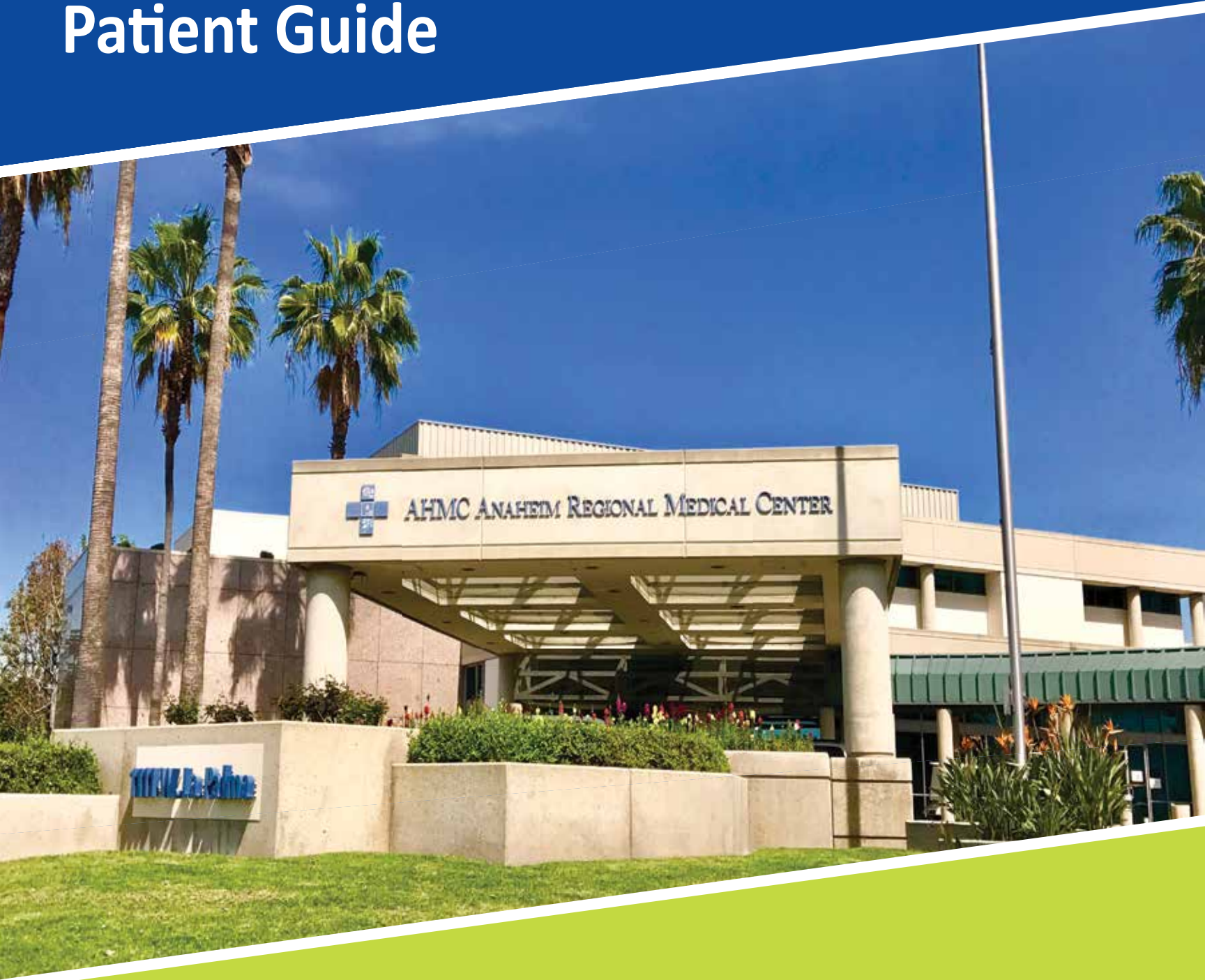


Patient Guide



AHMC Anaheim Regional Medical Center

AHMC Healthcare



Welcome to AHMC Anaheim Regional Medical Center

The goal of this patient guide is to answer questions you and your loved ones may have and help you feel more comfortable and confident about your hospital visit.

If you have questions that are not answered in this guide, please ask your nurse.

Your health and comfort are our main concerns during your visit. If there is anything we can do to better serve you or make your stay more comfortable, please let us know. We want you to feel confident in your care and empowered to ask questions and participate in your care.

Thank you for choosing AHMC Anaheim Regional Medical Center.

Sincerely,

The AHMC Anaheim Regional Medical Center Team

Our Promise to You

Welcome to AHMC Anaheim Regional Medical Center. It is our privilege to care for you. We understand that this may be a difficult time for you and your loved ones and want to assure you that meeting your needs is our top priority.

During your stay, your patient care team will communicate with you frequently about your treatment plan and progress toward discharge from the hospital. You are a key member of the care team, thus it is very important that you are kept informed throughout your stay.



- **We promise** that your nurse and other members of your care team will introduce themselves and will inform you of any treatment or procedure ordered by your physician and will explain why you are having the treatment or procedure and what to expect.
- **We promise** that your nurse will visit you frequently to check on your progress. You will see your nurse at least hourly during the day, every two hours during the night, or more frequently as needed.
- **We promise** that when you press the “Call Light Button” for assistance, a member of the care team will respond promptly.
- **We promise** that you will be frequently asked if you are experiencing any pain. One way we assess pain is by asking you to rate your pain level on a scale of 1 to 10, with 10 being the highest level of pain. Managing your pain is extremely important to us. Please let your nurse or any member of the care team know immediately if you are experiencing any pain.
- **We promise** that before you are given any medication, your nurse will tell you the name of the medication, the purpose of the medication, and any potential side effects you may experience.
- **We promise** that between each nursing shift, your care team will meet at your bedside and will report on your progress and status of your treatment plan.
- **We promise** that a communication board located near your bed will be used to record important information including your pain level and goals for the day.
- **We promise** that the Nursing Director and other healthcare professionals will visit you to ensure that we are meeting your needs. We are continually looking for ways to be better at what we do and we appreciate your feedback.

