



**ST JAMES**  
PARISH HOSPITAL

LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE.

# PATIENT CARE HANDBOOK

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## ***Dear Patient and Family Members,***

At St. James Parish Hospital, I want to reassure you that we are people helping other people—and often through very difficult times. We are making strides to help make you feel welcome, comfortable, relaxed and secure here at your community hospital.

Our vision is the best community hospital by focusing on a patient-centered environment. I hope that you will experience caring from the heart while you are at St. James Parish Hospital. I want our patients and family members to trust that they will be provided with the highest quality care in a safe environment. I want you to see for yourself that we are “large enough to serve, small enough to care”.

This patient brochure was designed to assist you with important information. If I can be of any assistance to you or your family members please do not hesitate to contact me at extension 2990.

Warmest Regards,



Mary Ellen Pratt, FACHE  
CEO

# **{HOSPITAL INFORMATION}**

## **-VISITING HOURS END AT 9:00PM-**

### **GENERAL VISITING GUIDELINES**

If a family member needs to spend the night with a patient, please speak with a member of our nursing staff. Although there are exceptions, we highly recommend that family members return home at night so that the patient and the family member can get a good night's rest.

We do ask a parent or another adult family member to remain with children 12 years and under who are admitted to the hospital. A complimentary guest tray will be provided for this person.

Children under 12 are discouraged from visiting unless they are a member of the immediate family. In the event that they do visit, an adult must accompany them at all times. Please do not leave children unattended in waiting rooms, halls, or patient rooms. Their visit should be limited to 30 minutes and no more than 2 children in a patient's room at a time.

We ask that all our guests observe specific safety and infection control guidelines which will be posted. It is also important that you check with the nursing staff prior to bringing food items into the patient room either for the patient or a guest.

### **MEDICATIONS**

It is important that you give your nurse or doctor a complete list of medications you are taking. Your doctor will prescribe the appropriate medications for you during your stay. Do not self-administer any medications while

you are in the hospital unless instructed to do so by your nurse.

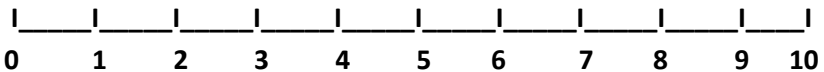
It is in your best interest to know about your medications, learn how and when to take them, and what the effects and side effects are.

### **PAIN MANAGEMENT**

Your comfort is very important to us. Pain and discomfort are unpleasant experiences. The clinical staff at St. James Parish Hospital is committed to keeping you as comfortable as possible in an attempt to maintain a pain free environment.

The staff will frequently ask you about the level of pain you experience by using a 0-10 scale to check your level of pain. You will rank your pain based on the level of pain you are experiencing. The pain scale will be utilized to help the staff assess the degree of pain that you are experiencing.

### **{PAIN RATING SCALE}**



0



2



4



6



8



10

Does  
Not  
Hurt at  
All

Hurts  
Just a  
Little  
Bit

Hurts a  
Little  
More

Hurts  
Even  
More

Hurts a  
Whole  
Lot

Hurts as  
Much as  
You can  
Imagine

## **MAIL & FLOWERS**

Cards and flowers that are sent to you by your family and friends will be brought to your room daily. All mail and flowers will be forwarded to your home after you are discharged. All correspondence during your stay at the hospital should be posted as:

**Your Name / Room Number  
St. James Parish Hospital  
1645 Lutcher Avenue  
Lutcher, LA 70071**

Our website provides visitors with an opportunity to send an E-Card during a patient's stay with us. Find "Send an E-Card" on the website toolbar @ [www.sjph.org](http://www.sjph.org).

## **OUR CAMPUS IS SMOKE-FREE**

The entire campus of St. James Parish Hospital is completely smoke-free. This policy applies to everyone including our team members, medical staff, patients and visitors. Smoking will not be permitted anywhere on the campus. This includes parking lots, outdoor common areas, Healing Garden and walkways.

While we respect the rights of adults who smoke, we are also aware of its ill effects. As a leader in healthcare in our community, this policy is both appropriate and consistent with our mission to be a healing and spiritual presence to those we serve. Thank you for your support.

