

Welcome

Patient Care Guide



Our goal is to offer you excellent, quality care through open communication and collaboration. Our entire clinical care team will work with you and your loved ones to plan your care.

Our nurses and nursing assistants carry a portable phone and will give you their personal number which can be dialed from your room as you need assistance. In addition, there is always a charge nurse on duty.

We encourage you to promptly bring forward any concerns so that they can be addressed during your stay. You will also be mailed a survey upon discharge. We welcome positive feedback and opportunities for improvement. Lastly, expect a follow-up call from our Care Management Team. During this call, we will check-in to make sure you are doing well and help answer any additional questions you may have from home.

Thank you for choosing St. James Parish Hospital.


Rhonda Zeringue, RN, Chief Nursing Office


Mary Ellen Pratt, FACHE, CEO

What to Expect

OPEN COMMUNICATION

- Ask a person or family member you trust to be your advocate or supporter. It is important that you and your loved ones understand and be active participants in your care.
- We will host Interdisciplinary Care Team meetings in your room to openly discuss your care plan with you and your advocate. These meetings bring together clinicians with a role in your care (nurses, physicians, therapists, pharmacists, etc.)
- Nurses and nursing assistants will give a Bedside Shift Report during each shift change. This allows us to report your current status and care plan to the oncoming team. It also helps you and your family to stay informed and have an opportunity to ask questions.
- We will also discuss Advance Directives. It is important that you understand your rights and responsibilities in the event you are unable to communicate. By law, you have the right to control decisions regarding your medical treatment, living wills, power of attorney designation, etc.

PARTNERING TO PREVENT HARM

- **SpeakUP** (*over and over as needed*) if you have questions or concerns. Educate yourself on your illness, inquire about test and treatments and write down important info. If any portion of your treatment is confusing or doesn't feel right, **SpeakUP**.
- You, your loved ones and our staff can all work together to prevent infection through clean hands, wearing gloves and face masks when applicable, covering our mouths and noses when sick and remaining current on vaccinations.
- Hand hygiene is the number one way to prevent infection. In addition to keeping your hands clean to prevent the spread of germs, it is ok to ask your healthcare team, family members and visitors to wash their hands or use hand sanitizer upon entering and exiting your room.
- Our goal is to prevent patient falls. **"Please call, don't fall"** is our model and we encourage patients to use the call bell to ask for help—especially if you are feeling weak or dizzy. Remain seated after calling so that we can safely assist you. You may be given a fall risk bracelet or special socks. In addition, our bathrooms are equipped with red call tags that can be pulled in the event you need assistance.
- It's important that we get a complete list of any medications you were taking prior to admission. You are encouraged to ask questions when given any current, new or intravenous medications. Don't be afraid to ask us why you need the medicine, what the side effects are, if you can get better without it, if there are interactions to be aware of and how long/when you should take it.
- Always **SpeakUP** if you believe you are getting the wrong medicine, having a side effect or not getting medication on time. Make sure your nurse scans your arm band and checks your name before you take any medication.



Questions or concerns? Let us know immediately or ask to speak to a charge nurse.



Smoke Free Facility



Ask a nurse for TV channel guide



Friends can send e-cards through www.sjph.org



Visit www.sjph.org to access our Patient Portal

PRIVACY

- If you want to opt out of the Patient Directory, let a member of your healthcare team know. If someone calls or visits and asks for your room number, we will say that we do not have a patient listed by that name.
- We are legally required to protect your medical information and electronic health record. By law, medical information may be used and/or shared to help us treat you, to accurately estimate and bill for services, to perform healthcare operations that allow us to monitor the quality and satisfaction of care we provide and to conform with other legal requirements.

SAFETY & SECURITY

- Please remain vigilant of all signage and posted warnings. **SpeakUP** to any staff member if you have safety or security concerns.
- For your safety, a Security Guard is staffed 24/7 and makes intermittent rounds. In the event you need security, ask your nurse to request the guard.

A COMMITMENT TO QUALITY

- We proudly earn quality accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JC), an independent, not-for-profit, national body that oversees the safety and quality of health care and other services.
- If you have concerns about safety or quality that were not addressed during your stay, please contact administration at 225.869.5512 extension 2990.
- The JC encourages patients to first bring concerns to the attention of hospital leaders. If your concern cannot be resolved, contact the JC *online*: www.jointcommission.org, by *fax*: 630.792.5636 or by *mail*: Office of Quality & Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
- The Louisiana Department of Health can be contacted by *email*: hss.mail@la.gov, by *fax* 225.342.5073, by *phone*: 225.342.0138 or by *mail*: Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821.



See white board in your room for important info & your plan of care



Need help? Call the 4 digit number on your board



Choose a trusted advocate to be involved in your care



Ask us how to opt-out of the patient directory



Everyone should wash on entry & exit



Food Services
Ext 2928



Housekeeping services
Ext 2925



Free WIFI =
SJPH_GUEST



LA Organ & Tissue Registry
donatelifeLA.org
1-800-521-GIVE



You will be mailed a
survey upon discharge

SpeakUP[™]
The Joint Commission

jointcommission.org/speakup

Before you go

- Make sure you and your family understand your plan of care and all post-discharge instructions.
- **SpeakUP** if you have any questions about post-discharge plans or medications and let us know if you need any prescription refills.
- Know who your doctor is and when and where follow-up appointments are.
- Have a list of all new and continued medications and instructions on how, when and how long to take them.
- Know that you can call 225.258.5973 and ask for our Care Management Team if you have any medical questions once you are home. A member of this team will be following-up with you as well.
- Be on the lookout for a survey about your care which will be mailed to your home.
- Know how to reach our friendly Financial Services Team in the event you have billing questions after you are discharged. Call 225.869.5512, Option 0 and ask for "Registration."