As always, our goal is to provide you with the best care possible in a compassionate, respectful manner. We hope that we exceed your expectations and provide you with a positive patient care experience. If there is anything we can do for you, please call us at 714.999.5167.

We wish you well and thank you for the honor of caring for you.

Sincerely,

A handwritten signature in blue ink that reads "Richard Castro".

Richard Castro
Chief Executive Officer

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About AHMC Anaheim Regional Medical Center

- 223-bed acute care hospital offering full-range of in-patient, out-patient, and related health and wellness services
- Serving the communities of North Orange County for over 60 years
- Fully accredited by The Joint Commission
- Certified by The Joint Commission as a Primary Stroke Center
- STEMI (Heart Attack) Receiving Center
- The only “Safe Place” in Orange County offering sexual assault forensic examinations

Mission Statement

AHMC Anaheim Regional Medical Center is committed to providing compassionate, high-quality healthcare to a culturally diverse community.

Our Commitment to Care

If at any time, during your stay, you have questions or concerns about the quality of care that you or a family member are receiving, please speak with your nurse or the nursing supervisor.

If you feel that the issue was not resolved, please call us at 714.999.5167.



Phone Directory

Private phone lines are provided by the hospital in each patient room. Local calls are free of charge. For sensory-impaired patients, the hospital provides interpreters (language/sign) and TDD telephone access.



