

Welcome From Our CEO



Dear Patient,

Thank you for choosing Brandywine Hospital, part of the Tower Health Network, for your healthcare needs.

We have prepared this guide to help answer general questions about your stay. The commitment of our entire medical team and staff is to provide you with personalized, safe and excellent quality care in a compassionate and healing environment. We strive to anticipate your individual needs and actively monitor your well-being. We are dedicated to delivering the best possible care and restoring you to ideal health.

If you have any questions, please contact a nurse or any member of our staff. We are pleased to answer your questions and provide information that is clear and easy to understand.

With best wishes for a rapid recovery,

Vik Acharya, MBA, MPH

Chief Operating Officer and Interim Chief Executive Officer

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Contact Us: 201 Reeceville Rd. • Coatesville, PA 19320
610-383-8000 • www.towerhealth.org



Take Charge of Your Care

- ▶ 7 Tips to Take Charge
- ▶ Protect Your Health
- ▶ 5 Ways to Fight Infections
- ▶ Don't Ignore Pain
- ▶ Safety & Preparation
- ▶ Be Proactive
- ▶ Manage Your Medicines



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About Us



We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Why We Are the Right Choice for Your Care

Brandywine Hospital, now part of Tower Health, has been serving the healthcare needs of the residents of Chester County since 1899. Today, in support of our goal to provide patients with convenient access to quality, advanced care in a safe environment, we continue to expand our medical staff and invest in new and enhanced services, including heart and lung surgery, vascular surgery, imaging services and more. We work hard every day to be a place of healing, caring, and connection for patients and loved ones in the community we call home.

Our efforts to provide superior clinical care and outstanding patient experiences have been recognized by national and regional organizations. The following programs at the hospital have been certified and/or accredited for clinical and service excellence:



- Certification for Mammography
- Designated Lung Cancer Screening Center
- Accreditation for Computed Tomography (CT)
- Accreditation for Ultrasound



- Advanced Certification in Stroke (Primary Stroke Center)
- Gold Seal of Approval
 - AMI (Acute Myocardial Infarction)
 - Hip Replacement
 - Knee Replacement
 - Wound Care
 - Laboratory



Brandywine Hospital Sleep Wellness Center is accredited by the American Academy of Sleep Medicine.



ACC Accreditation Services



Designated Blue Distinction Center
Knee and Hip Replacement

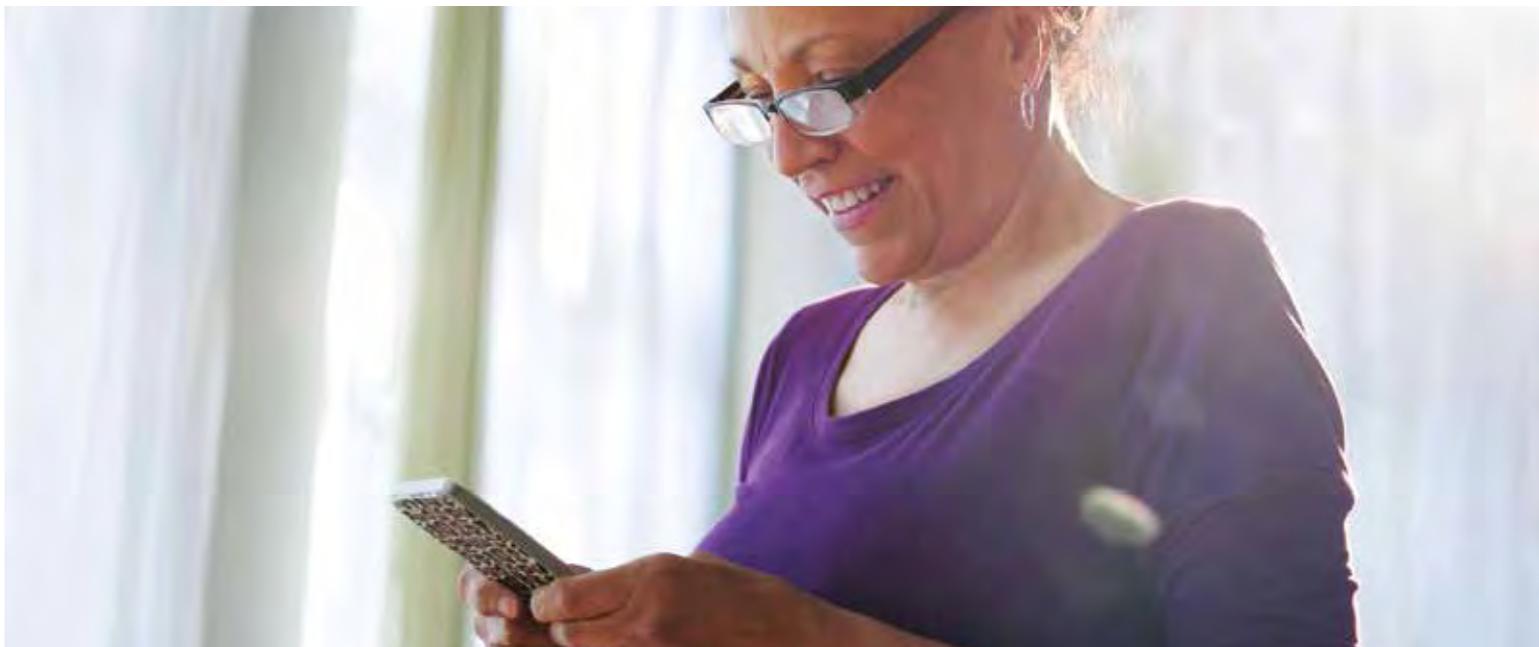


Cardiac Medical Intervention & Cardiac Rhythm



Blue Distinction Centers (BDC) met overall quality measures for patient safety and outcomes, developed with input from the medical community. A Local Blue Plan may require additional criteria for facilities located in its own service area; for details, contact your Local Blue Plan. Blue Distinction Centers+ (BDC+) also met cost measures that address consumers' need for affordable healthcare. Each facility's cost of care is evaluated using data from its Local Blue Plan. Facilities in CA, ID, NY, PA, and WA may lie in two Local Blue Plans' areas, resulting in two evaluations for cost of care; and their own Local Blue Plans decide whether one or both cost of care evaluation(s) must meet BDC+ national criteria. National criteria for BDC and BDC+ are displayed on www.bcbs.com. Individual outcomes may vary. For details on a provider's in-network status or your own policy's coverage, contact your Local Blue Plan and ask your provider before making an appointment. Neither Blue Cross and Blue Shield Association nor any Blue Plans are responsible for non-covered charges or other losses or damages resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers.

Phone Directory



Hospital Services

Key Numbers

Main

610-383-8000

Patient Advocate

610-383-8545

Rapid Response Team

2222

Administration

610-383-8003

Behavioral Health Admissions

610-383-4980

Brandywine Hospital Imaging Downingtown

610-518-3428

Case Management

610-383-8187

Center for Wound Healing

610-383-8431

Central Scheduling

610-383-8760

Environmental Services

610-383-8166

Financial Counselor

610-466-4284

Gift Shop

610-383-8022

Health Information Management/Medical Records

610-383-8056

Hospice Services

610-998-1700

Information Desk (Front Lobby)

610-383-8030

Patient Financial Services/ Outpatient Registration

610-383-8100

Physician Referral

610-383-8000

Room Service

4444

Volunteer/Senior Services Office

610-383-8171

Women's Imaging Center

610-383-8365

Phone Tip

In most cases, you can simply dial the last four digits of the phone number when calling from inside the hospital.

Our Commitment to Care

Did You Know?

