



# A PATIENT'S GUIDE TO MARIA PARHAM MEDICAL CENTER



## *Welcome to Maria Parham Medical Center*

I would like to welcome you to Maria Parham Medical Center. We are honored to be able to take care of you. Our job is simple: to provide excellent care for all of our patients and family members and to do everything we can to exceed your expectations. We have assembled a wonderfully dedicated and expert team of nurses, technologists, therapists, and support staff to complement an outstanding medical staff comprised of over 100 physicians trained in more than 25 specialty areas. Working together, we are committed to excellence in the quality, safety, and privacy of services you will receive.

We hope that this patient guide will provide you information that is useful during your hospital stay. If you have any questions or concerns, please do not hesitate to contact any of our employees or physicians. If you would like to contact me personally, please do feel free. I may be reached at (252) 436-1104.

On behalf of the Maria Parham Medical Center Board of Directors, employees, medical staff, and volunteers, we sincerely extend our best wishes for a pleasant stay and a quick recovery.

Best regards,  
Bob Singletary, President & CEO

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**In case of an emergency, follow the instructions of the nursing staff. They have been specially trained in safety precautions and procedures and will direct you to a safe area.**

**For Security, dial 1508.**

# Speak Up – You are the Reason Why We Are Here!

## How Do You Know Us? How Can We Be Sure Who You Are?

- Expect your nurses, doctors, lab workers and others to tell you who they are and what they do. They should always wear a badge with their name and picture.
- Expect us to check your name bracelet and ask your name many times during your stay.
- Be sure your name bracelet is correct.
- Do not take medicine or agree to a test or treatment unless we ask your name and check your name bracelet.
- Don't be afraid to ask about safety. If you're having a procedure, for example, ask the doctor to mark the area that is to be operated upon, so there's no confusion in the operating room.
- Pay attention to the care you are receiving. You can help prevent medical errors. The most important way to do this is to talk. Talk to your doctor, nurse and other health care workers. Bringing a family member or friend along can help.
- Make sure your family member or friend understands your preferences for care and your wishes concerning life support and resuscitation.

## Do You Have Questions?

- Please ask us when you have questions. If our answers are not clear, please ask again.
- Write down important facts your doctor, nurse or other caregiver tells you, or ask them to write it down for you.
- We don't want you to feel rushed to sign forms. Read all medical forms and ask questions before signing them. If you don't understand, ask your doctor or nurse to explain them.
- When you can, bring a trusted family member or friend with you to talk with your doctors and nurses. Let this friend or relative assist you with questions and when you review information.
- Ask your doctor or nurse what might be important to report after you are discharged. Write down, or ask to have written for you, the person or place to call for help after discharge.

It is very important that you call your nurse if you feel that something is wrong with any of the equipment that we may use in the delivery of your health care. Attempting to fix a problem yourself could cause harm. You may be attached to electrical equipment which may beep or alarm, like an IV pump or a heart monitor. For a short time during your stay you may have tubing connected to your body which may provide you medicine like an IV or drain away fluid like a urine bag. If equipment beeps or you need to use the restroom, please call your nurse. If you have tubing that becomes disconnected, call your nurse.

## What We Need to Know About You.

- Bring all your medicines with you to show your doctor. This includes things like cold medicine, aspirin, vitamins and herbs. This will help your doctor make sure your new medicine does not cause problems with ones you already take.
- Tell your doctor if you have any allergies or any problems your medicines have caused — such as a rash or stomach ache. Tell your doctor if you are allergic to latex.
- Keep your medicine record up-to-date with any changes or new medicines.

## Your Stay

### IMPORTANT TELEPHONE NUMBERS

Main Hospital Operator	Dial 0 or 438-4143
Financial Counseling	ext. 1546 or 436-1546
Gift Shop	ext. 1040 or 436-1040
Information Desk	ext. 1141 or 436-1141
Lost and Found/Security	ext. 1508 or 436-1508
Pastoral Care	ext. 1455 or 436-1455
Social Work Inpatient	ext. 1572 or 436-1572
Outpatient	ext. 1605 or 436-1605



## **ACCOMMODATIONS**

Assignments to rooms and other facilities will be made on the basis of medical need, availability and patient preference.

## **VISITATION**

The General Visitation policy is hospital-wide unless it is otherwise specified in the patient care units listed below:

- Visiting hours are 8:00am to 8:30pm. Please note specific departments for their visitation times.
- Visitors are limited to two (2) per patient at any time. If there are more visitors than that in the room, any over the limit of 2 will be asked to wait in the closest Waiting Room.
- Children must be 9 years of age to visit in the hospital. They should be accompanied by a parent or guardian at all times. Children may not be ill, noisy or recently exposed to a communicable disease such as measles, chicken pox, mumps, colds, flu, rash or person(s) with a fever. Exceptions to this rule will be determined on an individual unit basis by the Charge Nurse. Specific situations such as end-of-life care or critically ill patients are examples of situations to consider.
- Children under nine (9) may remain in the hospital main lobby and must be accompanied by an adult at all times. Children may not be left unattended anywhere in the hospital.
- One family member may stay overnight with each patient if the patient is in a private room at the discretion of the charge nurse.
- If the patient is a minor, a parent or legal guardian must stay with the child at all times for the security of the child.
- Family members are allowed to stay overnight in the unit waiting rooms at the discretion of the charge nurse. Anyone wishing to stay overnight must obtain a red Special Visiting Permit from the charge nurse. The visitor must be 18 years of age or older.

