, you'll no doubt be faced with such terms as co-pays, deductibles, eligibility, hospital coverage, medical coverage and more. Your medical insurance may cover all or part of your charges, but it's up to you to ensure your account is paid in full. Feel free to ask us about your bill; we can help you through the financial maze.

**The professionals in Scripps Patient Financial Services are experts in health care billing and are here to answer any of your questions.**

Your Scripps financial journey will begin by providing us with any health insurance information you may have. As a courtesy, we will bill your insurance company directly, but you'll still need to follow the payment process to make sure all parts of your bill have been covered or directly paid. Depending on the insurance you have, you might be asked to pay a specific co-payment or deductible, and you might be asked to pay a portion of the bill as your share of the total cost. The process can be lengthy

and sometimes confusing, but the professionals in Scripps Patient Financial Services are experts in health care billing and are here to answer any of your questions.

### **If you have Medicare coverage**

If you were eligible for Medicare benefits at the time of your care, we will send your bill to your government insurance carrier. Medicare coverage has two basic parts:

Part A (hospital coverage) pays for the services provided when you were a patient in the hospital. Part B (medical coverage) pays for health care services you received as an outpatient, and for physician fees.

Medicare Part A and B deductibles are set annually by the U.S. government. If you do not have supplemental insurance, the deductibles are your responsibility, as are certain charges not covered by Medicare, such as private rooms or take-home drugs.

### **If you have Medi-Cal coverage**

#### **► Medi-Cal Non-HMO**

If you have Medi-Cal, non-HMO coverage, please present your Medi-Cal card at registration. Eligibility will be verified at the time of your service. Some restrictions may apply to your benefits, for example, with pregnancy-related and emergency-related benefits only. If you are seeking treatment for non-covered services or you have a “share of cost,” you will be responsible for payment.

#### **► Medi-Cal HMO**

If you are enrolled in a Medi-Cal HMO plan, you are required to notify your primary care physician prior to receiving any treatment, including emergency room visits. If treatment is determined not to be medically necessary and/or no authorization is obtained, you may be completely responsible for the bill. Your access

representative can assist you in identifying your Medi-Cal HMO.

### **If you are covered under County Medical Services (CMS)**

If your health care is covered under County Medical Services, you must bring your current month’s proof of eligibility with you when you check in and scheduled procedures require authorization. Please check with your physician to ensure services have been authorized. If you’re seeking emergency room treatment, you will also be required to complete an additional form.

### **If you have HMO insurance**

If you are enrolled in an HMO insurance plan, please note that an authorization is required for most services and that any patient portion (co-pay) of the bill will be due at the time of service. To ensure health care services are authorized, you should contact your Primary Care Physician (PCP) prior to receiving any treatment, including emergency room visits. If treatment is determined not to be medically necessary and/or authorization is not obtained prior to treatment, you may be completely responsible for the bill.

### **If you have PPO/commercial insurance**

If you are enrolled in a PPO or commercial insurance plan, your coverage will vary depending on the plan. Upon receiving benefit information from your insurance carrier, we will estimate the portion to be paid by your insurance and the estimated balance due from you. Please be prepared to make a deposit on the estimate. Scripps has contracts with most PPOs. Contact your insurance carrier to verify they have a contract with Scripps. If you belong to an insurance plan that does not have a contract with us, your benefits may be reduced or denied.



**If you are planning to self-pay**

If you are planning to self-pay for your health services, payment or payments will be requested during your visit. For your convenience, Scripps accepts the following payment methods: cash, MasterCard, Visa, American Express, Discover, debit cards, personal checks, money orders and cashiers checks.

**If you need financial assistance**

Financial assistance, including payment plans, cash allowances and charity care is offered by Scripps for qualified applicants. Please call Patient Financial Services at 1-800-690-9070 for more information.



**Additional bills you may receive**

You may also be billed by your attending physician, consulting physician, anesthesiologist, radiologist, cardiologist, pathologist, emergency department or other specialists whose services were requested by your attending physician. These fees are not included on your hospital bill. Please note that physicians involved in your care may not be contracted with your insurance plan.