If you have questions about the smoke-free campus policy or are interested in any of our smoking cessation tools, please feel free to speak with the nurse taking care of you.

## INFECTION CONTROL

Infection control is very important in our facility to prevent the spread of illness. It is up to the patients, visitors and health care workers to practice good infection control for everyone's well-being. Please do your part by washing your hands, the most important infection control rule!

### {HOW TO WASH YOUR HANDS}



1. Wet hands



2. Use liquid soap



3. Lather, rub and count to 15



4. Rinse



5. Towel or air dry hands



6. Turn off taps with towel or your sleeve

### How to clean your hands with an alcohol-based hand rub:

- Apply a dime sized amount of hand rub gel to the palm of one hand or use an alcohol-based hand rub wipe.
- Rub hands together covering all surfaces of hands and fingers until hand rub is absorbed.



## **{Hand Hygiene is the #1 way to Prevent the spread of infections.}**

### **Ask those around you to practice hand hygiene:**

- Your doctors and nurses should practice hand hygiene every time they enter your room.
- You and your visitors should clean your hands before eating, after using the restroom, and after touching surfaces in the hospital room.

### **SAFETY**

One of our primary concerns is the safety of our patients, visitors, and employees. The Security Guard is available in the ER walk-in entrance lobby. The Nursing Staff or ER admissions clerk can contact him when he is making his rounds. You can help us ensure safety by observing the following regulations:

- Please do not bring plug in appliances to the hospital. Any electrical equipment you bring such as an electric razor, curling iron, etc., must be checked by the Maintenance Department prior to use in the hospital. A nurse on your unit will contact Maintenance to provide you with this service.
- Important precautions are implemented to enhance safety. Please adhere to all signs. Please assist us by reporting any safety concerns to your nurse or the closest staff member.

## **FALL PREVENTION**

Accidental falls may occur in the hospital. These accidents are as distressing to the hospital staff as they are to the patient. Please read this information carefully to learn how you can help prevent them.

### **You may fall in the hospital because:**

- Tranquilizers, sleeping tablets, pain relievers, blood pressure pills, or diuretics may make you dizzy and disoriented.
- Your illness, enemas, laxatives, long periods without food, or test your doctor ordered may leave you weak and unsteady.
- The hospital may seem foreign and unfamiliar to you - especially when you wake up at night.

Some falls - such as those associated with illness or therapy - cannot be avoided. However, by following these guidelines, you, your family and friends can help reduce your risk of falling.

### **Please follow these safety guidelines:**

1. Always use the call bell to ask for assistance.
2. Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember you are more likely to faint or feel dizzy after sitting or lying for a long time. If you must get up without waiting for help, sit up in bed awhile before standing up, rise carefully, and slowly begin to walk.
3. Make sure you wear nonskid slippers whenever you walk in the hospital. Rubber-soled or crepe-soled slippers are recommended.

4. Remain lying or seated while waiting for assistance. Though minutes may feel like hours, **please be patient**, someone will answer your call as soon as possible. You and your safety are important to us.
5. Do not tamper with side rails or restraints that may be in use. If restraints need adjustment, ask the nurse. Side rails and restraints are reminders to stay in bed and are designed to ensure your safety and protection.
6. Always follow your doctor's orders and the nurses' instructions regarding whether you must stay in bed, require assistance to go to the bathroom, etc.

**To prevent health care errors, patients are urged to**

# Speak<sup>Up</sup>

***Everyone** has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.*

*An Institute of Medicine report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better.*

The “Speak Up” program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare and Medicaid Services.

*This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent health care mistakes, patients are urged to “Speak Up.”*

**Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.**

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other health care professional tells you. If you do not understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language.
- Do not be afraid to ask about safety. If you are having surgery, ask the doctor to mark the area that is to be operated on.
- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Do not be afraid to tell a health care professional if you think he or she has confused you with another patient.

**Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.**

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you do not know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Do not be afraid to remind a doctor or nurse to do this.
- Know what time of day you normally get medicine. If you do not get it, tell your nurse or doctor.
- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

**Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.**

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
- Look for information about your condition. Good places to get that information are from your doctor, your library, support groups, and respected Web sites, like the Centers for Disease Control & Prevention (CDC) Web site.

- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

**Ask a trusted family member or friend to be your advocate. (Advisor or supporter).**

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better. Your advocate can help to make sure you get the correct medicines and treatments.
- Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.
- Make sure this person understands the kind of care you want and respect your decisions.
- Your advocate should know who your health care proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.

- Go over consents for treatment with your advocate and health care proxy, if your proxy is available, before you sign them. Make sure you all understand exactly what you are about to agree to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should know who to call for help.

**Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.**

- Ask about why you should take the medicines. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it does not seem to be dripping right (too fast or too slow).
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.

- Make sure you can read the handwriting on prescriptions written by your doctor. If you cannot read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.

**Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.**

- Ask about the health care organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all the instructions.
- Go to Quality Check at [www.qualitycheck.org](http://www.qualitycheck.org) to find out whether your hospital or other health care organization is "accredited." Accredited means that the hospital or health care organization works by rules that make sure that patient safety and quality standards are followed.



**Participate in all decisions about your treatment. You are the center of the health care team.**

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
- Do not be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask your doctor to recommend a support group you can join to help deal with your condition. People in these groups may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.



**{The Joint Commission}**

*The goal of the Speak Up program is to help Patients and their advocates become more Informed and involved in their health care.*

## **{Advance Directives}**

Every person has the right to make decisions about their medical care. This is the law and it includes the right of a person, or his or her family, to control the decisions relating to their own medical care, including the decision to have life-sustaining procedures withheld or withdrawn in instances when the person is diagnosed as having a terminal or irreversible condition.

Life support measures can cause loss of dignity while offering an uncertain and difficult future. St. James Parish Hospital recognizes and respects the rights of people with a terminal and unchangeable condition even after they cannot participate in the decisions about their health and medical care. An advance directive is a legal paper that describes the medical treatment you would choose if you were ever in such a situation.

### **Living Wills:**

Living wills are written instructions that explain your wishes for health care if you are dying or are in an irreversible coma and unable to state your wishes.

### **Advance Directives By Others:**

Decision-making power given to default decision-makers, who are usually family members in order of kinship, should the patient be comatose, incompetent or otherwise physically or mentally incapable of communication provided that a patient has not previously made a declaration.

### **Durable Power of Attorney:**

Durable power of attorney is a document that lets you specifically designate a person to make medical decisions for you if you become unable to do so. And the document expressly authorizes this person to make medical decisions regardless of your mental and physical capabilities.

State and federal laws require hospitals to give you information about advance directives. We must also tell you our policy for carrying out your advance directive.

**If you need more information, please ask one of our staff to help you.**

### **Who Can Have an Advance Directive?**

As an adult, you can at any time, write wishes and instructions for your doctor. However, the following guidelines are important:

- The written statement must be signed by you, in front of two witnesses. The witnesses must also sign.
- The witnesses must be competent adults who are not entitled to any part of your estate and/or not related by blood or marriage at the time of your death.
- A person can make an oral or nonverbal declaration in the presence of two witnesses (as described above) only AFTER he or she has been diagnosed with a terminal condition.

### **Responsibility to Inform the Doctor**

You are responsible for letting your doctor know that you have an advance directive. If you become mentally or physically unable to communicate, any other person may let the doctor know about your advance directive. It is important to give your doctor a copy of your advance directive and to provide a copy whenever you are admitted to the hospital.

### **Can Anyone Else Make An Advance Directive for Me?**

If an adult has not made an advance directive and is incapable of making such a decision, the law gives the following persons in the following order of priority, the right to make a declaration on an adult patient's behalf to withhold or withdraw life-sustaining procedures should the patient be comatose, incompetent, or otherwise

physically or mentally incapable of communication and be diagnosed and certified as having a terminal and irreversible condition or be in a continual profound comatose state with no reasonable chance of recovery.