### **Intensive Care Unit (ICU):**

ICU is open for visitation from 8:00am until 6:00pm and from 7:30pm until 8:30pm.

There may be times during normal visitation hours that the unit is closed for special situations. These may include, but are not limited to, emergencies, procedures and security issues.

Visitors are limited to two (2) per patient during visiting hours unless otherwise indicated by the charge nurse.

### **Women & Infants—General Visitation:**

Children under nine (9) may remain in the hospital main lobby and must be accompanied by an adult at all times unless they are siblings to the new baby.

Four (4) visitors maximum per patient at any one time.

Only one person may stay at night. They must be an adult 18 years or older.

### **Women & Infants - Labor & Delivery:**

Labor patients may have 3 support people in the room. All others are to remain in the waiting room. The support persons in the room will be responsible for keeping all other visitors updated. The Labor & Delivery Waiting Room is open at all times.

Siblings to the new baby may only visit after delivery - not during labor.

Visitors may be asked to leave at any time to wait outside dependent upon patient care activities

### **Center for Rehabilitation:**

Rehab patients may have visitors on weekdays between 4:00pm and 8:00pm, Saturdays between 1:00pm and 8:00pm, Sundays between 9:00am and 8:00pm

### **Overnight Guests & Red Visitor Cards:**

During the hours of 8:30 p.m. and 8:00 a.m., a visitor must have a red Special Visiting Permit to remain on an inpatient unit after hours. The Special Visiting Permit may be obtained from the Charge Nurse on the Inpatient Unit or at the Emergency Registration Desk. If obtained from the Charge Nurse on the inpatient unit, the Charge Nurse will write the visitor's name, the name of the patient, room # and the date on the card. If obtained from the Emergency Registration Desk, the Registration Clerk must contact the Charge Nurse on the Inpatient

Unit for permission for an after hours visitor. Once approval has been obtained from the Charge Nurse, the Registration Clerk will provide the visitor with a Special Visiting Permit and will write the visitor's name, the name of the patient, room # and the date on the card.

## **SMOKING/TOBACCO POLICY**

Maria Parham Medical Center is a Tobacco-Free Campus. Smoking or the use of any tobacco product is not allowed on any property owned by Maria Parham Medical Center. This includes both inside and outside while on the hospital premises. If you would like information on how to quit or additional resources, please ask your nurse or doctor.

## **HOUSEKEEPING SERVICES**

It is our goal to provide to you a clean and orderly room. If at anytime you feel that your room needs the services of housekeeping, please tell your nurse or call extension – 1182 and leave a message for the Housekeeping Supervisor on call.

## **CHAPLAINCY SERVICES**

The hospital chapel is located on the first floor near Registration and is open 24 hours for your worship and meditation. A hospital chaplain is available to provide ministerial services. You may leave a message on the Chaplain's line at extension 1455. Please call extension 1141 for more information.

## **CRISIS ASSISTANCE**

Being sick and spending time in a hospital can be a very stressful period for many. Along with caring for your physical needs, we are also here to help you emotionally. If you are suffering from any of these signs: suicidal thoughts, unrelenting low mood, extreme pessimism and hopelessness, depression or severe anxiety, please tell your doctor or nurse. If you wish to speak to a mental health counselor, please call Five County Mental Health at (877) 619-3761.

## **FOOD & NUTRITION SERVICES**

- Maria Parham's Dietary Services proudly prepares nutritious and great tasting meals for patients. The specific diet you are on is determined by your physician. All special diets meet your nutritional needs and are monitored by a Registered Dietician. If you do not have special dietary restrictions, you will be allowed to select your meals from the menu provided to you.
- Snacks and special dietary needs are available upon request. There will be times when your meals may be delayed due to special testing or as a precaution before procedures.
- Family and visitors may eat in the cafeteria for breakfast, lunch and dinner.

### **Cafeteria Hours**

- Open to visitors between 7:30 – 9:00 a.m., 11:00 a.m. – 2:00 p.m., 4:00 – 6:00 p.m.
- The Cafeteria offers a limited selection between 9:00 - 11:00 a.m. and from 2:00 - 4:00 p.m.
- There are vending machines located near the Cafeteria, near the Emergency Department Waiting Area and in the Surgical Services Waiting Area for your convenience.

If you have any comments or concerns about your food or nutritional requirements, please speak to your nurse or call the Director of Dietary Services at extension 1339.

## **SECURITY**

Maria Parham is committed to providing you with a safe and secure environment. The hospital employs a specially trained security team and utilizes state-of-the-art video surveillance technology to monitor the hospital and surrounding campus. Some patient rooms have a monitoring system; however, these rooms are monitored by nursing and are not part of security video surveillance. If you have Security questions, please call ext. 1508.

## **PERSONAL PROPERTY**

The hospital is not responsible for misplaced or stolen property. To prevent such losses, we strongly recommend that valuables be sent home with a family member or friend. Please assist us in keeping your items safe while you are at the hospital. Security handles Lost & Found and can be reached at ext. 1508 (436-1508).