# Say What?

Do you need language or hearing assistance?

Interpreter services are available to Scripps patients at no charge.

For free assistance, ask a member of our medical staff, or show them this ad.

Your comfort, health and safety are important to us!  
We'll make the time to help.



# Need Financial Assistance?

We realize that hospital care can be expensive and is often unexpected.

If you need financial assistance, Scripps offers discounts, payment plans and charity care for qualified applicants. Even if you don't qualify for financial assistance, you may be eligible for a discount.

.....  
**To see if you qualify, call one of our financial counselors at 1-800-690-9070.**  
.....

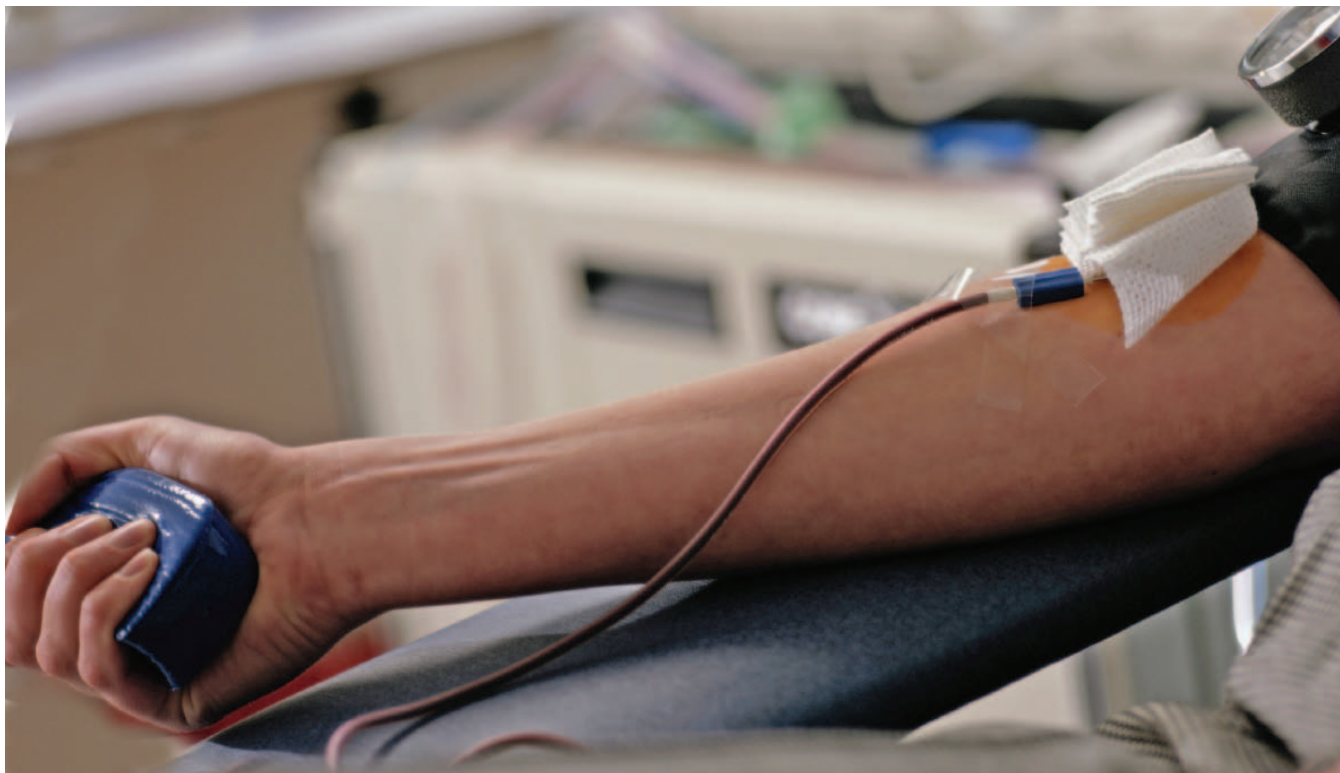
Your comfort, health and safety are important to us!  
We'll make the time to help.