1. Any person previously designated by the patient. (Durable Power of Attorney)
2. The court-appointed guardian of the patient. (If there is no Power of Attorney)
3. The patient's legal husband or wife. (Living spouse and there is no Power of Attorney.) (Louisiana does not recognize common law marriages.)
4. The patient's adult children, together. ( If there is no legal spouse.)
5. The patient's parents, together. (If there are no children or spouse.)
6. The patient's brothers and sisters, together. ( If the parents are deceased.)
7. The patient's grandparents/great grandparents or grandchildren/great grandchildren. (If there is no legal spouse, parents, adult children or siblings.)

The statement "together" means that the decision must be unanimous, or agreed upon, by everyone in that group that is reasonably available for consultation. AND at least two witnesses, as described above, must be present at the time the decision is made.

### **What about a Minor?**

If a minor or child under the age of 18 is diagnosed with a terminal illness or condition with no hope of recovery, the following persons may decide about life support measures:

- The legal spouse of the minor, if the child has been emancipated and the spouse is over the age of 18.
- If there is no spouse, or he/she is not available, or he/she is underage, either the parent or guardian of the patient.

This type of advance directive must be signed by the person making the decision in front of two witnesses, as described above. The witnesses must also sign. However, a person cannot “speak” for the minor if he or she has information from the patient that contradicts the decision. A person cannot “speak” for the minor, as a parent or guardian, if he or she knows that the other parent or guardian or spouse (of legal age) disagrees.

### **Appointing Another Person**

If you do not wish to make a treatment decision or complete a living will while you are competent to do so, you may appoint another person to decide for you. To do this you must complete a “Durable Power of Attorney” form (the person you choose does not have to be a lawyer). You must sign and date this statement and also have two witnesses sign. The Power of Attorney is only invoked if you become incapacitated or incompetent to do so.

### **Special Directions**

- Keep a card in your wallet stating you have an advance directive and where to find it.
- Give a copy to your doctor.
- If you use a durable power of attorney, give your proxy and physician a copy, too.
- Discuss your advance directive with family and friends or anyone who might be called in an emergency.
- Renew your advance directive regularly, make changes as necessary.
- You may add information to your living will in the area above your signature. *For example:*

**Tissue or Organ Donation:** “If any of my tissues or organs are sound and would be of value as transplants to other people, I freely give my permission for such donations.”

- Be sure to give copies of any changes to your doctor, family, proxy or anyone else who might be called in an emergency.
- Take a copy to the hospital whenever you think you might be admitted.
- Keep a copy in your home, in plain sight, for any emergency personnel.

### **Does an Advance Directive Affect Insurance?**

NO. Louisiana law provides that an advance directive cannot affect your ability to receive life insurance or change the terms of any insurance policy, regardless of what the policy may say.

The law also states that if life support is removed, according to your advance directive, death cannot and will not be considered suicide. Most major religions also do not consider this a suicide. If you are in doubt, contact your pastor or clergy person.

### **Can an Advance Directive Be Cancelled?**

YES. Louisiana law provides that an advance directive can be taken back or cancelled at any time by the person who made it, without regard to his or her mental state or competency. Your advance directive can be cancelled by any one of the following methods:

- By being cancelled, defaced, damaged, burned, torn or otherwise destroyed by you or someone else in front of you and at your direction.
- By writing a statement that cancels the original decision and signed it, with the date listed.
- By stating your wishes or indicating them by unspoken gestures.

**Before making any decisions, we urge you to talk with your doctor, lawyer, clergy and family. Our staff can assist you in reaching clergy or social workers.**

Blank documents of a Living Will, Advance Directive on Behalf of an Incompetent Patient who has not Previously Made a Declaration and Durable Power of Attorney are available. Please ask the nurse or physician for the appropriate form.

## **ORGAN DONATION**

### **What to know about donation:**

- Most religions support organ and tissue donation.
- There is no additional cost to your family.
- Donation still allows for an open casket and other traditional funeral arrangements.
- Organ donors can save up to nine lives.
- Tissue donors can enhance the lives of over 50 people, primarily through the reconstructive surgeries.
- Eye donors give sight to two people.
- There are over 98,000 people in the U.S., over 1,600 in Louisiana, waiting for a life-saving organ transplant.
- Almost, 7000 people will die this year because there is no organ available for them.
- Registering to be a donor will not affect any medical treatment you may need.
- Once you have made your decision to be an organ and tissue donor, share that decision with your family.
- No one is allowed to overturn your decision to be a donor.