You can review and compare the quality, care and safety ratings for different hospitals at:

- ▶ Medicare Hospital Compare, which uses Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) results and other data:
www.medicare.gov/hospitalcompare/search.html

You also can find information on hospitals at:

- ▶ Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- ▶ DNV GL Healthcare: www.dnvglhealthcare.com
- ▶ The Joint Commission: www.qualitycheck.org



Patient Satisfaction Matters to Us

At Brandywine Hospital, our goal is to provide you and your loved ones with the highest level of care. We truly welcome your feedback: Are you getting the care you need? Are you satisfied with your stay? Are your doctors and nurses listening and responding to your questions and requests? Your care, safety, and satisfaction are our highest priority. Please speak with your nurse or nursing supervisor if you have any comments, questions, or concerns about your care.

After Your Stay

Once you leave our care, you may be asked to take part in a survey called Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). This survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key topics, such as:

- ◆ doctor and nurse communication
- ◆ medicine and discharge information
- ◆ staff responsiveness
- ◆ overall quality of the hospital

If you're selected to receive this survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

If you have an issue that is not resolved, please contact a patient advocate at 610-383-8545. You also have the right to file your complaint with either:

Pennsylvania Department of Health

Room 526, Health and Welfare Bldg.
625 Forster St.
Harrisburg, PA 17120

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org/report_a_complaint.aspx



Rapid Response Team



Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You, a family member, visitor, or employee can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- ◆ change in heart rate or blood pressure
- ◆ change in respiratory (breathing) rate or oxygen levels
- ◆ change in urine output (much more or less urine)
- ◆ change in mental status or level of consciousness
- ◆ any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team
- ◆ any time you are worried something might be wrong

How to Call Rapid Response

Step 1: Dial 2222 on bedside phone.

Step 2: Tell the operator: your name, room number, patient's name, and your concern.

Step 3: The Rapid Response Team will be sent to your room.

Fast Facts About Your Stay

Answers to the Most Frequently Asked Questions (Listed Alphabetically)



Visiting the Hospital?

Thanks for taking the time to support your loved one's care and recovery. See page 9 for important visitor information.

Cafeteria



Hours:

Weekdays:

6:30 a.m. to 6:30 p.m.

Weekends and holidays:

6:30 a.m. to 2 p.m.

For patient meals and service, see page 9.

Electric Appliances



Only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, or other electric devices.

Environmental Services



Environmental Services staff will clean your room each day. If you have any questions or concerns, call ext. 4504 or ext. 8166.

Gift Shop



Location: First floor

Hours: Monday through

Friday: 9 a.m. to 7 p.m.

Saturday and Sunday: noon to 5 p.m.

The gift shop offers beverages, snack items, toiletries, magazines, newspapers, greeting cards, flowers, and gifts. We are sorry, but we cannot serve patients in their hospital attire.

Hearing Impaired



If you need a closed-caption adapter for your television or a special phone for hearing or sight impairment, please contact your

nurse. Sign language interpreters can be arranged by contacting the patient advocate or nursing supervisor.

Hospital Safe



Please do not bring jewelry, credit cards, large amounts of cash, or other valuables to the hospital. For safety reasons, hospital rooms cannot be locked to protect your valuables. If you are not able to leave valuables at home or with a family member, they may be placed in a hospital safe for safekeeping.

Please notify your nurse, who will arrange for them to be stored in the safe until you are discharged. Your valuables will be placed into an itemized envelope, and you will receive a receipt for the items. Brandywine Hospital is not responsible for lost or damaged items.

Information Desk



Visitors may stop at the Information Desk, just inside the main entrance, to get directions to your room. For your visitor's convenience, there is a courtesy phone at the Information Desk to dial your room or other areas within the hospital. To place outside calls, pay telephones are located near the front lobby, in the hallway across from the gift shop.

Internet



We offer guest wireless internet access in all areas of the hospital. Here's how to connect to our guest network:

continued on next page

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Fast Facts About Your Stay continued

Answers to the Most Frequently Asked Questions (Listed Alphabetically)

Step 1: With your laptop powered on and your wireless card enabled, look for the wireless network indicator in your system tray. Click the “Wireless networks detected” message to open the Choose a Wireless Network dialog. You should see the Hospital Guest Wireless network available. Click the network to connect.

Step 2: Open a web browser and connect to any valid website. At this point, a Terms & Conditions page will appear, and you must agree to the terms and conditions of service. If you do not agree, you will be unable to connect to the internet.

Step 3: Click the “Accept terms and conditions” button. You are now connected to the internet.

Interpreters



Language translation services for non-English-speaking patients can be obtained by contacting your nurse.

Mail and Flowers



Volunteers deliver mail, flowers, non-latex balloons, and gift baskets. Flowers and balloons are not permitted in the Intensive Care Units or protective isolation. Florists will hold delivery until you are transferred out of these areas.

To reduce the possibility of allergic reactions to pollen, please limit the size of floral arrangements delivered to patients’ rooms.

- ◆ Latex balloons are not permitted anywhere in the hospital.

- ◆ Mail arriving after your discharge will be forwarded to your home. Flowers or other arrangements arriving after your discharge will be returned to the florist shop, which will contact the sender for delivery information.

Medicines



All medicines that you take in the hospital must be prescribed, filled, and given to you by hospital staff. For this reason, please do not bring any prescription or over-the-counter medicines to the hospital. Instead, please be sure to bring a list of your medicines with you, including the strength and how often you take them, as well as the name and contact number of your pharmacy of choice.

For your convenience, we offer a Meds-to-Beds program, which enables your medications to be delivered at no charge either directly to the hospital before discharge or to your home.

Please know that our pharmacist always is available to review and explain medicines with you and/or your loved ones, providing details about their purpose and possible side effects. If you would like to speak to a pharmacist, please let a staff member know.

Newspapers and Magazines



Volunteers distribute donated magazines to waiting areas.

The gift shop also carries daily papers and popular magazines.

Patient Portal

With our free, password-protected Patient Portal, MyTowerHealth, you can:

- Ask your doctor a question from home
- Access your and your family’s medical records
- Check test results
- Request an appointment
- Request prescription refills
- Review medications, immunizations, allergies, and medical history

To activate your MyTowerHealth, call the MyTowerHealth Help Desk at 484-628-6924 to request an instant activation email or ask for one during your next office visit. Then visit MyTowerHealth.org, click on the blue “Sign Up Now” button under “New User?” and enter the information requested, along with the activation code provided by the MyTowerHealth Help Desk.

MyTowerHealth

Patient Meals and Service



Good nutrition is an important part of your care and recovery. Brandywine Hospital's Food and Nutrition Services staff takes pride in serving appetizing and healthy meals to our patients and guests. Our "Bedside Service" program provides meals with a personal touch. Our skilled chefs prepare each meal using the freshest ingredients tailored to the diet order prescribed by your physician. Our Food Services associates will visit you in your room to review your menu and assist you in making your selections. Please feel free to share any special, religious, or cultural needs, such as kosher or vegetarian preferences. Meals will be delivered at the following times:

Breakfast: 8 to 9 a.m.
Lunch: noon to 1 p.m.
Dinner: 5 to 6 p.m.

If you have concerns about your meal service during your visit, please call 610-383-8080.

Personal Belongings



Take special care with any personal items you bring into the hospital. Please store items such as dentures, eyeglasses, and hearing aids in their proper containers in your bedside table. You also will receive a Patient Belongings bag to store any clothing or miscellaneous items you may have. We strongly recommend all valuables be sent home with a loved one.

Smoking



For our patients, visitors, and staff, we are a smoke-free hospital. This includes all electronic

smoking devices such as e-cigarettes and vapors. You can request a nicotine replacement alternative from your physician.

Spiritual Care



During times of illness, many patients are comforted by a visit from their priest, rabbi, minister, or other spiritual advisors. We welcome clergy of all faiths. Upon admission, you will be asked whether or not you choose to identify with a particular religion or local congregation.