**Your Role** - If possible, leave property at home or have family members take property home for you. If property remains at the hospital, request that it be secured and not left at the bedside. Please do not leave property on the bed or meal trays. If you are an inpatient, keep small things in labeled containers and in drawers at the bedside. If you discover something is missing, please let your caregiver know as soon as possible.

**Outpatients** - If your procedure will not require anesthesia or medications that may temporarily alter your thinking ability, you will be given a bag to secure your property. It is your responsibility to keep your property with you during your procedure. If your procedure will require anesthesia or medications that may temporarily alter your thinking ability, you will be assigned a locker and a key to secure your property.

**Emergency Room** - If you are alert and able to respond, your property will be documented on a checklist. If you are not able to respond, your property will be itemized and secured at the hospital until you or your family request it. If you are transported to another facility and have no family present to take your property, it will be itemized and secured at Maria Parham until you or your family requests it.

**Admissions** - When you are admitted to the hospital, your property will be itemized by hospital staff, who will encourage you to send as much of your property home as possible. When you are discharged, you will receive your property and the list to review and sign.

## **TELEPHONE SERVICE & CELL PHONES**

To place calls outside the hospital, you must first dial 9 and then the number you are calling. To dial long-distance calls using a calling card, credit card or collect, you must first dial 8 for an outside operator. To place calls inside the hospital, simply dial the extension number of the area you wish to call. Cell phones and other electronic devices may interfere with the operations of medical equipment. Please refrain from using these devices within 10 feet of electronic patient monitors and equipment.

## **MAIL**

Patients may receive mail during their stay at our hospital. Mail Service is handled by Volunteer/ Guest Services. Mail will be delivered to your room daily Monday through Friday. Mail received after your discharge will be forwarded to your home. Outgoing mail may be left at the Information Desk, located at the front of the hospital, and will be sent with the next regularly scheduled outgoing mail.

## **E-MAIL**

Maria Parham's Volunteer Services provide "E-Mail a Patient" free of charge. Anyone wishing to e-mail a patient may do so by visiting the hospital website, [www.mphosp.org](http://www.mphosp.org) and clicking on the "E-Mail a Patient" link.

## **WIRELESS INTERNET**

Maria Parham Medical Center is pleased to offer complimentary Internet access for you while you visit with us. We want to make your stay as pleasant as possible and hope this service will help you stay in touch with your loved ones and busy lives. This service is offered free of charge, we only ask that you follow a few simple guidelines while connected to our network. Those guidelines are available upon request. The network is named *MPMC Guest* and there are no password or encryption settings needed.

## **VOLUNTEER SERVICES**

Maria Parham is fortunate to have a very dedicated group of Volunteers who work in all areas of the Hospital. The Volunteers are available to assist you in numerous ways. Volunteer Services has videos and magazines for you to view while in the hospital. Please call extension 1126 or 1564 if you would like to speak to someone in Volunteer Services.

## **GIFT SHOP**

Maria Parham has a Gift Shop on site that has special gifts for your loved one, friend or co-worker. The Gift Shop offers fresh flowers, fine gifts, greeting cards, snacks and much more. Stop by the Gift Shop, located

just past the Information Desk at the front entrance of the new patient tower. Phone orders are accepted and we will be happy to delivery your order to any patient at our facility. The Gift Shop is open Monday through Friday from 9:00 a.m. - 4:00 p.m. and Saturday/Sunday from 1:00pm - 4:00pm. Please call extension 1040 (252.436.1040) for more information.

## TELEVISION SERVICE

The controls for your TV are located on your bed rail next to your telephone. If you have problems with your TV, room temperature or other non-medical equipment working properly, please dial 1179 or 1181 for service.

0	TV Guide Network	15	Home Shopping Net.	32	ESPN-2	47	Lifetime Movie	62	E!
1	Shop NBC	16	QVC	33	Lifetime Television	48	VH1	63	SoapNet
2	WRPX ION	17	Public Access	34	TBS	49	SyFy East	64	Cartoon Network
3	WRDC	19	C-SPAN 2	35	Discovery Health	50	Fox Sports Carolinas	65	Versus
4	WUNP PBS	20	Telefutura	36	Comedy Central	51	The Golf Channel	66	VH1 Classic
5	WRAL CBS	21	C-SPAN	37	CNBC	52	BET	67	Turner Classic Movies
6	Trinity Broadcasting	23	WGN	38	American Movie Class.	53	MTV	68	HGTV
7	WAX Henderson	24	Carolina 24	39	The Learning Channel	54	TV Land	69	CMT
8	WNCN NBC	25	USA Network	40	Spike TV	55	Oxygen	70	National Geographic
9	WRAY IND	26	TNT	41	HLN	56	The History Channel	71	FX
10	WLFL CW	27	A&E	42	The Weather Channel	57	The Disney Channel	72	Bravo
11	WTVD ABC	28	ABC Family	43	Nickelodeon	58	Fox News Channel	73	Hallmark Channel
12	WUVC UNIVISION	29	CNN	44	truTV	59	Food Network	74	Noggin
13	WRAZ FOX	30	The Discovery Channel	45	MSNBC	60	FitTV	85	STUF TV
14	News 14 Carolina	31	ESPN	46	Animal Planet	61	Women's Entertain.	98	TV Guide Network