**Join the Louisiana Organ & Tissue Donor Registry today!**

***[www.donatelifeLA.org](http://www.donatelifeLA.org) / 1-800-521-GIVE***

## **{ACCOMMODATIONS}**

We will make every effort to accommodate your preference in room assignment. However, room assignment is also determined by factors such as your doctor's orders, and type of care you need, and room availability.

Each room is designed to provide you with a pleasant, safe and healthy environment during your stay. Controls for calling your nurse are nearby and easy to reach. All patient bathrooms have emergency call buttons.

Every room has a private telephone. Dial 9 to get an outside line. Calls made within our area code would not be long distance. Long distance calls must be collect or billed to your home or business phone. The switchboard operator will place long distance calls, dial "0" if you need this assistance. Television is provided with basic cable channels. Please be mindful of those around you and adjust the volume so it will not disturb other patients. Ask your nurse for a current listing of channels.

### **GUEST TRAYS**

Guest trays can be purchased for breakfast, lunch, and/or supper. Please check with the cashier in the business office for this service. The nursing staff can assist you when the business office is closed. Guest Meals are served with patient meals at the following times, 7:30 am, 11:30 am and 4:30 pm. The Dining Room is open for lunch and you are welcome to dine with us. The prices for meals in the dining room vary depending on your selection.

### **NEWSPAPER SERVICE**

The Times Picayune and The Morning Advocate deliver a complimentary newspaper to our lobby for your convenience. Ask our staff to assist in rotating it to your room.

### **HOUSEKEEPING SERVICES**

The cleanliness of your room is very important to us. Our housekeeping staff will be in daily to clean your room. Please call extension 4603 or 2973 if your room needs attention.



## **PATIENT SATISFACTION SURVEY**

Your insight as to how care was delivered at St. James Parish Hospital is treasured by our hospital staff. Your positive comments reinforce appropriate behaviors with our employees and negative remarks are viewed as opportunity for the organization to learn and improve.

You may receive a Patient Satisfaction Survey in the mail or a phone call if you received Emergency or Outpatient services. We appreciate receiving your honest feedback. The results of these surveys help us to improve the patient experience.

## **COMMITMENT TO QUALITY AND PATIENT SAFETY**

St. James Parish Hospital is accredited by the Joint Commission on Accreditation of Healthcare Organizations. The Joint Commission on Accreditation of Healthcare Organizations is an independent, not-for-profit, national body that oversees the safety and quality of health care and other services provided in accredited organizations. Information about accredited organizations may be provided directly to the Joint Commission at 1-800-994-6610. Information regarding accreditation and accreditation performance of individual organizations can be obtained through the Joint Commission's Web site: [www.jointcommission.org](http://www.jointcommission.org).

If any person has concerns about patient care or safety in the hospital that was not addressed while visiting our hospital, please notify Hospital Administration:

**St. James Parish Hospital  
Attn: Administration  
1645 Lutchter Avenue  
Lutchter, LA 70071  
225.869.5512 ext 2990  
Fax: 225.869.5271**

The Joint Commission encourages you to first bring your complaint regarding patient care or safety to the attention of St. James Parish Hospital's Leaders. If your concern cannot be resolved, contact

The Joint Commission:  
Division of Accreditation Operations  
Office of Quality Monitoring  
Joint Commission on Accreditation of Healthcare  
Organizations  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
800-994-6610  
Faxed to 630/792-5636  
E-mailed to: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

## **{NOTICE OF PRIVACY PRACTICES}**

### ***Health Insurance Portability & Accountability Act (HIPAA)***

*This notice describes how Medical Information about you may be used and disclosed and how you can access this information.*

**MEDICAL INFORMATION** - Each time you visit a hospital, physician, or other provider of healthcare, a record is made of your visit. We need this information to provide you with quality care and to comply with the law. Although your health record is the physical property of the healthcare provider that compiles it, the information belongs to you. We are required by law to maintain the privacy of your health information and we are committed to protecting your medical information. We will abide by the terms of this notice as required by federal law.