An interfaith chapel, located on the second floor, is open for your family's use 24 hours a day. Chaplains at Brandywine Hospital provide spiritual care and counseling to patients and families of all ages. For more information on spiritual care at Brandywine Hospital, please go to <https://brandywine.towerhealth.org/patients-families/spiritual-care/>.

Telephone



To make local calls, dial 9 and the number you are calling. The following local exchanges are included as local calls in the area codes of 610 and 484: Avondale, Coatesville, Downingtown, Eagle, Exton, Glenmoore, Honeybrook, Kennett Square, Lenape, Mortonville, Parkesburg, Thorndale, Unionville, West Chester, West Grove, and Westtown.

Long-distance calls cannot be charged to the patient's hospital account. To place a long-distance phone call, dial 9-1-800-CALL-ATT (9-1-800-225-5288). Then choose from one of the menu options regarding payment. Telephone

debit cards also are available for purchase from the gift shop. For other assistance, dial 0 for the hospital operator. If family members or friends have your hospital telephone number, they can call your room directly. The switchboard connects calls to patient rooms only between 7 a.m. and 11 p.m. If you are having problems with your telephone, please tell your nurse.

TV



For safety reasons, only television sets provided by the hospital are permitted in patient rooms.

For a complete list of channels, turn to channel 2 on your TV or see page 10.

Vending



Beverages and snack items are available 24 hours a day in vending machines located in the cafeteria dining room and the waiting rooms of the Intensive Care Unit and Emergency Department.

Visiting Hours



All visitors must check in at the Visitor Reception Desk.

Progressive Care Unit/Medical and Surgical Units: Second floor, 8 a.m. to 8 p.m.

ICU: Open visitation except 7 to 8 a.m., 3 to 4 p.m., 7 to 8 p.m. and 11 p.m. to midnight. Note: Special visiting arrangements will be considered on an individual basis. Please speak with the RN.

Short Procedure Unit: Third floor, 6 a.m. to 6:30 p.m.

Fast Facts About Your Stay continued

Answers to the Most Frequently Asked Questions (Listed Alphabetically)

Adult Behavioral Health Unit:

Daily: 5 to 7 p.m.

Older Adult Behavioral Unit:

Daily: 2 to 3 p.m. and 5 to 7 p.m.

Eating Disorders Unit: Tuesday and Thursday, 7:30 to 8:30 p.m., Saturday and Sunday, 3:30 to 4:30 p.m.

admissions must take preference. If you are not admitted to the nursing unit or room you requested, you may ask to be transferred as soon as the desired room becomes available. During your stay, it

is possible that you may be transferred to another room due to a change in your condition, specialized care needs, or to accommodate other patients.

Waiting Rooms



Family and friends can use the following as waiting areas:

- Visitor lobbies
- Surgical waiting room (first floor)
- ICU waiting room (second floor)
- Short procedure unit waiting room (third floor)

Your Room



Our private rooms come with special amenities that help patients feel more comfortable and at ease. There is ample space for family and friends, and each room offers access to Wi-Fi. Every room in our Medical/Surgical, Orthopedic and Neuroscience, Progressive Care, and Intensive Care units is completely private.

Every effort is made to admit you to the nursing unit or type of room you request. However, the hospital is unable to guarantee reservation for any patient because emergency

TV Channel Guide

2	TV Channel Guide	22	Fox News
3	CBS 3 - KYW	23	HLN
4	FOX 29 - WTXF	24	AMC
5	TBS	25	C-SPAN
6	ABC 6 - WPVI	26	C-SPAN 2
7	MYPHL 17 - WPHL	33	Animal Planet
8	CW PHILLY 57 - WPSG	34	CMT
9	CNN	35	CNBC
10	NBC 10 - WCAU	36	MLB Network
11	USA Network	45	MSNBC
12	PBS 12 - WHYY	46	NFL Network
13	ESPN	47	ESPN2
14	TLC	49	ESPNNews
15	TNT	50	ESPNU
16	National Geographic	51	Univision
17	Discovery	52	Classic Rock
18	Cartoon Network	53	Beautiful Instrumentals
19	FX	54	Coffeehouse Rock
20	Freeform	55	The Spirit
21	Weather Channel	56	Hit Country

Take Charge of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

You're in charge.

You are the center of your healthcare team. Know what's happening every step of the way.

Always double-check.

Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

Know your medicines.

Understand what they treat, why you need them, and how to take them for the best results.

Educate yourself.

Learn about your medical condition, tests, and treatment options.



Speak up.

Ask questions and voice concerns. It's your body and you have the right to know.



Find a support person.

Pick someone to help speak up for your care and needs during your stay.

Check before you go.

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

Protect Your Health

Take Charge of Your Care



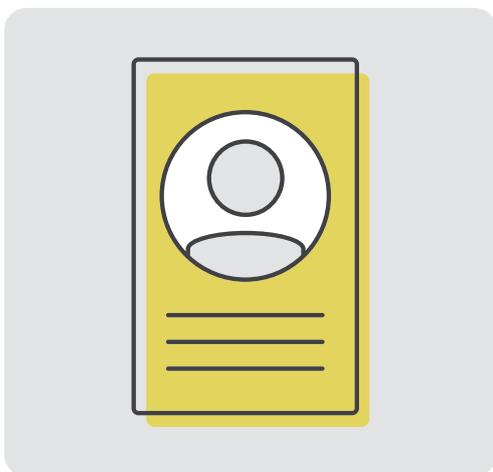
Speak Up

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids, or other devices to help with talking to hospital staff?
- Do you prefer to hear, see, or read health information?
- Do you have any cultural, ethnic, or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

And, Remember, Take Charge of Your Communication:

- **Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.
- **Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- **Take Notes:** Write down any key facts your doctor tells you so you won't forget.



Double-Check

Always double-check your name with staff to avoid errors.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

- Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.

5 Ways to Fight Infections

Take Charge of Your Care

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands

- after touching hospital objects or surfaces
- before eating
- after using the restroom.

2. Ask hospital staff members to clean their hands. This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!

3. Cover if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues, promptly throwing them away, and avoiding touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



About Antibiotics

While you're in the hospital, your doctor will review and make changes to your medicines—including antibiotics. This helps to make sure you're taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.



Don't Ignore Pain

Take Charge of Your Care

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse:

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. Other pain management options, along with pain medications, are available to help ease your pain. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



Which words describe your pain?

- | | | |
|--------------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> aching | <input type="radio"/> dull | <input type="radio"/> sharp |
| <input type="radio"/> bloating | <input type="radio"/> numbing | <input type="radio"/> shooting |
| <input type="radio"/> burning | <input type="radio"/> pressing | <input type="radio"/> soreness |
| <input type="radio"/> comes and goes | <input type="radio"/> pressure | <input type="radio"/> stabbing |
| <input type="radio"/> constant | <input type="radio"/> pulling | <input type="radio"/> throbbing |
| <input type="radio"/> cramping | <input type="radio"/> radiating | <input type="radio"/> tightness |
| <input type="radio"/> cutting | <input type="radio"/> searing | |

Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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Safety & Preparation

Take Charge of Your Care

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines, or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear non-slip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



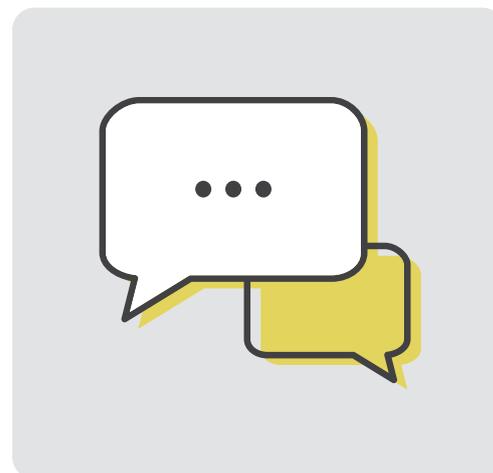
Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- **your name**
- **the type of surgery you are having**
- **the body part to be operated on.**

Hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

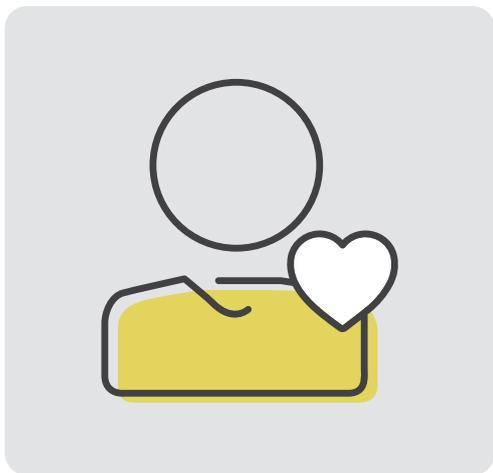


Ask Questions

Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.