## HOSPITAL SATISFACTION SURVEY

Maria Parham is committed to excellence, and we need your help. We routinely survey our patients to monitor the level of service that we provide. We do these surveys both internally through comment cards and follow-up phone calls, and by utilizing a professional research firm. They randomly mail surveys to patients and independently rate how we are doing. **Please take the time to complete the comment cards or to speak to the surveyors when they call. Thank you in advance for doing so.**

## CONCERNS

It is our sincere wish that we provide you a warm, caring experience during your stay. If you do need something or have an issue, please first contact your caregiver or the area supervisor. It is our intention to resolve problems in a quick and satisfactory manner, and the most effective way to do so is by discussing the concern with your caregiver or the area supervisor. If you need additional assistance, contact the Director or Designee of the unit you are in.

Maria Parham also has an Ethics Committee that serves as an advisor for issues that require an ethical interpretation. Ethical issues may include patients' rights, life support, use of resources, treatment decisions, confidentiality, informed consent and organ donation.

### Patient Information for Filing a Complaint

- You have the right to voice your concerns about the quality of care or other hospital services. Please, first talk to the manager in the area where you are receiving care to try to resolve the issue.
- You may file a formal complaint as well, by:
  - calling extension 1010 (252.436.1010)
  - writing a letter to Quality Management, Maria Parham Medical Center, PO Box 59, Henderson, NC 27536.
  - stopping at the information desk. The person at the information desk will contact the appropriate person to come and speak to you.

The staff at Maria Parham Medical Center want to ensure a safe and quality environment for our patients. If you feel that we have not met this expectation, you may contact any of the following:

- Maria Parham Compliance Hotline - (877) 674-5463



- NC Division of Health & Human Services -  
2711 Mail Service Center 325 N. Salisbury St. Raleigh, NC 27699-2012 (800) 624-3004
- Carolinas Center for Medical Excellence - (800) 682-2650
- The Joint Commission - (800) 994-6610, Fax: (630) 792-5636, e-mail: [complaint@jcaho.org](mailto:complaint@jcaho.org)
- State Health Dept. - (919) 715-4177
- Medicare (CMS) - (800) Medicare

Regardless of whether or not you use our complaint process, if you receive Medicare, you have the right to have your concerns about the quality of care or early discharge sent to the Peer Review Organization (PRO): Medical Review of NC, 100 Regency Forest Dr., Suite 200, Cary, NC 27511 - Telephone number: (800) 682-2650.

## **BILLING INFORMATION**

It is the policy of Maria Parham Medical Center to provide urgently needed services to anyone regardless of that person's ability to pay. However, persons requesting elective services must make acceptable financial arrangements at or before admission.

As a courtesy to our patients we will file your hospitalization medical insurance claim, Medicare, or Medicaid for you. You will need to bring proof of coverage (insurance card, Medicaid card or Medicare card) and a picture ID each time you visit Maria Parham.

Your hospital bill will not include the fees of your doctor or other specialists who took care of you, such as pathologists, radiologists, anesthesiologists or Emergency Room doctors. These doctors bill separately for their services. An itemized statement will be sent to you if you ask for it.

You are responsible for all charges that are not covered by insurance while you are in the hospital. Hospital personnel will make every effort to inform persons of all sources of financial aid available to them. Prior to going home, you need to make arrangements to pay your hospital bill. Maria Parham accepts cash, personal checks, money orders, MasterCard and Visa. A payment installment plan can be set up for patients meeting certain guidelines. If you have questions about this plan, your bill or other financial matters, call Patient Financial Services at extension 1546 (252.436.1546).

A courtesy discharge will be given to patients whose accounts are paid in full, are fully covered by insurance or have made suitable financial arrangements so there is no delay at the time of discharge.

## **Condition - Healing Touch**

Here at Maria Parham Medical Center nurses can call for the assistance of a Rapid Response Team if they feel their patient is getting much sicker. The purpose of a Rapid Response Team is to help before there is a medical emergency, such as a heart attack. Here at the hospital, we call our Rapid Response Team the CAP Team. Our CAP Team is made up of a critical care nurse and a respiratory therapist who are trained to assist a patient's nurse at the first sign of any type of problem.

Working with the physician and the patient's nurse, the CAP Team takes action very quickly when something goes wrong. They may suggest tests, x-rays, medications or even moving the patient to a higher level of care, such as the Intensive Care Unit (ICU) or the Progressive Care Unit (PCU).

How can family members help? Ask the nurse to call the CAP Team when you see sudden warning signs that your loved one is becoming much sicker. If the healthcare team does not recognize your concern or you continue to have concerns about changes in your loved one, call extension 6388 AND turn the patient call light on. Your call will be answered by a member of the CAP Team. They will ask you for the patient's name and room number. Within a few minutes, the team will arrive to assist your family member's nurse and address your concerns. This phase of our CAP Team is called Condition Healing Touch.

With your help and support, Maria Parham Medical Center is building for the future to meet the needs of our patients and their families. We believe in working together and ask that you be on our team when visiting your loved one. - **You Matter to Us!**

## Your Healthcare Team

Your healthcare team consists of specially trained individuals who work together to provide the very best care to each patient while in our facility. The team is usually led by your doctor who is responsible for your care. Working closely with the doctor is a group of healthcare professionals who help provide your care. In addition to keeping track of your progress, staff members are interested in your well being and will answer any questions you may have.