## **HOW WE USE AND DISCLOSE MEDICAL INFORMATION**

**Treatment:** Medical information is used to provide you with medical treatment. This information may be disclosed to physicians, nurses, technicians and other individuals who are involved in your care. Departments of the hospital may share information about you in order to coordinate the things you need, such as prescription drugs, lab tests and X-rays. For example, a physician treating you for a broken bone will need to know if you are a diabetic as this may slow the healing process. The physician may need to tell the dietitian about the diabetes so appropriate meals can be provided for you. We may disclose information about you for the treatment activities of another healthcare provider.

**Electronic Health Record (EHR):** An electronic version of the paper charts kept by health care providers and facilities. Your EHR may be shared among health care professionals involved in your care through the Louisiana Health Information Exchange, or LaHIE (pronounced, 'La-HIGH'). LaHIE is a secure electronic system through which enrolled and authorized health care providers can access your EHR in real time. To give you the safest, best care, your health care provider needs access to important information: your medical history, allergies, prescriptions, specialist visits, lab results and more. LaHIE is designed to help ensure that your EHR moves with you as you seek medical care from enrolled providers at authorized locations.

**Payment:** We may use and disclose medical information about you so that we can bill and collect payment. This could include an insurance company or a third party. For example, if you are covered by health insurance your health plan may need information from us about a surgery or other procedure you had before they will pay us. Your health plan may require information from us

about a treatment you are to receive to determine if they will pay for the treatment.

We may disclose information about you for the payment activities of another healthcare provider.

**Health Care Operations:** Your medical information may be used or disclosed for purposes of our day-to-day operations. These activities are necessary to operate the hospital and to monitor the quality of care our patients receive. Examples include:

- To assess your satisfaction with our services;
- Remind you of appointments;
- To tell you of possible treatment alternatives;
- Evaluation of the treatment you received by our staff;
- To work with health oversight organizations which would include audits, investigations, inspections and licensure; and
- To combine information about you with other patients to determine what additional services should be provided.

**Clergy:** In accordance with the law, we may disclose your name, location in the facility, religious affiliation and general condition to members of the clergy. This will only happen if you have not objected to this information being released.

**Individuals Involved in Care or Payment for Your Care:** We may disclose medical information about you to a family member or friend who will be involved in your care.

**Law Enforcement:** Subject to certain restriction, we may disclose information required by law enforcement officials.

**Legal Requirements:** We disclose patient information to comply with both state and federal laws. For example, we are required to report to the state anytime a patient has certain diseases, for example, tuberculosis. Other examples of required reporting would involve:

- Cases involving abuse, negligence or domestic violence;
- Workers Compensation Agents;
- Food and Drug Administration;
- Correctional institutions regarding inmates;
- Comply with court orders, subpoenas, or other administrative process;
- Reports to the state all births and deaths

**Medical Examiners, Coroners, and Funeral Directors:**– We may disclose information to these entities when necessary for them to carry out their job responsibilities.

**Military and Veterans:** If you are, or have been, a member of the armed forces we may disclose information about you as required by military authorities.

**National Security:** We may release patient information to authorized federal officials for matters related to national security.

**Patient Directory:** You have the opportunity to be included in the patient directory or you may “opt out.” If you are in the patient directory and someone asks about you by name then we may provide verification that you are a patient, your location in the facility, and your general condition (for example, fair, stable, etc.). Should you decide to opt out of the directory then anyone asking for you will be given no information.

**Serious Threats to Health or Safety:** We may disclose information about you when necessary to prevent a serious threat to your health and safety as well as the health and safety of the public.

**Public Health Risks:** We may disclose information to report child or other abuse; to report reactions to medications or medical products; to notify people of recalls; to notify people who may have been exposed to a disease or at risk of contracting or spreading a disease; and to report certain injuries as gunshots or knife wounds.

### **{ Your Rights Regarding Medical Information About You }**

**To Inspect and Copy:** In most cases you have the right to inspect and to obtain a paper or electronic copy of the health information that may have been used to make decisions about your care. Contact the Medical Records Department and make your request in writing. A fee may be charged if you obtain a copy of your records.