Directions for Telephone Use

Internal Calls: Dial the last four digits

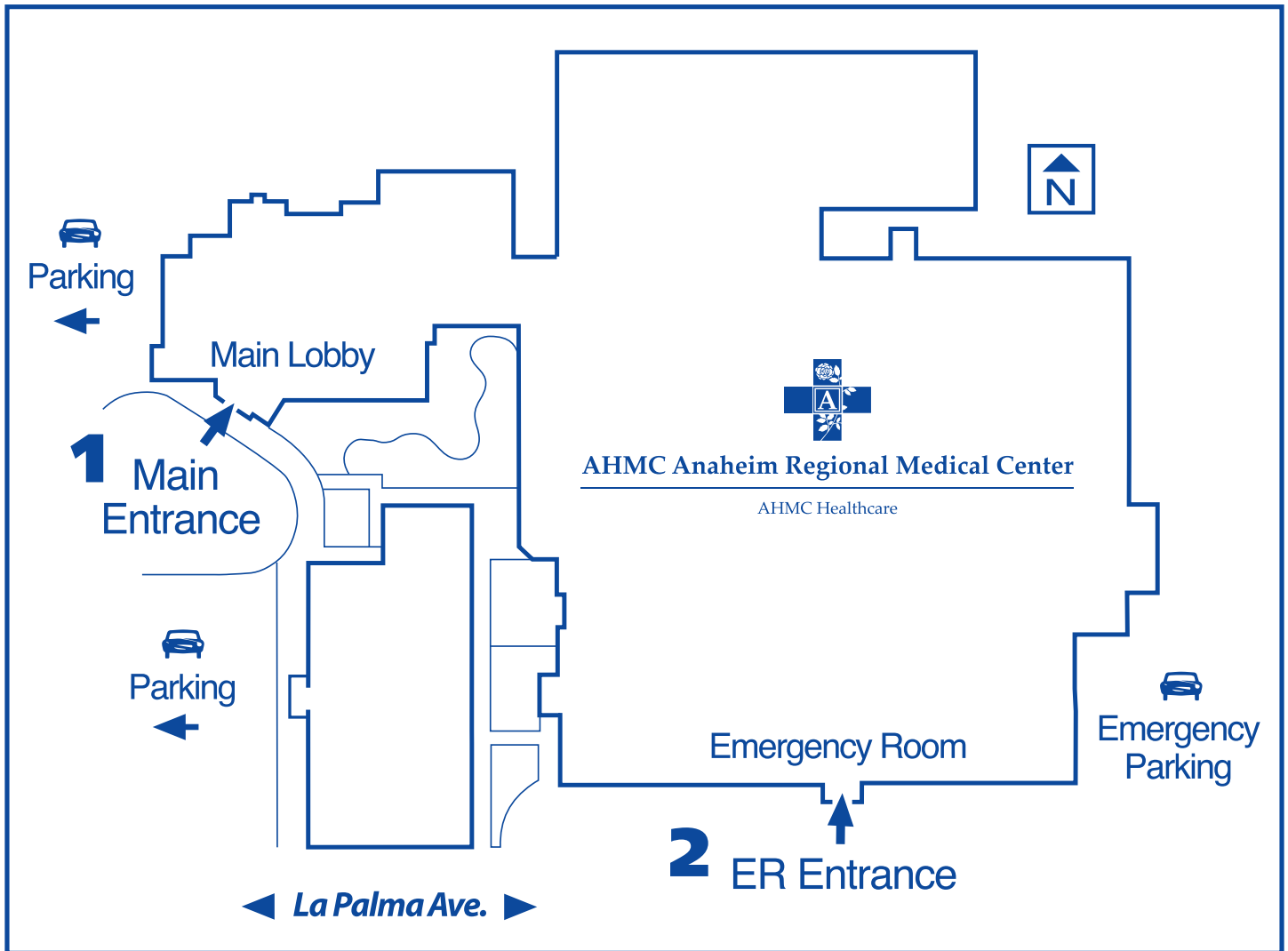
Local Calls: Dial 9+ number

Operator Assistance: Dial 0

Calling Cards: Dial 9 then follow instructions on calling card

Main Hospital Line	714.774.1450
Admitting	714.999.6000 ext. 2168
Case Management/Social Services	714.999.3806
Medical Records	714.999.6126
Community Outreach	844.856.1503
Environmental Service	714.999.5223
Gift Shop	714.999.5128
Human Resources	714.999.6113
Dietary/Nutrition Services	714.999.6012
Maternity & Prenatal Education Programs	844.856.1503
Patient Experience	714.999.5167
Physical Therapy	714.999.5780
The Breast Center/Outpatient Diagnostic Center Scheduling	714.999.3847
Security	714.999.5150

For more information on the resources available at AHMC Anaheim Regional Medical Center, please visit anaheimregionalmc.com



For Patients

AHMC Anaheim Regional Medical Center is a non-smoking campus.



Quiet Time

AHMC Anaheim Regional Medical Center practices “Quiet Time” from 2:00 pm—4:00 pm. At this time, the lights are dimmed in hallways, and staff and visitors are requested to keep interactions with patients at a minimum so our patients can rest. We encourage and promote a peaceful rest in a quiet environment with limited interruptions.



Housekeeping

Housekeeping services are provided daily to all patient rooms. If there is anything you need, or if you have any comments or questions about Housekeeping Services, please contact your nurse or call us at Ext. 5223. Housekeeping is available 24 hours a day.

Lost and Found

Please report lost items to the nursing staff or other member of your care team as soon as you notice the item is missing.

After you get home, if you believe you may have left an item at the hospital, please call Lost and Found at 714.999.5150.



Food Services

The goal of our Food Services Department is to provide you with a nutritious and satisfying meal so you can heal. Our dietitians prepare a variety of menus according to your doctor’s instructions. You are given a menu each day to select meals.



If your doctor wants you to adhere to a special diet after you are discharged from the hospital, the dietitian will be available to explain the diet and how you can adapt it to your lifestyle.

For Patients (Continued)



Internet Access

AHMC Anaheim Regional Medical Center offers free wireless, high-speed Internet access to our patients and visitors.

To connect to the wireless network:

1. Enable the wireless feature on your computer, tablet, or phone
2. Connect to the “hotspot” network
3. Once you are connected, open your browser.

You are now online.

Terms and Conditions

As with most public wireless hot spots, AHMC Anaheim Regional Medical Center’s Guest Wireless Network is NOT SECURE. There can be unknown third parties between a user and anyone with whom the user communicates. Another wireless user could potentially intercept any information being sent or received. Cautious and informed wireless users should not transmit their credit card information, passwords, and any other sensitive personal information while using any wireless “hot spot.”

AHMC Anaheim Regional Medical Center assumes no responsibility, and shall not be liable for any loss of data, damages, or viruses that may infect your computer equipment or other property on account of your access to, use of, or browsing in any website, or your downloading of any materials from websites.

Any restriction or monitoring of a minor’s access to the hospital’s guest wireless network is the sole responsibility of the parent or guardian.

AHMC Anaheim Regional Medical Center cannot guarantee that your hardware will work with the hospital’s Guest Wireless Network.

If you have problems accessing the Internet over the hospital Guest Wireless Network, staff cannot assist in making changes to your network settings or perform any troubleshooting on your device. You should refer to the owner’s manual for your device or other support services offered by your device manufacturer.

For Patients (Continued)

Television



Channel	Station
2	CBS
3	Patient Channel
4	KNBC
5	KTLA
6	CNN
7	ABC
8	USA
9	KCAL
10	TBS
11	KTTV
12	TNT
13	KCOP
16	KWHY
18	KSCI
20	KVCR
21	VHA-EDU
22	KMEX

Channel	Station
23	GALA
24	AMC
25	TFC
26	TLC
27	Discovery
28	HLN
30	KFTR
31	Bloomberg
32	CNBC
33	Discovery Health
34	HNL
35	History Channel
37	National Geographic
38	ESPN
39	ESPN 2
40	ESPN News

Mail Service

Mail is delivered to patient rooms Monday-Friday. Any mail received after your discharge will be forwarded to your home address. Flowers received after discharge will be returned to the florist.

Flowers are not allowed in Intensive Care Units.



For Patients (Continued)



Interpretation Services

In order to meet the needs of the diverse community that we serve, AHMC Anaheim Regional Medical Center provides interpretation services free of charge for Limited-English-Proficient (LEP) patients and families. The over-the-phone interpretation service supports more than 200 languages and is available 24 hours a day.

Using dual-handset phones, the patient and health care provider connect to the appropriate interpreter within one minute.

To facilitate routine communication, members of AHMC Anaheim Regional Medical Center's culturally diverse staff are able to assist.

Have you signed up for your Patient Portal?



The Patient Portal is a free online service that gives you 24/7 access to information about your visit to AHMC Anaheim Regional Medical Center.

Your Patient Portal is a secure and convenient way to view:

- Medications prescribed
- Allergies identified
- Immunizations given
- Lab and diagnostic procedures performed
- Other information related to your hospital or ER visit

Please let us know if you would like to sign up for the Patient Portal. For more information, call Medical Records at 714.999.6126 or speak to your nurse.

You can also learn more by visiting anaheimregionalmc.com

For Visitors

AHMC Anaheim Regional Medical Center is a non-smoking campus.