Be Proactive

Take Charge of Your Care



Don't Forget

Tell the staff who you've picked to be your support person.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care. A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help
- stay with you throughout your stay



You Are Key

You are the most important member of your healthcare team. Make sure you:

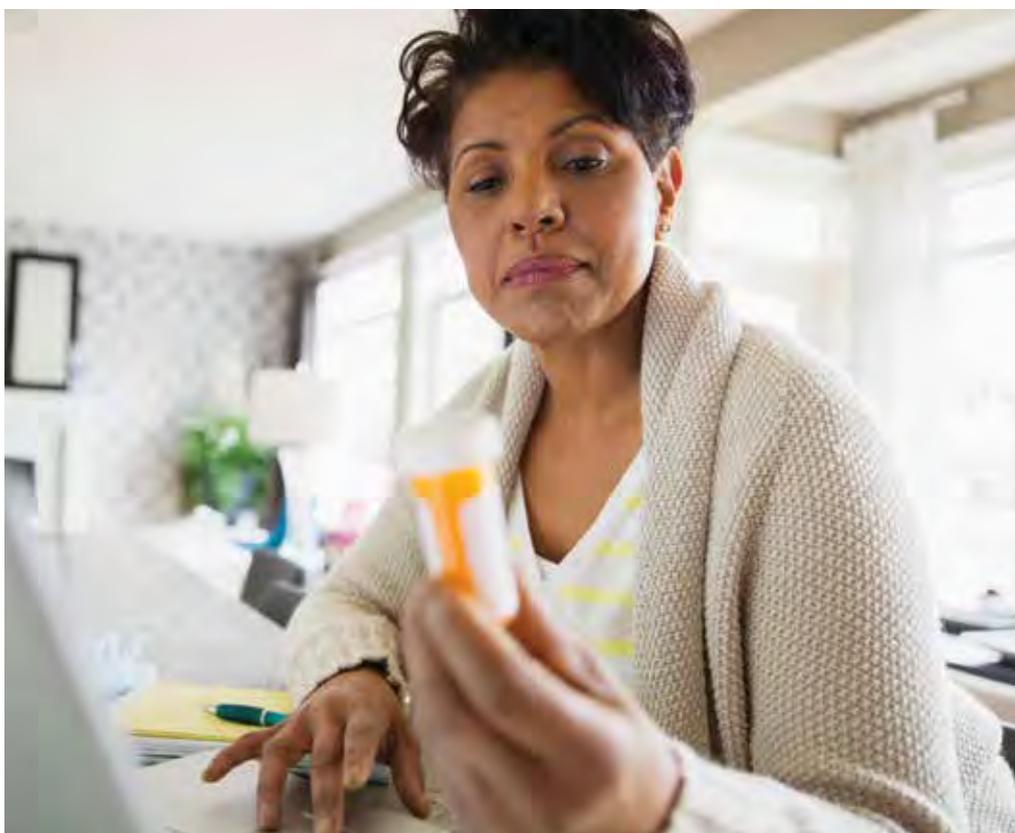
- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

Pay Attention to Your Care

- Tell your nurse if something doesn't seem right.
- Know what time you normally get medicine, and tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

Manage Your Medicines

Take Charge of Your Care



Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks, or activities to avoid?
- What do I do if I miss a dose?

Prevent Medicine Errors

Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- All the prescription drugs, over-the-counter medicines, and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.



Take Care of Your Meds

Remember, take charge of your medicines. Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask. Review the Guide to Medication Side Effects booklet in this folder.

Prevent Hospital Infections



Superbugs

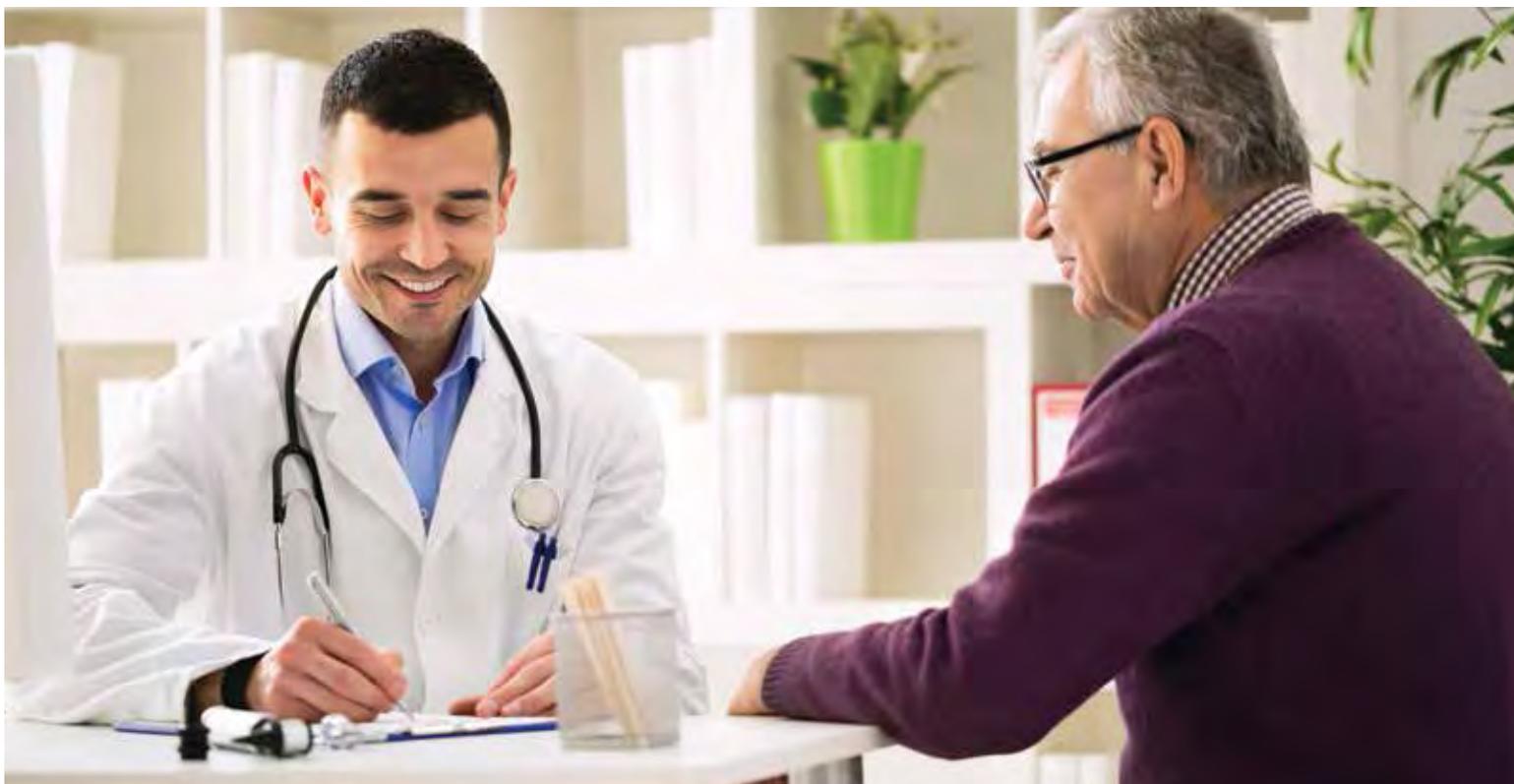
A superbug is a germ that causes a bacterial, viral, or fungal infection, but doesn't respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, C. diff, and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.

Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, one in 25 patients gets a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

Type	How It Starts	Symptoms	Prevention
Catheter-Associated Urinary Tract Infections (UTI)	Germs enter your urinary tract while using a tube to drain urine.	<ul style="list-style-type: none"> fever burning pain bloody or frequent urination 	<ul style="list-style-type: none"> clean hands before touching area keep urine bag below level of bladder to prevent backflow don't tug, pull, twist, or bend the tube secure catheter to your leg and ask every day if it's still needed
Surgical Site Infections	Germs affect the site of your surgery—either on your skin or internally.	<ul style="list-style-type: none"> redness pain drainage of cloudy fluid fever 	<ul style="list-style-type: none"> do not shave surgery site (irritation increases risk of infection) clean hands before touching area don't let visitors touch or dress your wound ask your nurse to show you how to care for your wound
Central Line-Associated Bloodstream Infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest, or groin.	<ul style="list-style-type: none"> red skin and soreness at site fever chills 	<ul style="list-style-type: none"> clean hands before touching area make sure staff wears gloves, gown, cap, mask, and sterile drape when handling tube speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore avoid touching tube or letting visitors touch tube ask that tube be removed as soon as possible
Ventilator-Associated Pneumonia	Germs enter your lungs through a tube in your mouth, nose, or neck used to help you breathe.	<ul style="list-style-type: none"> cough mucus fever chills shortness of breath 	<ul style="list-style-type: none"> clean hands before touching area ask if it's safe to raise the head of your bed know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened ask that tube be removed as soon as possible

Rights & Responsibilities



You Have the Right to the Best Care

Your Rights

We believe that our patients, their families, friends, and support persons should be treated with respect, understanding, and compassion. These are your rights as our patient—reflecting our commitment to maintaining your personal dignity.

- ◆ You, or your representative when appropriate, have the right to be informed of all your rights at the earliest possible moment in the course of your hospital stay.
- ◆ You have the right to receive respectful healthcare from competent professionals without unnecessary delay, no matter your race, ethnicity, national origin, culture, language,

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact a patient advocate at 610-383-8545.

- age, creed, physical or mental disability, sex, sexual orientation, personal values, beliefs, preferences, gender identity or expression, socioeconomic status, or source of payment.
- ◆ You have the right to receive complete information about your illness and treatment in words you can understand so that you can be involved in your care planning and treatment. Your entire healthcare team is committed to giving you information and answering your questions. When not medically advisable to communicate this information to you, this information will be provided on your behalf to your next of kin or another appropriate person.
- ◆ You have the right to know the names of all the people taking care of you and their functions.
- ◆ You have the right to have a family member, friend, or support person notified promptly about your admission to the hospital.
- ◆ You have the right to have your personal doctor notified promptly about your admission, and be kept up-to-date about your illness and treatment.

continued on next page

Rights & Responsibilities continued

- You have the right to be told by your doctor of any test, procedure, or treatment that has risks, and to give informed consent for this test, procedure, or treatment to be done. In emergencies, or if you are too ill or otherwise cannot understand this information, you have the right to have your family member, friend, or other support person told.
- You have the right to say “no” to any treatment and to leave the hospital at any time. You have the right to hear from your doctor what may happen if you refuse the treatment or leave. There may be times that care must be provided based on the law.
- You have the right to make choices now and to document those choices in case you become too ill to speak for yourself later. This right to choose is called an advance directive. You may choose someone to make healthcare decisions for you. You may also choose what treatments you would like or not like to have done.
- You have the right to be told by your doctor about any research or donor program that may be helpful to you. You have the right to have all of your questions answered, then to give informed consent if you wish to become part of the research or donor program. You also have the right to refuse to continue in such a program at any time. If you are too ill or otherwise unable to understand this information, a legally responsible party will receive the information, provide consent, and/or discontinue your participation in the research or donor program.
- You have the right to see all information in your medical record within a reasonable time of your request. If your doctor feels you should not see this information for medical reasons, you have the right to have someone else review your record.
- You have the right to keep your medical record and other healthcare information confidential. You need to know that we are required by law to share some types of information. We also need to provide information to your benefits plan in order for your care to be covered.
- You have the right to be informed about continuing healthcare needs to be addressed following your discharge, as well as about recommended methods for addressing those needs.
- You have the right to personal privacy.
- You have the right to visitation from family members, friends, or other support persons.
- You have the right to restrict or limit your visitors. Visitation may be restricted or limited when visitors would interfere with your care or the care of other patients.
- You have the right to receive care in a safe setting and to be free from all forms of abuse, harassment, neglect, or mistreatment.
- You have the right to be free from restraints or seclusion of any form imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- You have the right to get information about the pain you may experience and ways to prevent or reduce your pain. You also have the right to prompt response when you tell us about pain you are having.
- You have the right to have interpreting services, provided at no charge if you do not speak English.
- You have the right to have a sign language interpreter or other devices to assist you and ensure effective communication provided at no charge if you are deaf or hard-of-hearing.
- You have the right to full information about your hospital bill if you request it.
- You have the right to full information and counseling on the availability of known financial resources for your healthcare.
- You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.

- ◆ You have the right to assistance in obtaining consultation with another physician at your request and your expense.
- ◆ You have the right to expect good management techniques at the hospital to use your time effectively and avoid personal discomfort.
- ◆ You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- ◆ You, when medically permissible, have the right to be transferred to another facility only after you or your representative has received complete information concerning the need for and alternatives to such a transfer. The institution to which you would be transferring must first accept you for transfer.
- ◆ You have the right to access an individual or agency authorized to act on your behalf to assert or protect your rights as set forth in this document.
- ◆ You have the right to be informed about unanticipated outcomes of care, treatment, and services.
- ◆ You have the right to access and receive an accounting of disclosures regarding your own health information as permitted by law.
- ◆ You have the right to share your concerns about the care or services you are receiving. If you have a problem or complaint, you may talk with your doctor, nurse, or any member of your healthcare team. You may also call the patient advocate at 610-383-8545 or email BrandywineAdvocate@towerhealth.org.
- ◆ You have the right to contact the Pennsylvania Department of Health, Room 532, Health & Welfare Building, 625 Forster Street, Harrisburg, PA 17120. Phone: 800-254-5164.
- ◆ You have the right to contact hospital management if a concern you have about patient care or safety has not been addressed. If your concern cannot be resolved through the hospital, you may also contact The Joint Commission at https://www.jointcommission.org/report_a_complaint.aspx. Fax: 630-792-5636.

Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Our Responsibilities to You

Brandywine Hospital accepts these responsibilities as part of our mission to provide you with the healthcare services you need.

- ◆ We will provide the best healthcare possible in a safe, clean, quiet, and pleasant environment.
- ◆ We will provide education to help patients and their families understand the illness, what they can do about it, and, when possible, how to stay healthy after recovery.
- ◆ We will provide you with options for treatment that may be needed at another facility, as an outpatient, or at home.
- ◆ We will provide mental health, spiritual, and social services if requested by you or your doctor.
- ◆ We will provide a patient advocate to receive suggestions on how we can improve our services.
- ◆ We will provide you with a Patient Information booklet to help you and your family learn what to expect during your hospital experience.