# If You Need Blood

A patient's guide to blood transfusion

Provided by the California Department of Health Services



**D**uring a hospital stay you may need to receive blood and, nowadays, there are many options, each with its own risks, costs and benefits. It's important to know what these options are and to discuss them with your physicians and hospital staff.

If you need blood, you have several options, including receiving blood from the community, using your own blood (*autologous*) or using blood from donors that you have selected (*designated donors*). Your options may be limited by time and health factors. Although you have the right to refuse a blood transfusion, this decision may have life-threatening consequences.

It is important to weigh the risks, costs and benefits of donating your own blood before surgery. Many elective surgeries do not

require blood transfusions. If you have questions about transfusion needs or options, please ask your doctor. Check with your insurance company about your costs for donation. If you choose not to donate your own blood, or if more blood is required than expected, you may receive blood other than your own.

## **Community Donors**

Hospitals maintain a blood supply from volunteer (*unpaid*) community donors to meet transfusion needs. Community blood donors

**Our nation's blood supply is very safe and, though nothing in life is risk free, the risks associated with blood transfusions are very small.**

are screened with a thorough medical history and then tested with the most accurate technology available.

Our nation's blood supply is very safe and, though nothing in life is risk free, the risks associated with blood transfusions are very small. The chance that a unit (*pint*) of blood will transmit Human Immunodeficiency Virus (HIV, the virus that causes Acquired Immunodeficiency Syndrome or AIDS) or Hepatitis C is about 1 in 2 million. The chance that a unit will transmit Hepatitis B is less than 1 in 200,000.\*<sup>1</sup> Although the risk for other serious infections exist, that risk is much less than the annual risk of dying in a motor vehicle accident in the United States (1 in 7,000).<sup>2</sup>

### Using your own blood— Autologous Donation

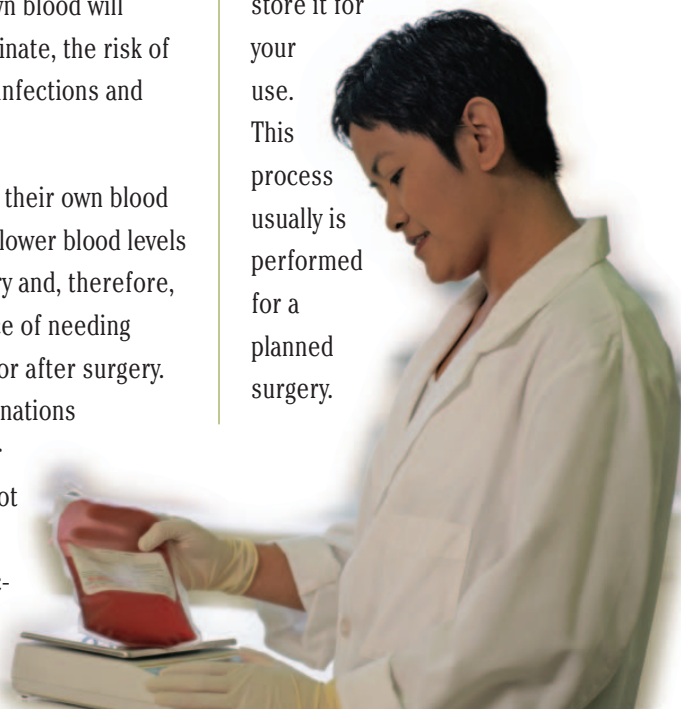
Using your own blood can minimize the need for transfusion with donor blood. Using your own blood will reduce, but not eliminate, the risk of transfusion-related infections and allergic reactions.

Patients who donate their own blood before surgery have lower blood levels at the time of surgery and, therefore, have a greater chance of needing transfusions during or after surgery. Autologous blood donations are not an option for all patients. It may not be safe for you to donate. Ask your doctor if autologous

donation is appropriate for you.

### Donating BEFORE surgery

Blood banks can draw your blood and store it for your use. This process usually is performed for a planned surgery.



## Good Evening Ladies and Germs...

Maybe you haven't noticed, but hospitals and doctors' offices are full of sick people. This probably isn't much of a surprise, but did you know there are things you can do to help control the spread of germs?