We welcome family and friends who play an important role in the health care of their loved ones.

Visitors with cold, fever, and cough symptoms may not visit at any time in order to protect the health of our patients.

Visitor Guidelines

All visitors are required to obtain a visitors pass from security in the Front Lobby. General Visiting Hours are from 11:00am-8:00pm.

In order to assure that patients receive proper attention, and to maintain the patient's privacy, we ask that visitors leave the room while the doctor is there or when treatment is being given.

Some units have special visiting hours because of the nature of the patient care, or the special needs of the patients. Visiting time and duration of visit are determined by the nurse, depending on the patient's condition.

Visitation in these units is not allowed from 6:00am-7:00am or 6:00pm-7:00pm

Intensive Care Unit: Immediate family only. Limited to two visitors at a time. ICU visiting hours are unlimited after 11:00am at the discretion of nursing staff.

Labor and Delivery: Support persons allowed during labor. No children in labor rooms.

Med/Surg and DOU: Limited to two visitors at a time. Visits limited to one hour.

Post-Partum: Limited to two visitors at a time.

Post-Partum: Children: Limit visit to 30 minutes. Children must be accompanied by an adult. Children with symptoms of illness may not visit.

Visitor Guidelines are subject to change during Flu season (Nov-March).



Hospital Amenities

Coffee and water are available in the Cafeteria.



Parking

Parking is available in the lot directly in front of the building. Complimentary valet parking is also available in front of the hospital.



Waiting Areas

Waiting areas for visitors are available in the Front Lobby and Cafeteria. Designated waiting areas include the Critical Care Waiting Room, Surgery Waiting Room, Cath Lab Waiting Room, Labor & Delivery Waiting Room, and the ER Waiting Room.



Reflection Pool

Our Reflection Pool is a peaceful retreat for visitors. It is located in front of the hospital and can also be viewed from the Front Lobby.



ATM

ATM machines are conveniently located in the Cafeteria.



Gift Shop

The Gift Shop is located off the Front Lobby. It offers a variety of books, gifts, flowers, candy, and personal care supplies. The Gift Shop is operated by the AHMC-Anaheim Regional Medical Center Guild which provides scholarships to employees/volunteers and their dependents that are pursuing a career within the healthcare field through various fund-raising activities and proceeds from the Gift Shop.

Gift Shop Hours:

Monday-Friday: 9am-5pm
Saturday-Sunday: Variable



Cafeteria

The Cafeteria is located on the basement floor of the hospital. It offers a variety of meals, sandwiches, and a salad bar.

Cafeteria Hours

Monday-Friday
Breakfast: 6:30-10:00am
Lunch: 10:30am-7:00pm

Saturday-Sunday
Breakfast: 7:00-10:00am
Lunch: 11:00am-1:30pm



Vending Machines

Vending Machines are located in the Front Lobby, Cafeteria, and various waiting rooms.

Tips for Better Sleep (from Duke Raleigh Hospital)

Relieve stress: Stress may lead to insomnia. Light exercise or meditation may help you relax. Try stretching, yoga, massage, or a stress ball to help you unwind.

Positive outlook: Keeping a gratitude journal might get you in a positive frame of mind for sleep, and over time give you a whole new outlook on life which is more positive and less stressed.

Tick-tock don't watch the clock: Watching the clock may make you more anxious and less sleepy. Turn away from or cover the clock where you can't see it.

Clear your mind: Journaling by writing down your thoughts can help clear your mind and process emotions so you can sleep and rest more soundly.

Soft music: Listening to soft music at bedtime may help you sleep better. Try classical music or relaxing meditation music.

Turn off the lights: Monitors and other lights may give off too much light. Wear a sleep mask and close the privacy curtains and blinds to darken the room.

Limit caffeine: Avoid caffeine (coffee, tea, soda) at least 4-6 hours before going to sleep. Studies show caffeine keeps people awake.

Check the thermostat: The ideal temperature for most people to fall and stay asleep is between 68-72 degrees Fahrenheit. **Each patient room is equipped with its own thermostat.**

If you find you cannot rest because of hospital noise, please call your nurse.



Follow Up Phone Call

Soon after you leave the hospital, you may receive a phone call asking about your stay at AHMC Anaheim Regional Medical Center. This call is to make sure you are doing well and to see if you have any questions or concerns about your medications or discharge instructions. If you have questions or concerns, our staff will be notified so we can return your call.

The call comes from a patient experience company located in Alabama. The phone call will have a **205** area code. In addition, two weeks later, you may receive another phone call from the same company asking how well we took care of you. Your responses to these questions are completely confidential.

You also have the right to file a complaint with either or both:

The Department of Public Health

1215 K Street, Suite 800
Sacramento, CA 95814
916.443.7401
Website: calhospital.org

Office of Quality Monitoring

The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800.994.6610
Email: complaint@thejointcommission.org

Patient Safety

The safety of our patients is the number one priority for all of our staff at AHMC Anaheim Regional Medical Center. Our commitment to safety and a safe environment is enhanced when our patients and their families take an active role in assuring the care they are receiving is safe and appropriate for their condition. Patient and families can actively participate in their care plan by:

- Asking questions
- Becoming involved
- Expecting explanations
- Observing hand washing and/or sanitizing before all patient encounters
- Questioning caregivers about medication and their effects

The Joint Commission Speak Up™ Initiatives

Launched in 2002 with the Centers for Medicare & Medicaid Services, The Joint Commission's Speak Up program urges patients to take an active role in preventing health care errors by becoming involved and informed participants on their health care team.



