



Partners in Caring Program

. . . Additional support during
your hospital stay



YAVAPAI REGIONAL
MEDICAL CENTER

Partner in Caring Program at YRMC

At YRMC, we pride ourselves on taking very good care of our patients. Our goal is to make your stay with us as pleasant as possible while we care for you during your healing process.

With this in mind, we've developed the Partner in Caring program, which encourages you to select a family member or friend to provide additional support during your hospital stay. This person would be your Care Partner.

The Partner in Caring program is another example of YRMC's vision to create a "Total Healing Environment;" an environment wherein the people of YRMC work in partnership with patients and their families seeking peace of mind and peace of heart as well as physical cure or comfort, because we understand the indivisible relationship that exists between body, mind and the human spirit.

A Care Partner is often a family member or close friend who acts as a second set of ears. The Care Partner is included, as much as possible, in discussions about diagnosis, treatment, medications, or follow-up care.

A Care Partner may be included in doctor visits, special instructions from the nurse or pharmacist, discussions with care managers, meetings with a physical therapist or dietitian, along with a variety of other interactions. He or she can help get answers to questions about your condition, raise concerns and help remember information after you get home.

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Roles of a Care Partner

The Care Partner becomes involved in activities that support your emotional, physical, educational and spiritual needs during the healing process. A Care Partner's duties may include, but are not limited to:

- Ensure the patient gets lots of rest during recovery
- Accompany patient to tests/procedures
- Assist with menu selection
- Assist with personal care
- Obtain linens, blankets, pillows for patient when needed
- Provide comfort measures such as back rub, foot rub, etc.
- Keep family and friends informed
- Take calls for patient
- Read to patient
- Obtain reading materials from Volunteers
- Provide companionship

The role of the Care Partner will largely be determined by the patient's needs, physical condition and the desires of the Care Partner.

Benefits of Partner in Caring Program

The Partner in Caring program provides benefits for both the patient and the Care Partner.

For the patient, your Care Partner can help enhance your healing process while in the hospital and after discharge by performing some of the tasks or comfort measures you might have difficulty completing alone. He or she also serves as your advocate and works in partnership with you and the hospital's health care team in planning your treatment and recovery process.

For your family and friends, serving as a Care Partner gives them the opportunity to enhance the quality of care their loved ones receive at the hospital. Providing direct support for a patient at a time when he or she needs it most can be a very rewarding and satisfying experience.

A Care Partner may be allowed to spend the night with you in your room in the hospital. Sweat pants and shirt or similar clothing are required for the Care Partner who is sleeping overnight in the hospital since a room may be shared with other patients. Visitors are asked not to sleep in reception/waiting areas overnight.

If more than one family member or friend accompanies you, please make prior hotel arrangements for the others. The family is responsible for accommodations outside of the hospital.

We request that Care Partners respect patient bedtimes. Any talking, reading or TV watching after patient bedtime should be done in a reception/waiting area on the unit.

We suggest keeping purses and other personal belongings with you at all times and leaving valuable possessions at home to prevent loss. YRMC cannot be responsible for the loss of personal items.

Serving as a Care Partner can be a significant responsibility. To thank those who participate in the program, Care Partners receive five (5) discount coupons for 20% off in the YRMC Cafeteria. To receive the discount, Care Partners need to wear their Partner in Caring badge and present the 20% discount card in the Cafeteria.

Enhancing healing

Other Important Information

Hospital Visiting Hours and Guidelines

- 24 hours a day / 7 days a week.
- Children under the age of six (6) are not allowed to visit patients during posted RSV season.
- All children must be accompanied by an adult while in the hospital.
- Limited hours in ICU – use phone outside unit to request visit.

Quiet Time is a time of peace and quiet for our patients. Please assist us in providing the restful environment.
2:00–4:00 p.m. and 10:00 p.m.–6:00 a.m.
During this time, therapies will continue.

Our Gift Shop is located in the Hospital Lobby. You may purchase fresh floral arrangements, balloons, gifts, candies, stamps and sundries. The Gift Shop offers a wonderful selection at great prices and no sales tax!

Our Cafeteria has a grill, deli, salad bar and a variety of hot entrees daily. We have a Starbuck's coffee bar and offer tea, hot chocolate, and pastries. Our Italian Bistro offers made-to-order pizza in addition to other Italian favorites. Also, our frozen yogurt is a favorite.

Cafeteria Hours: Hours are always the same – holidays and weekends included.

Breakfast: 7:00 a.m.— 10:00 a.m.

Lunch: 11:00 a.m.— 1:30 p.m.

Dinner: 5:00 p.m.— 6:30 p.m.