Nurses from your unit will be responsible for your primary care. In addition, you may meet staff from other departments throughout the Medical Center, including the laboratory, respiratory therapy, radiology, pharmacy, rehabilitation, discharge planning and case management. Additional staff members who will assist with your care are from dietary services, housekeeping, maintenance, security, medical records and patient financial services. Hospital volunteers may also visit you during your stay. Together, with your permission and cooperation, we hope to make your stay as pleasant as possible.

### **Hospitalists - Who are they and where is my regular doctor?**

A Hospitalist is a medical doctor who specializes in the care of patients in the hospital. These doctors may not have a regular office to see patients in the community and often work only in the hospital. They are board certified or board eligible physicians from a variety of backgrounds appropriate to the diversity of hospital inpatient care.

Your doctor may use a Hospitalist to oversee your care while you are in the hospital. Hospitalists benefit patients because they are available more to talk to patients and families and can arrange for consultations with other specialists more easily. They communicate with your family physician so that they, in turn, can focus on seeing more patients each day in the office, making getting an appointment with your doctor easier.

Most of the time, your regular physician and the Hospitalist will have already talked about your condition when you were admitted to the hospital. Throughout your stay they will continue to communicate with each other. At the end of your stay, the Hospitalist will send a final report to your physician. You will see your regular physician for your follow-up care. They can answer any questions and provide prescription refills if necessary.

### **Inpatient or Observation Patient**

All patients who are admitted to the Hospital are classified as an inpatient or observation patient. Observation patients' stays are less than 24 hours after being placed in a regular hospital room. This classification is often important when it comes to billing and reimbursement.

### **HOW DO WE PREVENT INFECTION?**

- Don't be afraid to remind your doctors, nurses, lab workers and others to wash their hands before taking care of you. They can use soap and water or other hand cleaners.
- Wash your hands after touching anything that isn't clean.
- Any IV, tube or bandage should be clean and dry. Tell your nurse if it becomes wet, dirty, loose or painful.
- Please ask your family and friends not to visit if they are sick or have a cough or fever.

### **Hand Hygiene**

Health care workers may spread germs if they do not wash their hands or use alcohol hand sanitizer after handling dirty items, after removing gloves, and between patients. All employees have been trained to perform hand hygiene in order to prevent the spread of infection. As the patient or loved one, please feel free to ask (or remind) health care workers to perform hand hygiene before doing vital signs, administering medications, dressing changes, or any other activity where hands may be contaminated.

We want our patients to be safe, and free from infections. As the patient or loved one, please observe the same guidelines. Contact the unit manager, or the Infection Control (at ext-1128) if you have questions or comments.



## **DISCHARGE PLANNING**

Discharge Planners and Case Managers can help you make arrangements for medical equipment for home use, nursing and rest home placement, home bound teachers, financial referrals, community resource referrals, counseling, on-site Medicaid application assistance and arranging special transportation needs. The established discharge hour is 11:00 a.m. Your nurse can provide more information.

## **YOUR MEDICAL RECORDS**

Health Information Management (HIM), formerly Medical Records, is located on the lower level of the John T. Church Building. The department is responsible for maintaining all of the hospital's medical records in accordance to federal privacy laws and other regulations. To obtain a copy of your record, you need to complete a request/release. HIM will process your request in 7-10 working days. There may be a nominal charge to cover the cost of copying the records. HIM is open Monday through Friday from 8:00am until 4:00pm and can be reached at extension 1710 (436-1710).

## **WHAT TO EXPECT IF YOU ARE HAVING SURGERY**

Maria Parham Medical Center's well-trained professional staff provides a variety of surgical procedures and services. Patients are sometimes afraid and anxious about their surgery, but knowing what to expect can help ease some of those fears and anxieties.

Surgery at Maria Parham is done on both an inpatient and outpatient basis. Normally a surgical procedure is scheduled during the morning hours.

- The hospital staff will let you know:
  - your registration time before your admission;
  - what test(s) your doctor has ordered before your surgery;
  - that a surgical consent form needs to be signed if you have not done so already;
  - that on the night before your procedure Do Not Eat or Drink Anything After Midnight, and;
  - that it is very important that you follow the nurse's instructions regarding any medicines you normally take.
- If you are having outpatient surgery:
  - Please do not bring jewelry, accessories, or other valuable items to the hospital.
  - Before your procedure, arrange for a ride to and from the hospital since you will not be able to drive.
  - A family member or friend must remain in the hospital until your discharge.
  - You will receive a courtesy call from the nursing staff on the business day prior to your hospital visit and a call the first business day after your surgery to check on you.
- If you are receiving services as an inpatient, you may be admitted on the day before or the day of your surgery.
- You will also receive a courtesy call from the nursing staff on the business day prior to your hospital visit. • •
- Like inpatients, outpatients are also asked not to eat or drink after midnight the night before their surgery. We ask that you arrive early on the day of surgery.
- On the morning of your surgery you will be asked to dress in a hospital gown and to remove contact lenses, glasses, dentures, nail polish and make-up.
- About one hour before your operation, you will be given medicine and taken to Surgical Services. Your family may wait for you in the Surgical Services Waiting Area (located in the Lower Level of the patient tower), or in your room. Prior to your procedure, follow your nurse's instructions on medicines. You will also participate in and observe the hospital staff checking and rechecking your identification and the procedure that is planned for you. This is part of our program to help improve the quality and safety of care you receive.
- Time spent in recovery varies with each patient. Your doctor will order medication to relieve any pain after surgery. Don't be afraid to ask the nurse for this medication if you feel you need it. If you need to get out of bed, please ask for help from the nursing staff.
- You will be given a copy of your discharge instructions and follow up appointment completed by your surgeon. They will be explained prior to discharge.