Your Responsibilities to the Hospital

To help us help them, our patients have responsibilities to provide the hospital with certain information and support.

- ◆ Please keep your appointments with us.
- ◆ Please play an active role in your care.
- ◆ Please be open and honest with us about the health and pain management information we give you. Let us know immediately if you do not understand it or if you feel that you cannot follow the instructions we give you.
- ◆ Please tell your doctor and healthcare team about any changes in your health, including any pain you may be experiencing.
- ◆ Please report any concerns you may have regarding your safety to any member of your healthcare team or hospital management, or

Rights & Responsibilities continued

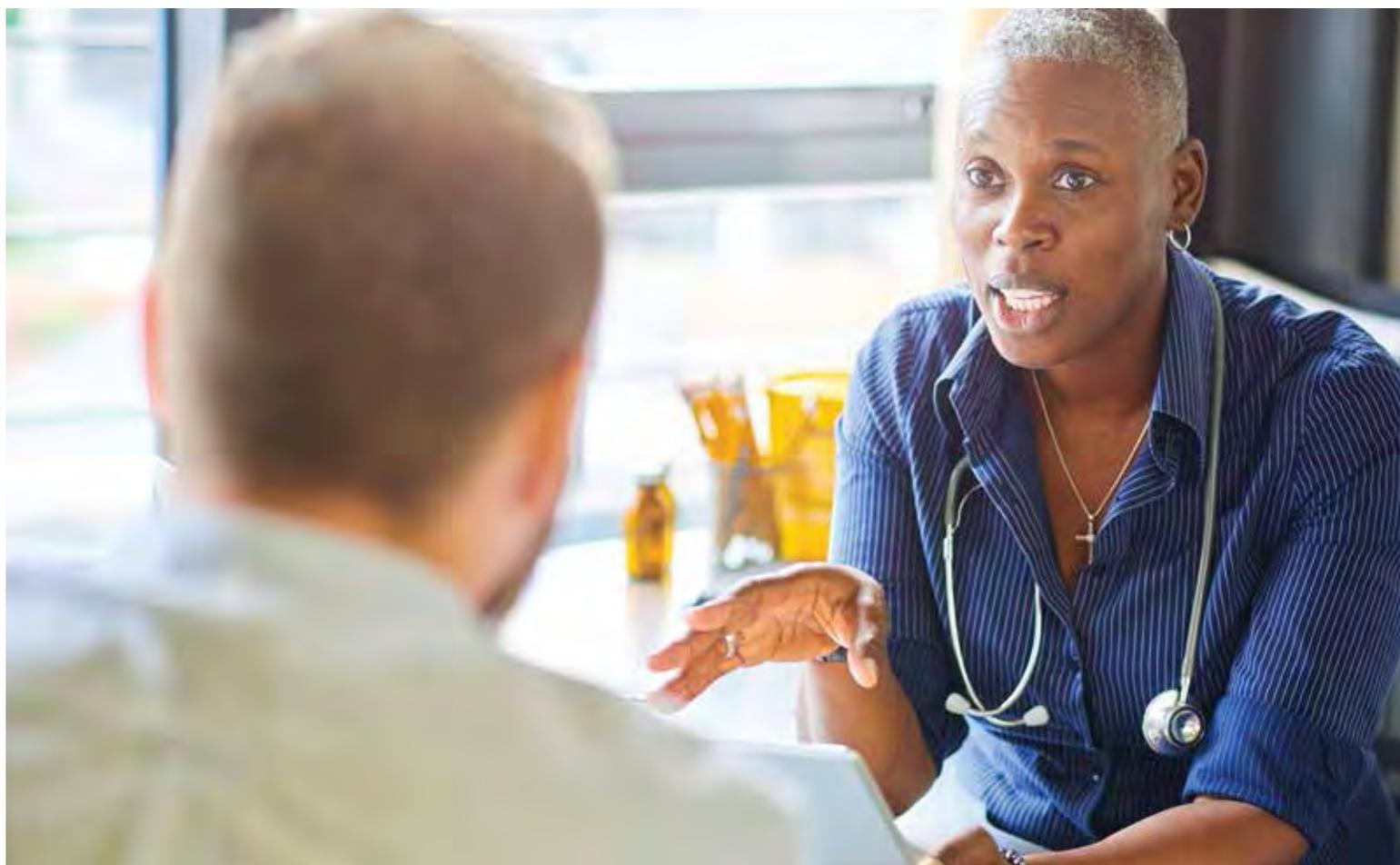
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- ◆ Please be considerate of our other patients by following our guidelines on the number of visitors, visiting hours, noise level, and tobacco-free environment. Please be sure that your visitors are considerate also.
- ◆ Please help us protect confidentiality and personal privacy—yours and that of our other patients.
- ◆ Please provide the benefits plan information necessary to process your hospital bill.

- ◆ Please pay your part of the hospital bill as soon as possible. If you think you will have problems with your bill, please let us know.

These rights and responsibilities apply to all patients, including children.

- ◆ When the patient is a minor, the parent or guardian assumes these rights on behalf of the child.
- ◆ When an adult patient is unable to exercise these rights, that patient's legally responsible representative may exercise these rights on behalf of the patient.
- ◆ If you have any concerns about your Patient Rights and Responsibilities, please call the patient advocate at 610-383-8545 or email BrandywineAdvocate@towerhealth.org.



Notice of Nondiscrimination



We're Here to Help You

Brandywine Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Brandywine Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Brandywine Hospital:

- ◆ Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - ◆ Qualified sign language interpreters
 - ◆ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- ◆ Provides free language services to people whose primary language is not English, such as:
 - ◆ Qualified interpreters
 - ◆ Information written in other languages

If you need these services, contact the Risk Manager at Brandywine Hospital. If you believe that Brandywine Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: The Risk Manager either in person; by mail: 201 Reeceville Road, Coatesville, PA 19320; phone: 1-610-383-8419; fax: 1-610-383-8543; TTY: 1-800-654-5988; or email: BrandywinePARiskManager@towerhealth.org. If you need help filing a grievance, the Risk Manager is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail or email at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201; OCRComplaint@hhs.gov. Complaint forms are available at www.hhs.gov/ocr/complaints/index.html.

Notice of Nondiscrimination continued

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-610-383-8000 (TTY: 1-800-654-5988).

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-610-383-8000 (TTY: 1-800-654-5988).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-610-383-8000 (TTY: 1-800-654-5988)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-610-383-8000 (TTY: 1-800-654-5988).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-610-383-8000 (TTY: 1-800-654-5988). 번으로 전화해 주십시오.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-610-383-8000 (TTY: 1-800-654-5988).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-610-383-8000 (TTY: 1-800-654-5988).

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-610-383-8000 (رقم هاتف الصم والبكم: 1-800-654-5988).

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-610-383-8000 (TTY: 1-800-654-5988)

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-610-383-8000 (ATS: 1-800-654-5988).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-610-383-8000 (TTY: 1-800-654-5988).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-610-383-8000 (TTY: 1-800-654-5988).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-610-383-8000 (TTY: 1-800-654-5988).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-610-383-8000 (TTY: 1-800-654-5988).

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-610-383-8000 (TTY: 1-800-654-5988) まで、お電話にてご連絡ください。

Farsi

توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات کمک در زمینه زبان به صورت رایگان در دسترس شما قرار دارد. با این شماره تماس بگیرید: 1-610-383-8000 (TTY: 1-800-654-5988)

Advance Directives



Fill Out Your Forms

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact your nurse.

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care, but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.