SPEAK UP™ - Help Prevent Errors in Your Care

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know. If you do not understand because you speak another language, ask for someone who speaks your language. Do not be afraid to tell the nurse or doctor if you think you are about to get the wrong medicine.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything. Expect caregivers to introduce themselves. Look for their identification (ID) badge. Notice if the caregiver washed or sanitized their hands before providing care – do not be afraid to remind him or her to do so. Make sure that the caregiver checks your ID. Make sure he or she asks your name before they give you medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you will get and your treatment plan. Ask for information about your condition. Read all forms before signing them. If you do not understand, ask the caregiver to explain them. Make sure you know how to work any equipment that is being used in your care.

Ask a trusted family member or friend to be your advocate (advisor or supporter). Your advocate can ask questions that you may not think about when you are stressed or may remember answers to questions you have asked. Make sure your advocate understands the type of care you will need when you get home. They should know what to look for if your condition is getting worse. He or she should know who to call for help.

Know what medications you take and why you take them. Medicine errors are the most common health care mistakes. If you do not recognize a medicine, have the caregiver double-check that it is really for you. Tell your doctors and nurses about allergies that you have, or negative reactions you have had to medicines. Carry an up-to-date list of medications you are taking in your purse or wallet. Go over the list with your doctor and other caregivers.

Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards. Before you leave the hospital, ask about follow-up care and make sure that you understand all the instructions.

Participate in all decisions about your treatment. You are the center of the health care team. You and your doctor should agree on what will be done during each step of your care. Know who will be taking care of you and how long the treatment will last. Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.

We encourage you to **SPEAK UP** for your safety!

Speak Up™: Reduce Your Risk of Falling

Here are tips and actions you can take to reduce your risk of falling, whether at home or in a medical facility.

How to reduce your risk of falling

- Take care of your health.
- Exercise regularly. Exercise builds strength.
- Prevent dehydration. Dehydration can make it easier to lose your balance.
- Have your eyes checked. Make sure you do not have any eye problems or need a new prescription.
- Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish, or confused. Ask how to reduce these side effects or if you can take another medicine.

Take extra precautions

- Turn on the lights when you enter a room. Do not walk in the dark.
- Make sure your pathway is clear.
- Use the handrails on staircases.
- Sit in chairs that do not move and have arm rests to help when you sit down and stand up.
- Wear shoes that have firm, flat, non-slip soles. Do not wear shoes that do not have backs on them.
- Replace the rubber tips on canes and walkers when they become worn.

Make small changes to your home

- Install timers, “clap-on” or motion sensors on your lights.
- Use night lights in your bedroom, bathroom, and the hallway leading to the bathroom.
- Keep the floor and stairs clear of objects such as books, tools, papers, shoes, and clothing.
- Remove small area rugs and throw rugs that can slip. Rubber mats are a good replacement.
- Put frequently used items in easy-to-reach places that do not require using a step stool.
- Make sure your bed is easy to get in and out of.
- Apply non-slip treads on stairs.
- Apply non-slip decals or use a non-slip mat in the bathtub or shower.
- Install grab bars near the toilet and the bathtub or shower.
- A home care agency, personal care, and support agency, or community program may be able to help make changes to your home if you live alone and need help.

Take extra precautions in the hospital or nursing home

Many falls occur when patients or residents try to get out of bed either to go to the bathroom or walk around the room by themselves. If you need to get out of bed:

- Use your call button to ask for help getting out of bed if you feel unsteady.
- Ask for help going to the bathroom or walking around the room or in hallways.
- Wear non-slip socks or footwear.
- Lower the height of the bed and the side rails.
- Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish, or confused. Ask how to reduce these side effects or if you can take another medicine.

Speak Up™: Five Things You Can Do to Prevent Infection

Avoiding contagious common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

- **Clean your hands.**
- Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
- Or, if your hands do not look dirty, clean them with alcohol-based sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.
- **Make sure health care providers clean their hands or wear gloves.**
- Doctors, nurses, dentists, and other health care providers are exposed to lots of bacteria and viruses. So before they treat you, ask them if they have cleaned their hands.
- Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Do not be afraid to ask them if they should wear gloves.
- **Cover your mouth and nose.**
- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection to others.
- Use a tissue! Keep tissues handy at home, at work, and in your pocket. Be sure to throw away use tissues and clean your hands after coughing or sneezing.
- If you do not have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.
- **If you are sick, avoid close contact with others.**
- If you are sick, stay away from other people or stay home. Do not shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there is anything you can do to avoid infecting people in the waiting room.

- **Get shots to avoid disease and fight the spread of infection.**
- Make sure that your vaccinations are current – even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:
 - Chicken pox
 - Measles
 - Tetanus
 - Shingles
 - Flu (also known as influenza)
 - German measles (also known as Rubella)
 - Human papillomavirus (HPV)
 - Mumps
 - Diphtheria
 - Hepatitis
 - Meningitis
 - Whooping cough (also known as Pertussis)
 - Pneumonia (*Streptococcus pneumoniae*)

Speak Up™: What You Should Know About Pain Management

Talking About Your Pain

Is it important for doctors and nurses to constantly ask about my pain?

Yes. This is because pain changes over time or your pain medicine may not be working. Doctors and nurses should ask about your pain regularly.

What do I need to tell your doctor and nurse about my pain?

First, tell them that you have pain, even if they do not ask. Your doctor or nurse may ask you to describe how bad your pain is on a scale of 0 (zero) to 10 with 10 being the worst pain.