# What You Should Know About Pain

Pain is not something you “have to put up with”. There are things your nurses and doctors can do to help relieve pain. Pain control can help you get well faster. With less pain you will feel like doing more, so you can get your strength back faster. You may even be able to go home sooner.

Both drug and non-drug treatments can help in preventing and controlling pain. You and your doctors and nurses will decide which ones are right for you. Sometimes two or more methods are combined for greater relief. While we may not be able to relieve all your pain, the goal is to help you to be as comfortable as possible.

Don’t worry about getting “hooked” on pain medicines. This is very rare - unless you already have a problem with drug abuse.

While pain medication is the most common treatment, there are other things that can be done to help you manage your pain. Changing positions, using ice packs, massage, and distraction can all be helpful.

## It is important for you to:

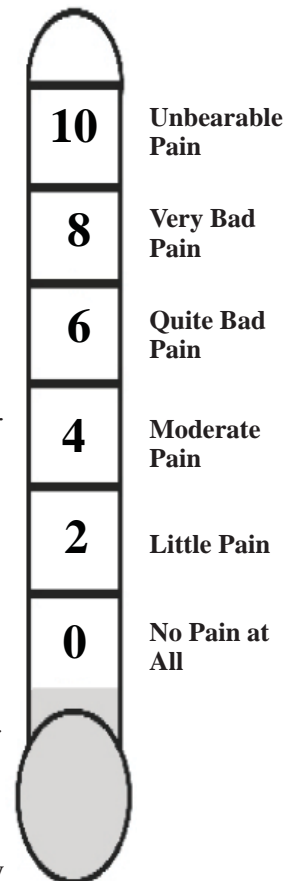
- always tell us when and where it hurts as soon as the pain begins.
- let us know about any personal, spiritual or other beliefs you may have about pain.
- tell us when you have any “side effects” from your treatment (itching, nausea, vomiting, excessive sleepiness, constipation, confusion)
- tell us what does and doesn’t work.

## Our Role...

- Your care givers should be asking you if you are having pain as part of the care you receive. How often will depend upon the reason you are in the hospital.
- Your caregiver will be asking you to rate your pain on a scale. This is to help us decide if your pain is getting better or worse depending upon treatment and things such as time of day or different activities.
- We also need to know if the treatments for pain are causing any side effects. There are things we can do to help.
- We need to know if your pain treatment is not helping. There may be a need to try something else.
- Remember, we may not be able to take away all the pain. Our goal is to help you manage it.

## Things to Know...

- You may have concerns about tolerance, addiction or physical dependency with regards to medicine. It is important to understand what these words mean.
  - Tolerance - the need for increasing amounts of a drug to have the same effect. There may be a time that medicine that worked yesterday may not work today or may need to be given in a higher dose.
  - Addiction - a condition in which the person develops an overwhelming need for a drug for reasons other than pain relief. This is very rare if you are taking medication for pain unless you already have a drug problem.
  - Physical Dependence - development of withdrawal symptoms when pain medications are reduced or discontinued. This occurs in less than 1% of patients.









## Thermometer Scale

- Use for Adults >65, awake, alert & able to communicate verbally or by pointing

### Choose the Face that Best Describes How You Feel

### Faces Scale

Use for Patients 3-12 years old, awake, alert & able to communicate

					
<b>0</b> No Hurt	<b>2</b> Hurts Little Bit	<b>4</b> Hurts Little More	<b>6</b> Hurts Even More	<b>8</b> Hurts Whole Lot	<b>10</b> Hurts Worst

# Advance Directives

## *Making Your Wishes Known*



### **Make Your Wishes Known**

The law of North Carolina provides two ways for you to “Make Your Wishes Known” in writing so your doctor and family will know how you want to be treated in the event you become unable to tell them. These are called Advance Directives.

### **Declaration of a Desire for a Natural Death (Living Will)**

North Carolina allows you to say whether you want to be allowed to die a natural death or prefer to have medical treatment which would prolong the natural dying process. North Carolina has adopted a form you can use to express your wishes. The form is called a “Declaration of a Desire for a Natural Death.”

Before your declaration becomes effective, a physician other than your attending physician must confirm that you have a terminal and incurable condition or you are in a persistent vegetative state and, without treatment, death will occur within a short time. Through a declaration you sign now, you can direct the withholding or withdrawing of life-prolonging techniques in an end-of-life situation.

To sign a valid declaration, you must be at least 18 years old and mentally competent. At least two people must witness your signature. Certain close relatives and persons providing you with health care cannot act as witnesses.