Support for Caregivers



How to Play a Role in Your Loved One's Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring for and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- What is the next step for medical care (home or facility, follow-up with primary care physician, or physical therapy, etc.)? Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
- What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.

Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- ▶ www.acl.gov
Caregiver resources from the Administration for Community Living
- ▶ www.caregiving.com
Online support groups and articles on caregiving
- ▶ ElderCare Locator
800-677-1116
eldercare.acl.gov
Help with locating aging services throughout the U.S.
- ▶ National Alliance for Caregiving
www.caregiving.org
Support for family caregivers and the professionals who serve them
- ▶ Caregiver Action Network
202-454-3970
www.caregiveraction.org
Support for caregivers of chronically ill, aged, or disabled loved ones



Adult Vaccines



Talk to Your Doctor

Your doctor is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy), and where you travel.



Which Vaccines You Need to Protect Your Health

Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn't as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

Influenza Vaccine—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

Zoster or Herpes Zoster Vaccine—The CDC recommends a shingles vaccine called Shingrix for all adults age 50 and older—even if you've already had shingles or received the older vaccine. You'll need two doses, two to six months apart.

Pneumococcal Vaccines—These vaccines can prevent serious infections like pneumonia and meningitis.

- ◆ **Pneumococcal polysaccharide or PPSV23:** You need at least one dose of this vaccine after you turn 65 years old.
- ◆ **Pneumococcal conjugate or PCV13:** Adults age 65 and older may need one dose of this vaccine one year before receiving the PPSV23 vaccine. Talk to your doctor about whether you should get the PCV13 vaccine.

Opioid Pain Medicines

Know the Risks and Tips for Safe Use

Opioids are medicines that help relieve pain. They affect your brain by blocking or reducing pain signals and interacting with its reward system. They're available legally as prescription painkillers like hydrocodone and oxycodone, and illegally as heroin.

Prescription opioids can be very addictive and dangerous if they're not used properly. Your body makes its own opioids, called endorphins. But using opioids over time can cause your body to stop making its own and become dependent on the opioids you take. This dependence causes withdrawal when you try to stop using. You can also develop tolerance to opioids over time. This means you have to keep taking larger and larger amounts of the drug to get the same feeling.

Side Effects

You can experience side effects from prescription opioids, even when you take them as directed by your doctor. Opioid painkillers can cause:

- ◆ constipation
- ◆ depression
- ◆ nausea, vomiting, and dry mouth
- ◆ fatigue and dizziness
- ◆ confusion
- ◆ itching and sweating

Long-term use can lead to side effects like:

- ◆ tolerance
- ◆ addiction
- ◆ dependence
- ◆ overdose
- ◆ increased sensitivity to pain

Safe Use

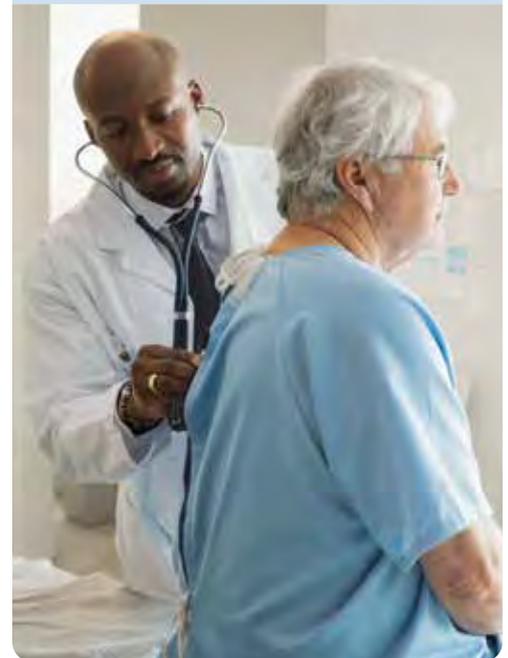
If you're prescribed an opioid painkiller during your hospital stay, be sure you know the possible risks. Talk to your doctor about safe use, and remember the following tips:

- ◆ Take opioid painkillers exactly as prescribed.
- ◆ Make a plan with your doctor that covers your questions and concerns, when you need to follow up with him or her, and other ways to manage pain.
- ◆ Don't drink alcohol while you're taking opioid painkillers, and ask your doctor for a list of medicines to avoid.
- ◆ Never share your opioid painkillers, and never use another person's.
- ◆ Store your prescriptions in a secure place that others can't access.
- ◆ Throw away any leftover pills safely—to find out how, visit fda.gov and search "drug disposal."

If you or someone you know may be struggling with addiction, don't wait to get help. Call 1-800-662-HELP (4357) or visit findtreatment.samhsa.gov.

Speak Up!

If you don't want opioid pain medicine during your hospital stay, tell your doctor or nurse. You can ask a loved one to speak with hospital staff too.



By the Numbers

- ▶ 1 in 4: The number of people on long-term prescription opioids that struggle with addiction.
- ▶ Every 15 minutes: How often a baby is born with drug withdrawal in the U.S. Rates have increased by 500% since 2000.

Before You Leave the Hospital

Checklist for Discharge

Discharge summary

This includes why you were in the hospital, who cared for you, and your procedures and medicines.



Medicine list

This includes the medicine names and details of how much to take, and when to take it. Make sure you know why you are taking each one and what has changed.



New prescriptions

Check that your pharmacy has your new prescriptions, and that you have a plan to get them filled and picked up.



Local resources

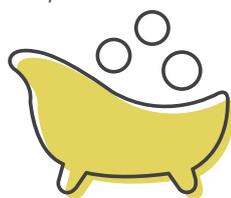
Ask your discharge planner for help finding local after-care services or other support groups that you may need.



After-hospital services

Know if you'll need support in these areas and make a plan for getting it:

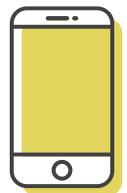
- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Healthcare:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment



Follow-up care instructions

Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions



Planning Ahead

Before You Leave

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your case manager or physician and share your concerns. You also may need to reach out to Medicare, Medicaid, or your insurance company.



Try the Teach-Back Method

Repeat back what you hear the case manager say to make sure you understand the details correctly.

Plan Early

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your case manager, and review the following:

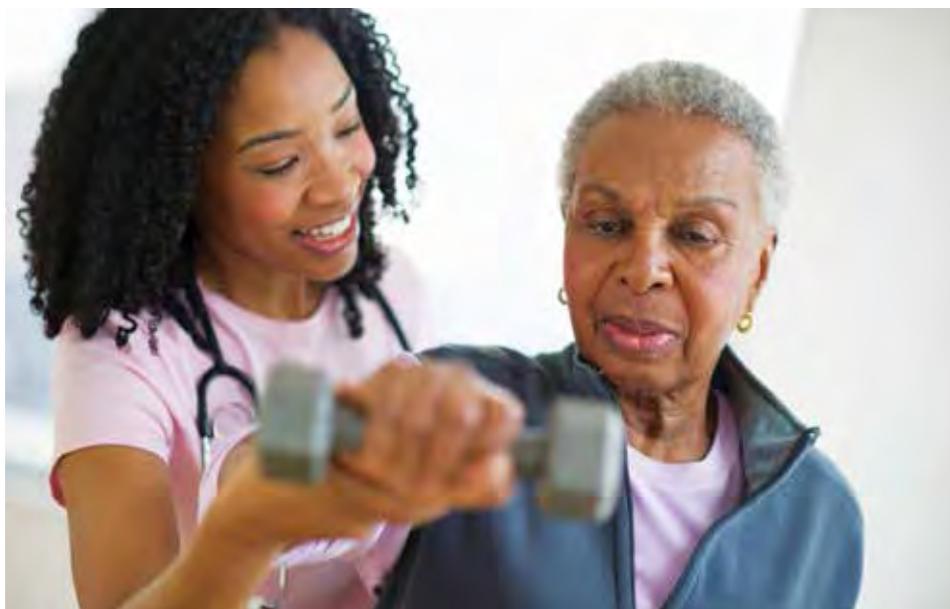
- ◆ your discharge summary and discharge plan
- ◆ your complete medicine list and instructions
- ◆ your upcoming appointments
- ◆ what to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care, or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- ◆ www.medicare.gov/nursinghomecompare/search.html
- ◆ www.medicare.gov/homehealthcompare/search.html
- ◆ www.qualitycheck.org

It is helpful to register for the Patient Portal, MyTowerHealth, because your discharge instructions also will be listed there. See page 8 for more information.



