

Patient Rights - The patient, and the person responsible for the patient's decisions, has the right to:

1. Considerate and respectful treatment.
2. A safe environment.
3. Make decisions regarding treatment with adequate information provided by the physician and with knowledge of which physician(s) will provide the treatment, surgery or procedure.
4. A patient representative selected for decision-making as needed.
5. Notification of family or friend, and personal physician, upon admission to hospital.
6. Refusal of treatment, consistent with legal requirements, the hospital's ethical and religious directives and full information of consequences from the physician.
7. Reasonable privacy of medical and personal information and records, and the right to access such information and records.
8. Access to the identity of the providers of care and information on the relationships among the various providers of care.
9. Complete information regarding any research project being offered prior to giving consent and prior to initiation of any research related interventions. This includes the right to refuse to participate or discontinue participation in such research at any time without penalty or loss of benefits to which he/she is otherwise entitled.
10. Reasonable continuity of care including source, information and instructions upon discharge from the hospital.
11. Appropriate assessment and management of pain.
12. Freedom from restraint or seclusion that is not medically necessary and punitively administered.
13. Explanation of the charges and services on billing documents.
14. Instruction on the steps to be followed for making a hospital complaint or grievance.
15. Explanation from the hospital/physician concerning questions regarding care received in the hospital.
16. Additional information about and/or implementation of Advance Directives for healthcare, as described in hospital policy and procedure. Information is also available at www.saintfrancis.com.
17. The Hospital recognizes that Oklahoma Law permits patients to refuse nutrition and hydration by means of their Advance Directive. However, the law excuses any healthcare facility from participating in, or caring for, an incompetent patient who is to die as a result of dehydration or starvation. (63 Okla. Stat. §3080.5, §3101.9) Please be advised that in accordance with Catholic ethical and religious directives, Saint Francis Health System will not honor any portion of an Advance Directive that would cause such a death, whether the patient is competent or incompetent. If a patient or family is not willing to abide by this policy, the hospital will respect the patient's or proxy's selection of another provider and cooperate in the transfer of the patient to the other provider.

Patient Responsibilities - The patient, and the person responsible for the patient's decisions, has the responsibility to:

1. Provide accurate and complete information concerning the patient's present complaints, past illnesses, hospitalizations, medication and other matters relating to the patient's health, to the best of the patient's knowledge.
2. Disruptive behavior towards hospital staff will not be tolerated.
3. Report perceived risks in care and changes in their condition or symptoms.
4. Ask questions when they do not understand about recommended care or treatment and what the patient is expected to do.
5. Follow the treatment plan established between the patient and his or her physician.
6. Follow the instructions of nurses and other professionals who are carrying out physician orders.
7. At discharge from hospital, if extended care services are needed, choose from among the post-hospital extended care providers available.
8. Keep appointments promptly and notify the hospital or physician with reasonable advance notice when the patient is unable to do so.
9. Meet the financial obligations of his or her hospital care as promptly as possible.
10. Be considerate of the rights of other patients and hospital personnel.
11. Be respectful and careful regarding his or her personal property, hospital property and property of other persons in the hospital.

Our goal is to provide excellent care while you are with us. During your stay, the Charge Nurse or Clinical Manager will stop by to meet you. If you have any questions or concerns, please let us know.

- Call and ask to speak with the Charge Nurse or Clinical Manager
- Ask to talk with the Patient Advocate
- Call Administration at 918-494-8467 (Yale campus); 918-307-6010 (SFH South); 918-256-7551 (SFH Vinita); 918-684-2559 (SFH Muskogee)

If your questions or concerns are not addressed to your satisfaction, you may call the Oklahoma State Department of Health at 1-800-522-0203, write them at Oklahoma State Department of Health, Medical Facilities Division, 1000 N.E. 10th, Oklahoma City, 73117-1299, or you may contact the Joint Commission. To report patient safety concerns to the Joint Commission, go to www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website, by fax to 630-792-5636, or by mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181. Reports of patient safety events to The Joint Commission needs to include the health care organization's name, street address, city and state.

At Saint Francis Health System, we believe that being an active member of the health care team and knowing about your health will help you live a happier, healthier life. Talk with your family and your health care team about your care. Together, everyone can benefit.



Patient Health and Safety

Let's Work Together



Welcome to Saint Francis Health System, your partner in health. We're here to help you and your family with your health care needs. You are an important member of the health care team. With shared effort, clear communication, and knowledge, we can work toward a common goal of meeting your health care needs. Use of the term "patient" refers also to the parent or adult responsible for a minor.

Let's Work Together For Your Health and Safety

Help Avoid Medical Errors

Unfortunately, medical errors can happen. Clear communication and being involved in your own care or your family member's care will help everyone work together to prevent errors.

- **Ask about your medicines** - Ask about the name of the medicine, the reason for it, and possible side effects to report. If the color, size, or amount seems different than it was, ask if the doctor has made changes. Do not take the medicine until the nurse has checked your name bracelet and answered any questions. Printed information is available.
- **Before surgery, be sure everyone agrees with what will be done** - Discuss the surgery with your surgeon. Your surgeon or their physician's assistant will mark the site to be operated. Be sure you are in complete agreement with the surgery before you go into the operating room.

Be an Active Participant

We encourage you and your family to be involved. Discuss your activity, diet, and other care needs with your doctor and nurse. This will help everyone feel more comfortable and aware of the plan of care. Staying informed will also reduce anxiety and concerns.