It is your obligation to let your doctor know that you have a declaration. You may void or change your declaration at any time before you become incompetent. If you choose to revoke your declaration, be sure to let your doctor and family know.

### **Healthcare Power of Attorney**

A power of attorney is a document by which you give another person – your “agent” – the authority to make decisions about the financial aspects of your life. As a North Carolina resident, you may also sign a Healthcare Power of Attorney which gives your health care agent the authority to make decisions about your health care. The authority of a health care agent is generally not restricted to end-of-life situations, but applies to all health care decisions when you are no longer capable of making such decisions.

To appoint a health care agent, you must be at least 18 years old and competent. The person you appoint should be notified in advance. You must sign the document in the presence of two witnesses who must not be your health care providers, blood relatives, or have a financial interest in your estate.

You can revoke this document just as you would a Living Will. There are a number of safeguards built into the law to protect you.

### **Advance Instruction for Mental Health Treatment**

An advance instruction for mental health treatment allows you to give instructions and preferences about mental health treatment. You may select someone to make these decisions for you if you lose the ability to decide for yourself. This document automatically expires in two years.

### **DNR - Do Not Resuscitate**

A DNR or Do Not Resuscitate is an order given by a patient’s physician stating what is to be done or not done in case of a patient going into cardiac or pulmonary arrest. A DNR differs from a living will in that it is an order by the physician, as opposed to a Living Will, which is a desire of the patient.

North Carolina allows for a qualified patient to have a DNR order from their physician known as a Medical Order for Scope of Treatment or MOST. The MOST form is a special pink form, available from your physician, to be completed by the physician. The intent of MOST is to communicate to EMS, upon their arrival, the existence of a DNR.

## **Would You Like to Know More about Becoming an Organ Donor?**

Your willingness to become an organ donor is admirable. Your gift would provide someone in need with hope for a healthier future. If you would like more information on how to become an organ donor, please contact: Carolina Donor Services at (800) 252-2672.

## **Helpful Hints**

The health care power of attorney applies to more than just end-of-life situations and is more flexible than a Living Will. It may be best to consider signing both documents. If you do not have a Living Will or Healthcare Power of Attorney and become incompetent, North Carolina law takes over and may allow others to make health care decisions for you. A DNR is a physician order, and you should communicate to your personal physician your wishes.

A Living Will, Healthcare Power of Attorney or DNR order that is valid in another state may not be valid here and should be reviewed by a local attorney. North Carolina law provides forms for both the Living Will and Health Care Power of Attorney. You must be very specific in filling out these forms. If you have questions, it is probably a good idea to contact a lawyer to help you.

## **Summary of Policies and Procedures**

This facility's policy is to honor a patient's advance directive if it meets the requirements of state laws. We also recognize the right of patients to accept or reject offered medical or surgical treatment, to the extent permitted by law. Additionally, it is our policy to provide you with written information regarding advance directives. This is part of that information process.

Upon admission to this facility, our staff will ask you whether you have signed an advance directive, and document your response in our file. If you have already signed an advance directive, you will be asked to provide copies for your medical record. If you have signed an advance directive in a valid fashion, your wishes for treatment will be respected. If you have not signed an advance directive, but desire to do so, please let someone on our staff know.

**Whether or not you have signed an advance directive, you will receive the same quality of treatment from us.**

If you want more information than is contained in this brochure, you need only ask anyone on our staff who will refer you to the appropriate supervisory staff member.

Living Will and Healthcare Power of Attorney forms are available in the Marketing and Community Relations Department or from Nursing Services at Maria Parham Medical Center. You may also download the forms from the internet at [www.mphosp.org](http://www.mphosp.org). Portable DNR forms are available from your local Emergency Management Services (EMS), the Emergency Dept. or the Nursing Supervisor.

If you have any questions or comments concerning Advance Directives, please contact:  
Maria Parham Marketing & Patient Relations at (252) 436-1800

*"Make Your Wishes Known" is an informational program about advance healthcare directives. It was partially funded with a grant from The Duke Endowment to the Mary Black Foundation and was produced by Life Management® of Columbia, South Carolina (1-800-235-5642) in association with the South Carolina Hospital Association.*



# Patient Rights and Responsibilities

At Maria Parham Medical Center, your rights as an individual and as a patient are important to us. Our staff members will treat you with consideration, respect and dignity.