Snack Bar and Hot Coffee available: 7:00 a.m. – 7:00 p.m.

Payment options: We accept cash, check or credit cards. An ATM machine is available right outside the cafeteria.

Cafeteria Location

West Campus: Ground floor. From the hospital's main entrance and information desk, take a right; at the first hallway past the Gift Shop, take a left.

East Campus: Ground floor, directly across from the hospital's main entrance.

Vending machines are also available near the cafeteria.

YRMC CareConnect

When you receive care at Yavapai Regional Medical Center or other YRMC outpatient centers, your medications, allergies, laboratory results, imaging studies, and visit summary documents are being updated on your medical record.

Your YRMC healthcare team has access to this important information, and with YRMC CareConnect, you have access to much of the same information – anytime, anywhere you have an internet connection.

For more information please call (877) 621-8014.

To Bring or Not to Bring ... That is the question...

What to Bring:

- Photo ID
- A phone card or cell phone if you plan on making long distance calls. An important note about cell phones: Cell phones may be used on the floors and in patient's rooms, but regulations prohibit use within one (1) foot of a medical device and use of two-way radios or push-to-talk functions. Also, cell phones may not be used in the ICU except in the reception/waiting areas.

What Not to Bring:

- Sick siblings, family members or visitors. Because this is a hospital where patients with complex and severe illness and injuries receive care, we ask that visitors wait to visit until they are well.
- Please don't wear fragranced products: Because fragrances can bother and even cause breathing difficulty for patients and staff who are sensitive, please be considerate and avoid wearing fragranced products – lotions, cologne, perfume, body spray, etc.
- "Off the menu" food items: Many of our patients are on restricted or supervised diets, so we ask that you check with the health care team before bringing any food items to the patient. Also, if you are bringing fragrant foods, please use a tightly sealed container out of respect for our other patients.
- Jewelry and other valuables.
- Cigarettes – YRMC is a tobacco-free campus. If you are a smoker, this is the perfect time to quit smoking. Be sure to ask about our Smoking Cessation classes.

Support and care

Preventing Infections in the Hospital: What you can do...

Infections can occur after many types of medical procedures, particularly if the patient has had surgery. There are several things you can do to help prevent infections from developing in the hospital:

- Wash your hands frequently and thoroughly after handling any type of soiled material. This is especially important after you have gone to the bathroom.

- Since you are part of the healthcare team, do not be afraid to remind doctors and nurses about washing their hands before working with the patient.
- If the patient has an intravenous catheter, be sure the skin around the dressing is clean and dry. Tell the nurse promptly if the dressing becomes loose or gets wet.
- Likewise, if the patient has a dressing on a wound, let the nurse know promptly if it becomes loose or gets wet.
- If the patient has any type of catheter or drainage tube, let the nurse know promptly if it becomes loose or dislodged.
- If the patient has diabetes, be sure that they and their doctor discuss the best way to control their blood sugar before, during, and after their hospital stay. High blood sugar increases the risk of infection noticeably.
- Carefully follow the doctor's instructions regarding the patient's breathing treatments and getting out of bed. Don't be afraid to ask for help, advice, or sufficient pain medications!
- Ask the patient's friends and relatives not to visit if they themselves feel ill.
- Don't be afraid to ask questions about the patient's care so that you may fully understand their treatment plan and expected outcomes.

Quiet comfort

Encouraging words

Tips & Warnings

Visiting doesn't mean you must talk to the patient constantly or answer their phone or give them your opinion on every little thing. The most therapeutic way to visit for extended periods of time is to sit quietly, several paces from the patient's bed, and just be. The patient will feel safe and comforted having you nearby, but you'll be far enough away that they can take a catnap whenever they feel like it.

If you or your immediate family members are sick with a cold, flu or sore throat, don't visit the patient unless you wear a surgical mask. The patient is using all of their physical resources to recover. It's unfair to ask their body to also fight off an infection that you or some other visitor has brought in. Ask the nurse for a mask if you're feeling ill. Or, stay at home and send another close relative to take your place.

Resources

Main Phone: (928) 445-2700

Tobacco Cessation: Julie Higgins, CRTT, (928) 442-5572

YRMC CareConnect: 877) 621-8014



YAVAPAI REGIONAL MEDICAL CENTER

Proudly Caring for Western Yavapai County

YRMC WEST

1003 Willow Creek Road
Prescott, Arizona 86301

YRMC EAST

7700 E. Florentine Road
Prescott Valley, Arizona 86314

MAIN SWITCHBOARD

(928)445-2700
www.yrmc.org
www.YRMCHHealthConnect.org