Planning Ahead

Before You Leave

Top 9 Questions



1. Who can I call right after I leave the hospital if I have questions or concerns?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Are my new medicines safe to take with my other medicines, vitamins, or supplements?

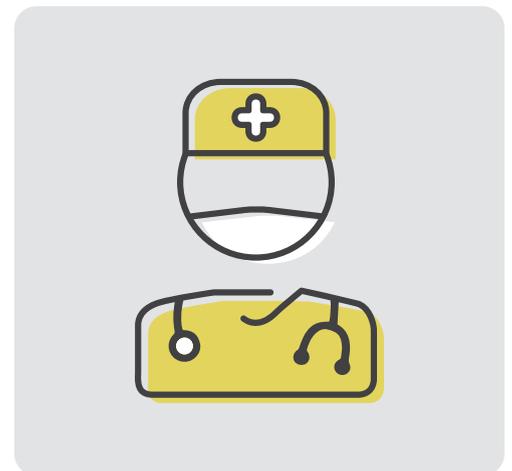
7. Do I know how and when to take my medicines and how I will get prescriptions filled?

8. Who will provide personal, home, or healthcare services I may need?

9. Who can help me if I have concerns about medical costs?

Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select "Where can I get covered medical items?" or call 1-800-MEDICARE (800-633-4227).



See Your Doctor

After your stay, make an appointment to see your doctor for any follow-up tests you may need.

After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

Comprehensive Wound Care—advanced wound healing technologies, including hyperbaric oxygen therapy. This is a type of specialized care often required to treat certain kinds of wounds, such as diabetic ulcers, skin tears, compromised flaps or grafts, certain insect bites, pressure ulcers, or those resulting from poor circulation, which can take time to heal.

Home Healthcare—care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing, or eating; and healthcare services such as physical therapy or skilled nursing.

Independent Living—an option available at some continuing care retirement communities. Options may include: private apartments or homes, meals, housekeeping, maintenance, social activities, and transportation.

Assisted Living—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines, plus social activities and transportation. Medical staff is on-site 24 hours.

Nursing Home—long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: daily living and personal care services, 24-hour skilled nursing care, social activities, and events. Special units often are available for people with Alzheimer's disease or memory loss.

Hospice—care program that provides support for terminally ill patients and families in hospitals, facilities, or homes. Includes: 24-hour help with pain control, symptom management, and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- ◆ Eldercare Locator: eldercare.acl.gov
- ◆ National Respite Network and Resource Center: www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.



Insurance Tip

Contact your health insurance provider, Medicare, or Medicaid to find out what care and services are covered for you, and to get help with costs.

Food & Medicine Safety

Learn More About the Medicines You Take

Foods can have unwanted—and sometimes unsafe—effects on your medicines. This chart lists common drug and food interactions. If you have questions, talk to your doctor or pharmacist.

Drug Class	RX Medicine	Tips
Analgesics (pain relievers)	Percocet (acetaminophen/ oxycodone) Tylenol #3 (acetaminophen/codeine) Norco, Vicodin (acetaminophen/ hydrocodone)	Avoid drinking alcohol. Take with food to reduce upset stomach. Do not take additional over-the-counter Tylenol (acetaminophen)-containing products. It's unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor's order.
Anti-arrhythmics (irregular heart beat)	Cordarone, Pacerone (amiodarone)	Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.
Antibiotics	Ampicillin Penicillin	Take on an empty stomach for best absorption.
	Cipro (ciprofloxacin) Doxycycline Tetracycline Levaquin (levofloxacin)	To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.
	Flagyl (metronidazole) Tindamax (tinidazole)	Avoid alcohol while taking and for three days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.
	Griseofulvin	Take with fatty food (ice cream, whole milk or cheese) for better absorption.
Anti-coagulants (blood thinners)	Coumadin, Jantoven (warfarin)	Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.
Antidepressants	Paxil (paroxetine) Prozac (fluoxetine) Zoloft (sertraline) Lexapro (escitalopram) Celexa (citalopram)	Avoid drinking alcohol; avoid use of nicotine or tobacco products.

Food & Medicine Safety continued

Drug Class	RX Medicine	Tips
Antipsychotics	Clozaril (clozapine)	Avoid drinking alcohol and caffeine.
	Abilify (aripiprazole) Seroquel (quetiapine)	Avoid drinking alcohol and grapefruit juice.
	Geodon (ziprasidone)	Take with a meal for best absorption.
Anti-seizure	Dilantin (phenytoin)	Take on an empty stomach at the same time every day. Avoid calcium or antacids within two hours of taking medicine.
	Carbatrol, Tegretol (carbamazepine)	Avoid eating grapefruit and drinking grapefruit juice.
	Depakote (divalproex) Lamictal (lamotrigine) Lyrica (pregabalin) Topamax (topiramate) Zarontin (ethosuximide)	Avoid drinking alcohol.
Cholesterol	Lipitor (atorvastatin) Mevacor (lovastatin) Zocor (simvastatin)	Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.
Diabetes Drugs	Glucophage (metformin) DiaBeta (glyburide) Glucotrol (glipizide) Amaryl (glimepiride)	Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.
Gastrointestinal Drugs	Reglan (metoclopramide)	Avoid drinking or limit alcohol. Take 30 minutes before meals.
	Nexium (esomeprazole) Prilosec (omeprazole) Protonix (pantoprazole)	Take at least one hour before meals.
	Tagamet (cimetidine)	Avoid drinking alcohol, caffeine and nicotine.
Gout Medications*	Colcrys (colchicine)	Avoid eating grapefruit and drinking grapefruit juice.
	Zyloprim (allopurinol)	Take after meals.
		*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.

Drug Class	RX Medicine	Tips
High Blood Pressure	ACE Inhibitors Monopril (fosinopril) Prinivil, Zestril (lisinopril) Vasotec (enalapril)	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).
	Calcium Channel Blockers Calan (verapamil) Cardizem (diltiazem) Plendil (felodipine) Procardia (nifedipine)	Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice. Limit caffeine when taking Calan.
	Beta Blockers Tenormin (atenolol)	Avoid drinking orange juice. Do not take calcium products within two hours of taking medicine.
	Lopressor (metoprolol tartrate)	Take with or immediately after meals. Do not take calcium products within two hours of taking medicine.
	Coreg (carvedilol)	Take with meals to help reduce side effects.
	Diuretics Aldactone (spironolactone) Dyrenium (triamterene) Midamor (amiloride)	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).
Immunosuppressant Drugs	Neoral, Sandimmune (cyclosporine) Prograf (tacrolimus) Rapamune (sirolimus)	Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach).
MAO Inhibitors	Eldepryl, Zelapar, Emsam (selegiline) Marplan (isocarboxazid) Nardil (phenelzine) Parnate (tranylcypromine)	Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea).
Osteoporosis	Bisphosphonates Fosamax (alendronate) Boniva (ibandronate) Atelvia, Actonel (risedronate)	Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for one hour after taking.
Thyroid Hormones	Levoxy, Synthroid, Unithroid, Tirosint (levothyroxine)	Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within four hours of taking medicine.