## **You have the right to:**

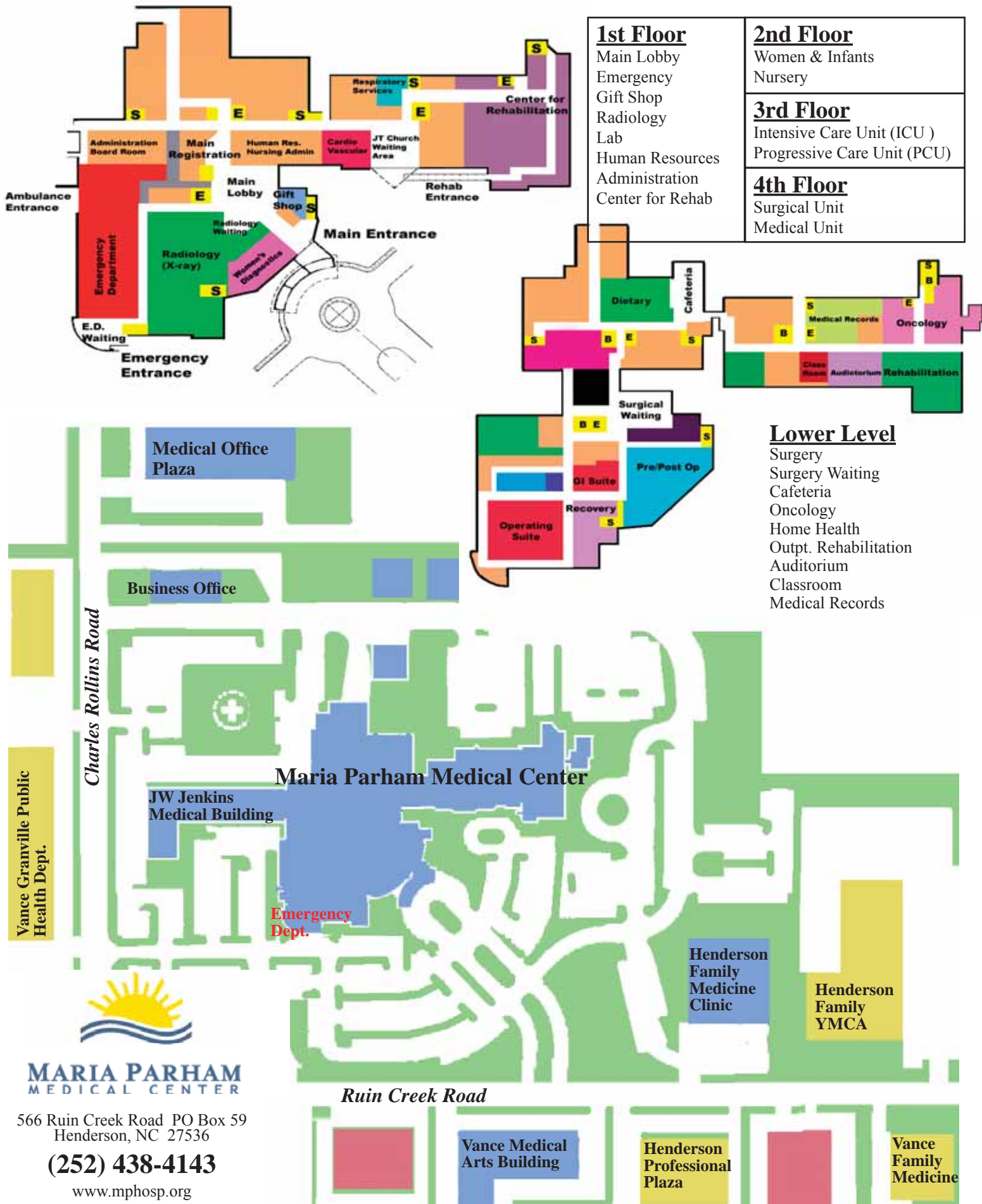
1. expect the medical center to make its services available to you within its capacities and policies.
2. be free of any form of restraints not deemed medically necessary.
3. appropriate assessment and management of pain.
4. considerate and respectful care.
5. practice your personal beliefs while a patient.
6. every consideration of privacy that the law allows.
7. expect reasonable safety insofar as the hospital practices and environment are concerned.
8. receive help in contacting protective services, such as guardianship or in contacting support group/services.
9. expect prohibition of physical or psychological abuse including humiliation, neglect, threatening and exploiting actions.
10. know the name and title of all staff members providing direct care to you.
11. know from the doctor your medical condition, treatment plan, and outlook in words you can understand.
12. review information contained in your medical record within limits of law and have it explained/interpreted as needed.
13. give directions about the health care you want if you lose the ability to make decisions for yourself through the use of Advance Directives (Living Will and Healthcare Power of Attorneys).
14. have visitors and to receive communication from outside the hospital.
15. an interpreter as needed.
16. make decisions about your plan of care prior to and during the course of treatment and to refuse such care as permitted by law and hospital policy. You should be informed of the medical consequences of your actions.
17. know who is responsible for authorizing and performing your tests or procedures.
18. know about and refuse to be in a research project.
19. know where medically significant alternatives for care or treatment exist.
20. seek a second doctor's opinion, if available.
21. refuse treatment, including resuscitative services, to the extent allowed by law.
22. go to another hospital if medically needed services are not available at Maria Parham Medical Center.
23. know what, if any, health care you need after you leave Maria Parham Medical Center.
24. issue a grievance/complaint either to the Medical Center or directly to the N.C. Division of Health and Human with no fear of retaliation from the caregiver and resulting in no barriers to the services received.
25. receive a detailed bill of services received and available payment methods.
26. be informed of the hospital rules/regulations that relate to care, treatment, responsibilities and complaint resolution.

## **You have the responsibility to:**

1. give complete information about your medical past, present problem, other health matters and pain/pain related concerns.
2. respect the rights of other patients and staff in both your conduct and that of your visitors.
3. follow the doctor's treatment plan.
4. pay your bill in a timely manner.



# Maria Parham Medical Center



**MARIA PARHAM**  
 MEDICAL CENTER

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www.mphosp.org