**Wash Your Hands—Often.** A task as simple as good handwashing can help control the spread of germs that may cause infection or make your condition worse. Wash your hands often. And if it looks like we've forgotten to clean our hands or wear gloves, please remind us.

**Ask Sick Friends to Stay Home.** Friends and family with colds or infections should put off their hospital visit until they're well.

**Clean Sheets.** If your bed, gown or other linens are soiled, tell our staff right away so they can be changed.

Your comfort, health and safety are important to us! We'll make the time to help.



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Blood can be stored for only a limited period, so coordinating the donations with the date of surgery is important.

### **Donating DURING surgery and/or after surgery**

Immediately before surgery, your doctor may be able to remove some of your blood and replace it with other fluids. After surgery, the blood that was removed may be returned to you.

In addition, the surgeon may be able to recycle your blood during surgery. Blood that normally is shed and discarded during surgery could be collected, processed, and returned to you. A large volume of your blood can be recycled in this way. Blood that is lost after surgery may be collected, filtered and returned to you.

### **Designated donors**

Although the blood supply is very safe, some patients prefer to receive blood from people they know—“designated (or directed) donors.” This blood is not safer than blood from volunteer community donors. In some cases it may be less safe because donors known to the patient may not be truthful about their personal history. Blood donated by someone who was recently exposed to HIV or other infections could pass the screening tests and infect you.

Designated donors must meet the same requirements as community donors. Several days notice is

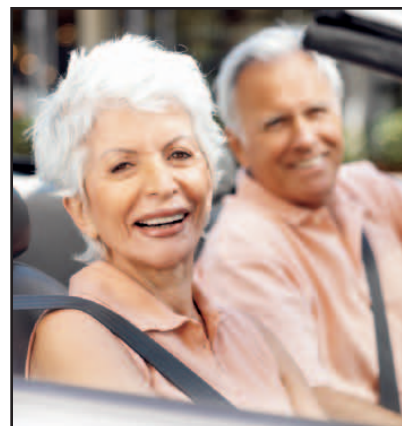
required for the additional processing of designated donors.

*This information has been developed by the California Department of Health Services, Laboratory Field Services, 850 Marina Parkway, Richmond, Calif. 94804, in partnership with the Medical Technical Advisory Committee of the Blood Centers of California. This information is not to be considered a replacement for the Informed Consent process prior to the transfusion of blood. If you have additional questions about your options for blood transfusion, please ask your doctor. Information also can be obtained by calling your local community blood center or hospital blood bank. To contact Laboratory Field Services, please call 213-620-6574.*

\* The risk estimates were adjusted to include first time and repeat blood donors.

### **References:**

1. Stramer SL, Glynn SA, Kleinman SH et al. “Detection of HIV-1 and HCV infections among antibody-negative blood donors by nucleic acid-amplification testing.” *New England Journal Medicine* vol. 351, pp.760-768, August 2004.
2. U.S. Department of Transportation’s *Fatality Analysis Reporting System website 2003 data:* [www.hwysafety.org/research/fatality\\_facts/general.html](http://www.hwysafety.org/research/fatality_facts/general.html)



## **We Need You... to Volunteer**

During your hospital stay or office visit, you may have seen or met with one of our many, dedicated Scripps Health volunteers.

Where do our volunteers come from? They’re people just like you—people who have thought about and even talked about volunteering “someday,” and then finally went out and did it.

Our volunteers give back to their community by providing valuable services to our patients, their families, and our hospital staff. But the most rewarding reasons for volunteering just can’t be measured.

You’ll learn new skills, make friends and meet others who share your interests. And you’ll have the satisfaction of knowing you’re making a difference.

Scripps volunteers are active men and women age 15 and older. If you or someone you know is interested in volunteering, ask your nurse for a visit from Volunteer Services.



# Your Rights *and* Responsibilities



**A**s a hospital patient, you have dozens of rights regarding the care you receive. But, as with anything in life, these rights also come with certain patient responsibilities. Being aware of both will help you get the best care possible and help return you to good health.