They may use other pain scales that use words, colors, faces, or pictures. Tell them where and when it hurts. Tell them if you cannot sleep or do things like dressing or climbing stairs because of pain. The more they know about your pain, the better they can treat it. The following words can be used to describe your pain:

- Aching
- Bloating
- Burning
- Cramping
- Comes and goes
- Constant
- Cutting
- Dull
- Numbing
- Pressing
- Pressing
- Pulling
- Radiating
- Searing
- Sharp
- Shooting
- Soreness
- Stabbing
- Throbbing
- Tightness

What can I do when my pain gets worse?

Tell your doctor or nurse. Tell them how bad your pain is or if you are in pain most of the time. Tell the doctor if the pain medicine you are taking is not helping.

Should I include pain medicine on my list of medicines or medication card?

Yes! Even pain medicine that you will take for a short time should be listed with all of your other medicines. List all of your pain medicines – those prescribed by your doctor and those you buy over-the-counter.

Managing Your Pain

What can be done to treat pain?

There are many ways to manage your pain. There are medicines that can be used to relieve pain. There are also other ways to treat pain without taking medicine. Your doctor will work with you to find out what works best for you.

What are some of the medicines used to treat pain?

Some pain medicines are:

- Acetaminophen
- Aspirin
- Ibuprofen
- Naproxen
- Opioids (Opioids include: morphine, oxycodone and hydromorphone.)

Many of these medicines come in pills, liquids, suppositories, and skin patches. Some pain may be treated with medicines that are not usually thought of as pain relievers, for example, antidepressants.

Are there other ways to relieve pain?

That will depend on your illness or condition and how much pain you have. Sometimes pain can be relieved in other ways such as exercise, positioning, heat, or cold, etc.

What are the side effects of pain medication?

It depends on the medicine. Side effects can include:

- Constipation
- Nausea
- Vomiting
- Itching
- Sleepiness

What can I do if I have side effects or a bad reaction?

Call your doctor or nurse as soon as possible. Find out what can be done to treat the side effect. Ask if there is another pain medication that may work better for you.

Are you afraid to take a pain medication?

You may have had a bad experience taking pain medicine in the past, such as a side effect or bad reaction. Or you may be taking a lot of other medicines. Your doctor or nurse should be able to ease your fears. It's important that you take your medicine.

Are you afraid that you'll become addicted to pain medicine?

This is a common concern of patients. Studies show that addiction is unlikely. This is especially true if the patient has never had an addiction. Talk to your doctor or nurse about your fears.

Are you afraid that your pain medicine won't work if you take it for a long time?

This is called "tolerance." It means that after awhile your body gets used to the medicine and you need to make a change to get pain relief. It's also possible that the condition causing your pain is getting worse or you have a new type of pain. You may need more medicine or a different kind of medicine to control your pain. Talk to your doctor or nurse.

Can I crush pills if I can't swallow them?

Check with your doctor, nurse, or pharmacist. Some medicines can be crushed and some cannot. For example, time-release medicines should not be crushed. Ask your doctor or nurse if the medicine comes in a liquid or can be given another way.

Speak Up™: Help Avoid Mistakes with Your Medicines

Who Is Responsible for Your Medicines?

A lot of people – including you!

Doctors check all of your medicines to make sure they are OK to take together. They will also check your vitamins, herbs, diet supplements, or natural remedies.

Pharmacists will check your new medicines to see if there are other medicines, foods, or drinks you should not take with your new medicines. This helps to avoid a bad reaction.

Nurses and other caregivers may prepare medicines or give them to you.

You need to give your doctors, pharmacists, and other caregivers a list of your medicines. This list should include:

- Prescription medicines
- Vitamins
- Over-the-counter medicines (for example, aspirin)
- Herbs
- Diet supplements
- Natural remedies
- Recreational drugs
- The amount of alcohol you drink each day of the week

What should I know about my medicines?

- Make sure you can read the handwriting on the prescription. If you can't read it, the pharmacist may not be able to read it either. You can ask to have the prescription printed.
- Read the label. Make sure it has your name on it and the right medicine name.
- Make sure that you understand all of the instruction for your medicines.
- If you have doubts about a medicine, ask your doctor, pharmacist, or caregiver about it.
- What if you forget the instructions for taking a medicine or are not sure about taking it?
- Call your doctor or pharmacist. Don't be afraid to ask questions about any of your medicines.

What can I do at the hospital or clinic to help avoid mistakes with my medicines?

- Make sure your doctors, nurses, and other caregivers check your wristband and ask your name before giving you medicine. Some patients get a medicine that was supposed to go to another patient.
- Don't be afraid to tell a caregiver if you think you are about to get the wrong medicine.
- Know what time you should get a medicine. If you do not get it then, speak up.
- Tell your caregiver if you do not feel well after taking a medicine. Ask for help immediately if you think you are having a side effect or reaction.
- You may be given intravenous (IV) fluids. Read the bag to find out what is in it. Ask the caregiver how long it should take for the liquid to run out. Tell the caregiver if it is dripping too fast or too slow.
- Get a list of your medicines – including your new ones. Read the list carefully. Make sure it lists everything you are taking. If you're not well enough to do this, ask a friend or relative to help.

Questions to ask your doctor or pharmacist

- How will this new medicine help me?
- Are there other names for this medicine? For example, does it have a brand name or generic name?
- Is there any written information about the medicine?
- Can I take this medicine with my allergy(ies)? Remind the doctor about your allergies and reactions you have had to medicines.
- Is it safe to take this medicine with my other medicines? Is it safe to take it with my vitamins, herbs, and supplements?
- Are there any side effects of the medicine? For example, upset stomach. Who can I call if I have side effects or a bad reaction? Can they be reached 24 hours a day, 7 days a week?
- Are there specific instructions for my medicines? For example, are there any food or drinks I should avoid while taking it?
- Can I stop taking the medicine as soon as I feel better? Or do I need to take it until it is gone?
- Do I need to swallow or chew the medicine? Can I cut or crush it if I need to?
- Is it safe to drink alcohol with the medicine?