The law provides in limited circumstances you may be denied access to this information. If you are denied access then you may request that the denial be reviewed. Another health care professional chosen by the hospital will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

### **To Request an Amendment to Your Medical Record:**

If you believe that the information we have about you is incorrect or is incomplete, you have the right to request an amendment to the information. You have this right for as long as we have the information. You should contact the Privacy Officer or the Medical Records Department. There is a form you may use to request an amendment. We may deny your request to amend the record for several reasons:

- The request is not made in writing;
- You do not provide a reason to support your request;
- The information in dispute was not created by us;

- It is not part of the information used to make decisions about you;
- The information is not available to you to inspect and copy; or
- The information is accurate and complete

**To Request Restrictions:** You have the right to request that we restrict or limit the medical information we use or disclose about you for treatment, payment, or healthcare operations. For example, you may want a prior surgery not to be disclosed to a family member or friend who will be involved in your care upon release from the facility. We will comply as per your written request, unless the information is needed to provide you with emergency care.

**To Request Confidential Communications:** You have the right to request that we communicate with you about medical matters in a certain way or at a particular location. We will accommodate all reasonable requests; however, you are not allowed to limit the way we can contact you in order to avoid your responsibility to pay us for the services rendered to you.

**To Request an Accounting of Disclosures:** You may contact us for an accounting of disclosure. Contact the Privacy Officer or the Medical Records Department. There is a form prepared for this request. You may request an accounting of disclosure for a certain time frame or starting on a particular date. The time period is not to exceed 6 years. We are not required to provide you with an accounting for matters related to treatment, payment, or healthcare operations. We are also not required to provide an accounting of disclosures made as result in being in the patient directory or disclosures you authorized us to make.

## **OTHER USES OF YOUR MEDICAL INFORMATION**

If we wish to disclose medical information about you for a reason not covered by treatment, payment, healthcare operations, legal requirements or other disclosures as set forth in this notice, we will seek your written authorization. If you provide us written authorization to use or disclose medical information about you, you may revoke it at any time by doing so in writing. If you revoke your authorization, we will no longer use or disclose medical information about you for the reasons covered by your written authorization.

## **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with the Privacy Officer or with the Secretary of the Department of Health and Human Services in Washington D.C. To file a complaint you will need to contact the Privacy Officer whose name and phone number is on the following page. All complaints must be submitted in writing.

**{You will not be penalized for filing a complaint.}**

## **PRIVACY OFFICER**

If you have questions, requests, or complaints, please contact: Susan Duhon, RHIA, Health Information Management Director at 225-746-2922 or mail to:

St. James Parish Hospital  
Attn: Susan Duhon, RHIA- Privacy Officer  
1645 Lutcher Avenue  
Lutcher, LA 70071

Secretary of the Department of Health & Human Services  
200 Independence Avenue, S.W.  
Washington, DC 20201  
or by phone: 877-696-6775

**Revision of this Notice 1.21.16**



## **{Hospital Departmental Extensions}**

Main Operator .....	<b>0</b>
Admissions .....	<b>2916</b>
Case Management .....	<b>2936</b>
Nurses' Station .....	<b>2973</b>
Administration.....	<b>2990</b>
Business Office .....	<b>2120</b>
Housekeeping .....	<b>4603</b>
Menu Line .....	<b>6368 (MENU)</b>
Main Hospital Number.....	<b>225-869-5512</b>
Alternate Nurse's Station .....	<b>225-258-5973</b>

# {Medication List}

**Please, use pencil ONLY when filling out so changes to your medications can be easily done.**

Your Name: \_\_\_\_\_

Date of Last Flu Vaccine: \_\_\_\_\_

Date of Last Pneumonia Vaccine: \_\_\_\_\_

Date of Last Tetanus: \_\_\_\_\_

Medications	Dose	Frequency





### **{MISSION}**

St. James Parish Hospital is committed to providing excellent quality and compassionate health care of our community."

### **{VISION}**

"Our vision is to be the community's first choice for primary healthcare needs."

***{Thank you for choosing St. James Parish Hospital.}***