**Knowing your rights can help you make better decisions about your care.**

## **As a patient, you have the right to:**

**1** Receive considerate and respectful care, and be made comfortable. You have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.

**2** Have notification of your admission sent promptly to a family member (or other representative of your choosing) and your own physician.

**3** 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.

**4** Receive information about your health, treatment, and prospects for recovery and outcomes of care (including unanticipated outcomes) 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.

**5** Make decisions regarding your 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.

**6** Request or refuse treatment, or leave the hospital even against the advice of physicians, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment.

**7** Be told about any human experimentation that the hospital or your personal physician proposes to engage in that might affect your care. You have the right to refuse to participate in such research projects.

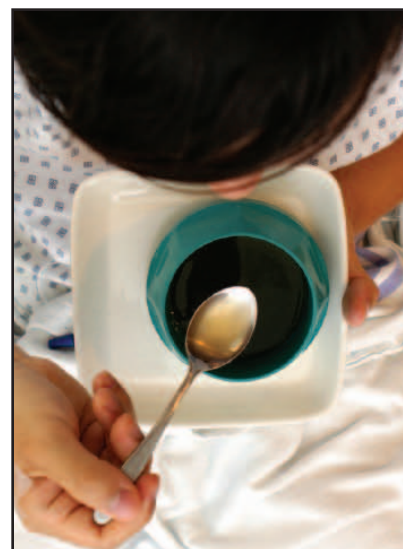
**8** Reasonable responses to any reasonable requests made for service.

**9** Appropriate assessment and management of your pain, and to be given information about pain and pain relief measures. You have the right to participate in decisions about your pain management. 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 the opiate medication but, if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

**10** 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 will comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.

**11** Respect for your personal privacy. 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



## It's Not Just About Jello® Anymore

Good nutrition and good health go hand in hand and can be an important part of your treatment. Whether you're on a regular diet or a special diet suited to your needs or medical condition, the Scripps dietary staff provides a number of tasty options.

We have meals and snacks that meet cultural and religious needs, vegetarian meals, special requests and, yes, even Jello. If your food is important to you, be sure to ask to speak with a Scripps dietary professional today.

Your comfort, health and safety are important to us! We'll make the time to help.

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being discussed. Privacy curtains will be used in semi-private rooms.

**12** 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 Scripps may use and disclose your protected health information.

**13** Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

**14** Freedom from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

**15** Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.

**16** Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided this information also.

**17** Know which hospital rules and policies apply to your conduct

while a patient.

**18** 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



## Quit Smoking and Time is on Your Side

Once you quit smoking...

**Within 20 minutes**, your blood pressure returns to normal and cardiovascular damage begins to subside.

**Within 8 hours**, carbon monoxide levels in your blood decrease and oxygen levels increase to normal.

**Within 24 hours**, your chance of heart attack decreases.

**Within 48 hours**, damaged nerve endings start to re-grow and your sense of smell and taste begin to improve.

**Within 72 hours**, nicotine is all out of the body and your bronchial tubes relax and make it easier for you to breathe.

*Want to know more? This is the perfect time to pick up the phone and ask the American Lung Association for help. Call 1-800-NO BUTTS right now.*



Your comfort, health and safety are important to us! We'll make the time to help.

[www.nobutts.org](http://www.nobutts.org)

facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

**19** 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 persons living in your household.

**20** Receive an explanation of the hospital's bill regardless of the source of payment.

**21** 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.

**22** File a grievance by writing to hospital administration or by calling the nursing supervisor or patient representative. A grievance committee will review each grievance and provide you with a written response, including the name of a person to contact at the hospital. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

**23** File a complaint with the state Department of Health Services

regardless of whether you use the hospital's grievance process. The state Department of Health Service's phone number and address is: For facilities south of Interstate 8, call 1-866-706-0759; north of Interstate 8, call 1-800-824-0613. The address is 7575 Metropolitan Drive, San Diego, CA 92108.

**24** Contact the Joint Commission if, on a continuous basis, you have concerns regarding safety and quality of care in the hospital. The Joint Commission can be contacted as follows: Division of Accreditation Operations, Office of Quality Monitoring, Joint Commission on Accreditation of Healthcare Organizations, One Renaissance

## *So What Does This Button Do?*

It's important to ask. During your stay in the hospital, it's important you ask your care provider about each piece of hospital equipment that may be connected or attached to you.