Speak Up™: Understanding Your Doctors and Other Caregivers

What can I do if I don't understand what my caregiver is saying?

Tell him or her you do not understand. Use body language. If you do not understand, shake your head to show, "No, I do not understand." Ask a lot of questions. By asking questions, you are helping them understand what you need.

What can I do if they explain and I still do not understand?

Tell them you do not understand. Try to be as clear as possible about what you do not understand. Caregivers have a duty to help you understand. You should not leave until you understand what to do and what is happening to you.

What if the caregiver is rushed and does not have time to answer my questions?

Tell them you need more information and ask for a time when they can come and answer your questions.

What can I do if I speak another language?

Ask for someone who speaks your language. This person can help you talk to caregivers. This person should work for the hospital or health center. Their job is to help people who speak other languages. This person may not be present, but may be on the telephone. You have the right to get free help from someone who speaks your language. Ask if there is paperwork in your language.

What can I do if I have trouble reading or if I cannot read?

Do not be embarrassed. Tell your caregivers. They can help you. They can explain paperwork to you. They may even have paper work that is easy to read and understand.

My doctor's instructions are not clear. Should I try and figure them out myself?

No. Instructions from your doctor or others are important. Tell them what you think the instructions are. Tell them if they need to write down the instructions. Tell them if you have a family member or friend who helps you take your medicine. Ask the doctor to have someone talk to your family member or friend, too.

What if I do not understand written instructions?

Tell your caregivers. Tell them that you need to have the instructions read to you. Tell them you need instructions that are easy to read, or that you need instructions in your language.

What can I do if I do not understand the instructions for my medicine?

Tell your doctor if you need help. Tell them what you think the instructions are. Tell them if you don't understand how to take your medicine. Tell them if you don't understand when to take your medicine. Some patients don't understand and take too much or too little of the medicine. That can be dangerous.

How can I remember all of my medicines?

Ask for a card for your medicines. Ask your caregiver to help you write down the medicines and the amount you take. Bring the card with you every time you go to the doctor.

The doctor says I need to have a “procedure.” What does that mean?

A procedure can be an operation or a treatment. A procedure can be a test with special equipment. You might be put to sleep or a part of your body might be numbed. Ask questions about what will be done to you. If you speak another language, ask for someone who speaks your language. Even if you are in the emergency room, you need to understand what will happen to you.

What is informed consent?

Informed consent means that you know how your illness or condition will be treated. It means that you agree to the operation or treatment. It means that you understand the risks. That you know about other treatments available to you. That you know what can happen if you aren't treated.

I do not understand the paperwork I have been given to fill out. What can I do?

Ask caregivers to explain the paperwork. Ask them if they can help you fill it out.

My caregiver asked me to do something that is against my culture or religion. What can I do?

Tell your caregiver about your culture. Or tell them about your religious beliefs. Explain to them what you need to do. When they know what is important to you, they can understand better how to take care of you. There may be a way to meet your caregiver's needs and your needs.

Where can I find more information about my illness or condition?

You can ask your doctor for his or her opinion. Visit your local library. Ask the people who work at the library for help. If you use a computer you can look on the Internet. You can visit Medline Plus by typing medlineplus.gov or Mayo Clinic at mayoclinic.org/diseases-conditions. You should talk to your doctor about what you learn.

Speak Up™: Help Prevent Medical Test Mistakes

What if I do not understand the medical forms I am asked to sign?

Ask staff to explain the forms. Do not sign anything until you understand what you are signing. Also, keep your eyeglasses with you so you can read forms, labels, and other instructions.

How do I know that the test results are mine?

Staff should ask for your full name and another piece of information such as your birth date. If they don't, speak up. Ask to see the labels on the containers that your samples are put in. The label should have your full name and another piece of personal information. Also, make sure that the containers are immediately sealed to prevent mislabeling and contamination.

What if I do not understand what is being done and why?

Ask the health care worker to stop the test and explain what he or she is doing.

How can I be sure that the test I get is the one ordered by my doctor?

Get a copy of the test order from your doctor and take it to the test. Also, if you think you are about to get the wrong test, do not be afraid to tell staff.

I am supposed to get a “contrast agent.” What is this?

A “contrast agent” is a liquid that makes organs and blood vessels more visible on X-rays and other tests. If you get a contrast agent and begin itching or have trouble breathing, tell the health care worker. If you are pregnant or nursing, ask your doctor and the health care worker if there is anything that should be done before or after the test to protect you and your baby.

What is a “MRI” and how do I prepare for it?

MRI stands for Magnetic Resonance Imaging. The MRI machine has magnets inside that are used to take a picture of your body. These strong magnets can quickly pull metal objects into the MRI machine, which can cause injuries. The machine also can heat up metal objects causing burns. If you get a MRI, be sure to remove all metal from your body, such as hairpins, and tell the health care worker if you have any implants in your body.

My test results show something is wrong. What should I do?

Talk with your doctor and with one or more specialists to decide what the best treatment is for you. You will be able to make the best decision when you have more information.

What should I do if I have a bad experience at the laboratory or test facility?

If the lab or facility is part of the hospital, call them so that they can correct the problem. You can also file a complaint with the accrediting organization (like The Joint Commission) or licensing authority. The Joint Commission provides a complaint form on its website at jointcommission.org.