Tips for Being Involved

- **Provide information** - Staff will ask questions about your health. It is very important to give accurate information so appropriate care can be given. Be sure to report all drug and food allergies, prescriptions, over-the-counter medicines, herbal products, home remedies, and dietary supplements you are taking. Also report if you are participating in a research study. This will help you to avoid taking a new medicine that might cause problems.
- **Check your name bracelet** - Look at your name bracelet to be sure all information is correct and easy to read. If something is not correct or cannot be read, please inform your nurse. Your bracelet will be checked to be sure that care is being given to the correct patient.
- **Leave medicines at home** - Please do not bring medicines from home to the hospital. Instead, make a list of current medicines you take to include name, dose, how often you take the medicine, and the last time you took it. It is very important to your safety that your caregivers are aware of all medicines you are taking. This will help to prevent drug reactions. Any medicines you happen to have with you should be given to your nurse if your family cannot take them home. could occur if patients

take their own medicines while in the hospital. Some of these possible problems include the following:

- Patient receiving too much medicine.
- Patient may be confused.
- Patient may not be taking the medicine as the doctor ordered.
- Patient may need to limit water and medicines due to test or treatment.
- **Leave valuables at home** - Please leave jewelry, money, and things of personal value at home or with a family member. There is limited space in the hospital for storing valuables. If you bring contact lenses, glasses, hearing aids, or dentures with you, also bring the case so the items can be put away carefully when not in use.
- **Take an active role in your care** - Be a partner in making decisions about your care. Explain your wishes and concerns so everyone can work to meet your needs. Ask your doctor about options for treatment - the benefits, risks, and side effects. Medical equipment, including catheters and drainage tubes are often necessary to provide care. Since catheters and drainage tubes are all entry points for infection, talk with your doctor about when these can be safely removed. Let your nurse know if a catheter or tube leaks or moves out of place. If you have an intravenous (IV) catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if any dressing, including a wound dressing, is loose or wet. Write down the diagnosis, treatment, follow-up plan, and what you can do. Medical terms can be hard to understand. Ask for terms to be explained. Also write down any questions so that they can be answered.
- **Wash hands often!** - Ask everyone who might touch you to wash his or her hands or to use the handrub to prevent the spread of infection. You need to wash your hands after going to the bathroom and after touching anything dirty or any body fluids. Let your nurse know if your gown or linens are soiled.
- **Help prevent antibiotic resistance** - Even in the 21st century, infection problems can arise during hospital stays or after surgery. Saint Francis Hospital has a robust and comprehensive infection control program. You, as the patient, can be an important part of the health care team to help prevent infection. Here are some helpful tips from the Centers for Disease Control and Prevention (CDC) that are certainly worth reading. For more information refer to www.cdc.gov/drugresistance/healthcare.

- Ask your doctor if you need to be vaccinated against diseases that may use respiratory infections, including influenza and pneumonia. Preventing these infections can decrease antibiotic use.
- If you are diabetic, discuss with your doctor the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection.
- If you smoke, consider a stop smoking program. This will reduce your chance of having a lung infection while in the hospital. It may also help you to heal after surgery.
- Some patients are on "isolation precautions". This is usually done to protect the patient and others from infection. If you are in "isolation," understand what this means and what you should expect from the hospital staff or visitors. Gloves, gowns and masks are sometimes needed, depending on the illness.
- Ask your friends and relatives not to visit in the hospital if they feel ill or have been ill in the past day or two.
- **Follow your doctor's orders about getting out of bed** - Use the call light to notify staff or your nurse. Don't be afraid to ask for help. Handouts are available to help you be aware of safety measures used in the hospital. The handout also gives safety tips for at home. If you fall during your hospital stay, please notify your nurse.
- The hospital beds are made to help prevent problems with being in bed for long periods of time. The beds should stay turned on to keep air flowing in the mattress. Also, the beds should remain in the prevention mode or the pressure relief mode to best prevent skin problems. If your doctor or nurse orders a different bed for you, there will be other settings staff will watch to help prevent skin problems.
- **Family and friends can help with providing care** - A family member or friend's help with your care provides personal attention and emotional involvement that can assist healing. Family and friends may help by staying in the room and/or by hiring professional services. Your private insurance may not cover the daily cost of hiring professional services. If you choose to have professional services, please ask your nurse, the Clinical Manager of the unit, or a staff member in the Case Management Department for a list of some local agencies that are available. You will want to check with the agency about the cost of these services. Others can help by:
 - Making menu selections and feeding, if needed
 - Offering water, juice, or snacks
 - Aiding in bathing, grooming, and mouth care

- Assisting with walking
- Reading, writing letters, assisting with phone calls
- Keeping family and friends informed of the patient's progress
- Encouraging some usual diversional activities
- Managing concerns outside of the hospital
- **Family and friends can help by alerting the staff** - Sometimes patients become confused or unsteady walking in the hospital even though they were doing fine at home. Medicines, illness, and unfamiliar surroundings may cause these changes. Tell staff if you notice any confusion or unsteadiness. With your help, we can be sure side rails and other safety measures are used when needed. Also, tell staff when you leave or step away for a few minutes. Then immediate safety checks and precautions can resume.
- Ask if there are videos you can watch to understand your diagnosis, treatment, and to maintain your health.
- **Report any changes to your doctor or nurse** - Discuss any symptoms or changes in your health with your doctor. This will help your doctor make an accurate diagnosis and assist in managing any problems. Also tell your doctor or nurse if you notice signs of infection such as:
 - fever
 - chills
 - drainage or swelling from a wound
 - more pain
- **Follow your treatment plan for better health** - Follow your doctor's orders about taking medicines, breathing treatments, and therapy. Don't be afraid to ask for pain medicine when you hurt.

Remember

- **Before you leave the hospital:**
 - Ask a health care provider to review with you and a caregiver all medicines you should keep taking.
 - Update your medicine list. Inform your primary healthcare provider and your pharmacist, about any medicine changes that occurred in the hospital.
- **Be aware of your patient rights and responsibilities** - A listing of your patient rights and responsibilities can be found on the back page of this brochure.