*How does it work?*

*What should you do if an alarm sounds?*

*Can you touch it without harming yourself or the equipment?*

*How do you get help adjusting or moving equipment if needed?*

Your comfort, health and safety are important to us!  
We'll make the time to help.



Boulevard, Oakbrook Terrace, IL 60181, Fax: 1-630-792-5636 or Email: [complaint@jcaho.org](mailto:complaint@jcaho.org)

### As a patient, you have the responsibility to:

**1** Provide information. Patients and families (as appropriate) must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition.

**2** Ask questions. Patients and families, as appropriate, must ask questions when they do not under-

stand their care, treatment, or service or what they are expected to do.

**3** Follow instructions. You must follow the care, treatment, and service plan adapted for your specific needs by your practitioner and health-care team. You should express any concerns about your ability to follow the proposed care plan or course of care, treatment and services. Your practitioner will explain any consequences for not following the proposed course of treatment.

**4** Follow hospital policy. Patients and their families must follow the hospital's policies as explained in your handbook and as explained by our staff.

**5** Accept consequences. Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.

**6** Show respect and consideration. Patients and families must be considerate of the hospital's staff and property as well as other patients and their property, and for assisting in the control of noise and the number of visitors.

**7** Meet financial commitments. Patients and their families should promptly meet any financial obligation agreed to with the hospital by providing information necessary for your insurance processing and, when necessary, working with a financial

## A World of Healing is Just a Phone Call Away



Looking for a support group that shares your health concerns? Need health and wellness information, or a physician referral? A call to 1-800-SCRIPPS links you to all the world-renowned resources of Scripps Health. Call for:

- Information and referrals on Scripps' programs and services
- Physician referrals and appointments
- Facility locations and directions
- Health and wellness education, support groups, exercise programs and screenings
- Childbirth and parenting classes
- A health information library
- Community resource information

Our team of caring professionals can provide you with the detailed information you need. Call 1-800-SCRIPPS (1-800-727-4777) today.



representative to arrange payment.

**8** Recognize the effect your lifestyle has on your personal health. Your health depends not just on your professional medical care but also on the decisions you make in your daily life. You can ask your care provider if you need assistance in making healthier decisions.

**9** Express safety concerns. Notify your care providers if you have any safety or privacy concerns or questions regarding your care or environment.

*The list of patient rights and responsibilities above incorporates the requirements of the Joint Commission on Accreditation of Healthcare Organizations; Title 22, California*

*Code of Regulations, Section 70707, Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R., Section 482.13 (Medicare Conditions of Participation).*

# Make Healthy Connections

**W**hen it comes to living a healthy lifestyle, sometimes it takes the right connections. At Scripps, we offer hundreds of classes and support groups in areas such as nutrition, infant care, rehabilitation and even driving safety.

To learn more about the classes and support groups we offer, or to receive our quarterly Health Connections newsletter, call 1-800-SCRIPPS. Here are some samples:

## **Walk Toward Fitness**

Learn to increase stamina, longevity, independence, mobility and energy.

## **CPR**

Four-hour basic cardiac life support class.



## **Infant Massage**

Enhance the physical bond that builds trust and intimacy. Use infant massage to relieve discomforts such as gas and colic, teething and congestion.