Do not assume that “No News is Good News”

Always ask how and when you should get your test results. Follow-up with the doctor who ordered the test. Talking with your doctor and other health care workers can be important in getting the treatment you need as soon as possible.

Questions to ask your doctor:

- Why is this test being done? What should it tell you about my health?
- Can I get a copy of my test order to take to the place where the test is being done?
- Are there any foods or drinks I should avoid before or after the test? For how long before or after the test should I avoid the food and drink?
- Should I take my medicine before the test?
- Is there anything else I need to do to prepare for the test?
- Are there any side effects of the test? Will it be painful or uncomfortable? Is it unusual to have pain or discomfort?
- Can I call or visit the laboratory or test facility before I go to take the test?

Questions to ask the health care workers who give the test or take your blood:

- Is this facility accredited? Is it inspected by a government agency? When was the last inspection? What was the result?
- Have you washed your hands?
- Do you need to wear gloves while you take my blood or sample?
- When will the results be ready? How will my doctor and I be informed of the results?
- Will you quickly notify me if the test shows a problem that needs immediate action? Will you notify my doctor, too?
- Can you give me a telephone number to call if I have questions?

Speak Up™ – Help Avoid Mistakes in Surgery

For your safety, **the staff may ask you the same question many times.** They will ask:

- Your name
- Your date of birth
- What kind of surgery you are having
- The part of your body to be operated on
- They will also double-check the records from your doctor's office

Before Your Surgery

- A health care professional will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes.
- Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member or friend or another health care worker can watch the marking. They can make sure that your correct body part is marked.
- Your neck, upper back, or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep.
- Ask your surgeon if they will take a “time out” just before your surgery. This is done to make sure they are doing the right surgery on the right body part on the right person.

After your surgery

- Tell your doctor or nurse about your pain. Hospitals and other surgical facilities that are accredited by the Joint Commission must help relieve your pain.
- Ask questions about medicines that are given to you, especially new medicines. What is it? What is it for? Are there any side effects? Tell your caregivers about any allergies you have to medicines. If you have more questions about a medicine, talk to your doctor or nurse before taking it.
- Find out about any intravenous (IV) fluids that you are given. These are liquids that drip from a bag into your vein. Ask how long the liquid should take to “run out.” Tell the nurse if it seems to be dripping too fast or too slow.
- Ask your doctor if you will need therapy or medicines after you leave the hospital.
- Ask when you can resume activities like work, exercise, and travel.

Financial Information

Patient Billing

Hospitals and doctors charge separately

Your account with AHMC Anaheim Regional Medical Center consists of charges for:

- Hospital staff
- Room
- Meals
- Use of equipment and supplies

Physicians are not employees of the hospital. Your doctor(s) will bill you separately, as will any in-house physicians encountered during your stay, including:

- Emergency department physicians
- Anesthesiologists
- Pathologists
- Radiologists
- Consulting physicians

Insurance Information

Medicare

Medicare will be billed directly for your hospital stay. After the hospital receives payment from Medicare, you will be billed for any remaining co-pays or deductibles not covered by your insurance company. Payment or balance will be due upon receipt of notice.

Covered California

AHMC Anaheim Regional Medical Center's certified educators are available to answer questions or address any concerns for individuals or families regarding health insurance coverage through Covered California. Please call 1.888.214.3874.

Other Insurance (including HMOs and PPOs)

Your insurance company will be billed directly for your hospital stay. You will be notified of co-pays or deductibles not covered by your insurance company. Payment of balance will be due upon receipt of notice.

Uninsured Patients

If you do not have insurance, you will be asked to pay an estimated deposit based on your anticipated length of stay and type of service. If necessary, we can help you arrange a payment plan. We also provide a cash pricing program.

Financial Counselors

If you are uninsured or underinsured, financial counselors are available to help make arrangements for a payment program.

For questions regarding billing or collections, please call 888.214.3874.

Online Bill Pay

AHMC Anaheim Regional Medical Center now offers online bill pay. The Online Business Office enables you to pay your bill, set up a payment plan, review your bill, and contact the Customer Service team. It is a simple and secure way to manage and pay your hospital bills.

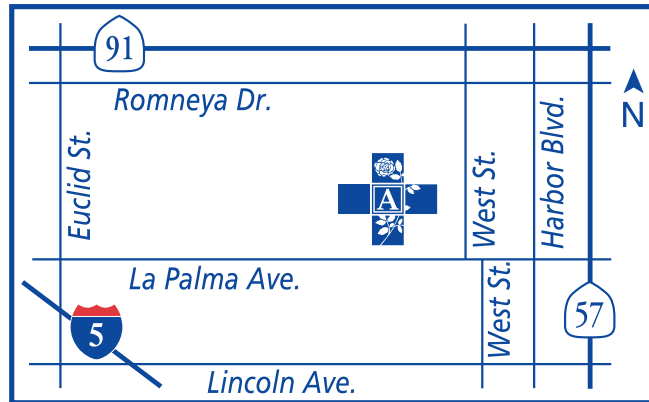
Visit ahmchealth.patientsimple.com to create your account.

We accept the following types of payment:

- Checks (Personal or Traveler's)
- Cash
- American Express
- Visa
- MasterCard
- Discover

Billing Phone Numbers

ER Physician Billing (Emergency Medical Management Association)	866.898.7148
Radiology Billing (Golden West Radiology Billing)	800.318.6347
Anesthesia Billing	714.560.1580
Pathology Billing	800.945.2455
Billing/Customer Service	888.214.3874



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Important Phone Numbers

Admitting **714.999.6000 ext. 2168**

Community Events **844.856.1503**