## **START**

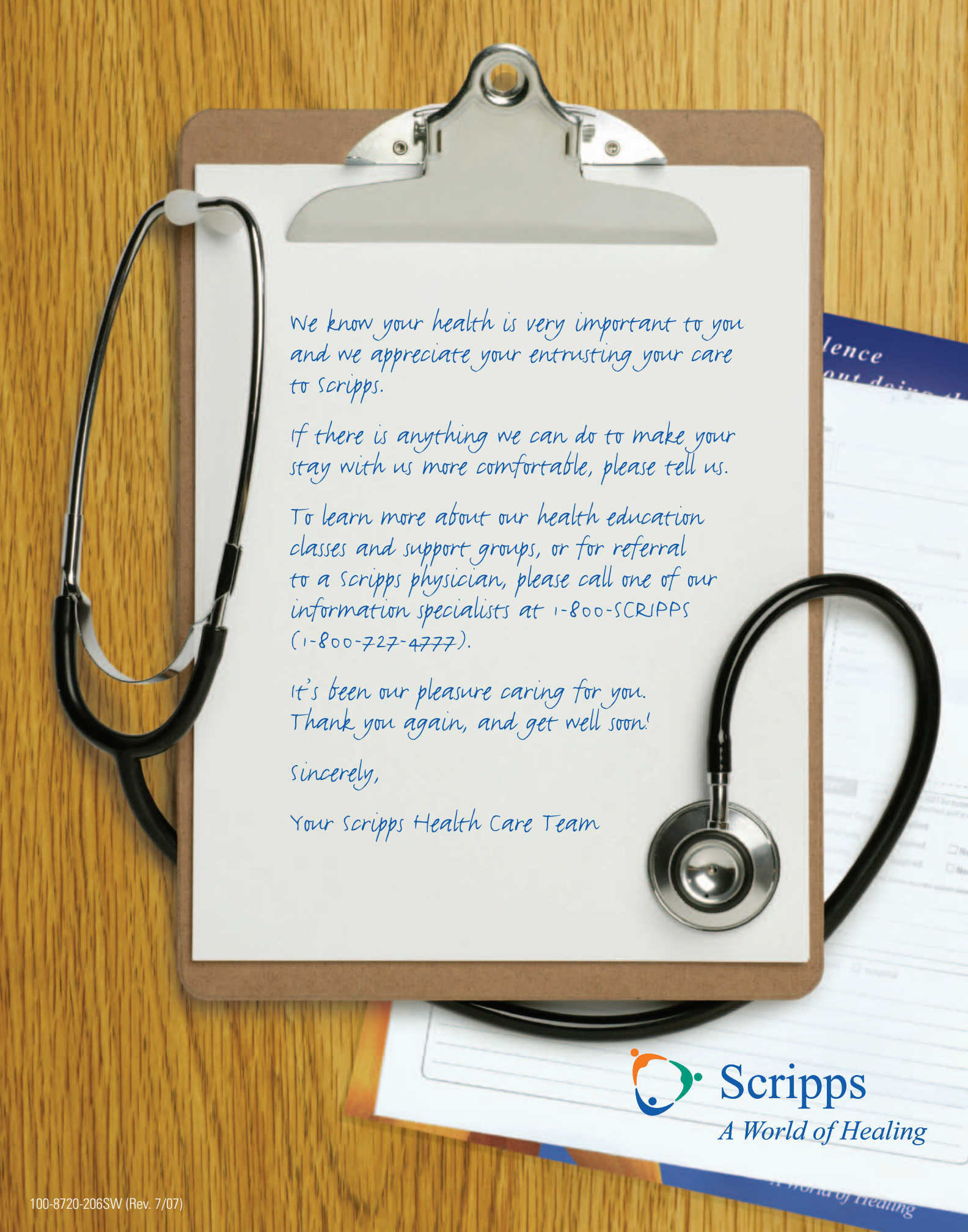
Assists individuals affected by neurological disorders like stroke, brain injury, multiple sclerosis, Parkinson's disease and others.

## **AARP Driver Safety**

Geared toward persons 50 years and older. Includes information on the aggressive driver, road rage, anti-lock brakes, car phones and the latest laws from the DMV.

CALL 1-800-SCRIPPS (1-800-727-4777) FOR YOUR FREE NEWSLETTER.

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We know your health is very important to you and we appreciate your entrusting your care to Scripps.

If there is anything we can do to make your stay with us more comfortable, please tell us.

To learn more about our health education classes and support groups, or for referral to a Scripps physician, please call one of our information specialists at 1-800-SCRIPPS (1-800-727-4777).

It's been our pleasure caring for you. Thank you again, and get well soon!

Sincerely,

Your Scripps Health Care Team



**Scripps**

*A World of Healing*