



YAVAPAI REGIONAL
MEDICAL CENTER

Welcome to
Yavapai Regional Medical Center
WEST

Patient Handbook





YAVAPAI REGIONAL MEDICAL CENTER

WEST CAMPUS · PRESCOTT

Dear Valued Patient,

We sincerely appreciate the opportunity to serve you. At Yavapai Regional Medical Center we are working to create an environment where people may seek peace of mind and peace of heart, as well as physical cure and comfort, because we understand the indivisible relationship that exists between body, mind and the human spirit.

Of course, we know we are not perfect and that you may wish to offer suggestions to help us improve our service. If you wish to do so, please contact our general switchboard at (928) 445-2700 and you will be directed to the appropriate department manager. You may also request to speak to the Administrator on Call. Please be assured that expressing a concern will in no way compromise your care nor will it affect your future access to care in this hospital. We actually view your concerns as opportunities for improvement and encourage you to express them.

Because we are interested in how we can serve you better, you may receive a Patient Satisfaction Questionnaire in the mail at your home a few weeks after your discharge. It will be mailed with a postage-paid, self-addressed return envelope. We hope you will take a moment to complete the questionnaire. You may include your name and address, or you are welcome to respond anonymously.

We at YRMC are genuinely interested in your well-being. We hope that your stay with us is comfortable, and we consider it a privilege to provide a healing environment for you.

Sincerely,

John Amos
President and Chief Executive Officer

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Welcome to Yavapai Regional Medical Center West. We feel that an important part of your comfort and well-being is helping you understand what you can expect during your stay here.

This booklet is designed to help answer many of the questions you may have. Please take a few minutes to go over this information, and feel free to ask your caregiver about anything you don't understand.

If you have any special needs, please consult your caregiver.

Do you speak and understand English? If not, YRMC offers free interpreter services to patients and families who have limited ability to read, write, speak or understand English.

To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide appropriate auxiliary aids and services free of charge, such as sign language, TTYs, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, closed caption decoders, and open and closed captioning. For assistance, please contact Nursing Leadership or contact the Corporate Compliance Officer at (928) 771-5688.

No Tax Dollars Used

Yavapai Regional Medical Center is a full-service, not-for-profit community hospital that relies solely on patient revenues and community support for all of its funding. We are proud of the fact that no property taxes have ever been levied to fund YRMC programs or to pay for capital improvements.



What to Bring

You are welcome to bring your own pajamas or nightgown, robe, slippers and toiletries. Having these things with you may help you feel more comfortable during your stay. You may bring items such as hair dryers or electric shavers, but these items must first be checked by our Engineering Department for safety purposes. Please ask your caregiver to contact the Engineering Department for you.

We ask that you **DO NOT BRING VALUABLE ITEMS** (jewelry, watches, etc.) to the hospital. The hospital, like many public places, cannot be responsible for the safety of your personal items.



Visitors

Visitors are welcome during your stay. However, rest is an important part of your healing, so we ask that all visitors cooperate in the comfort and well-being of patients. Visitors who are ill are encouraged not to visit patients.

Visitors are invited to eat their meals in the hospital cafeteria, located on the ground floor.

Visitation by Children

It is important to safeguard patients and children from exposure to any communicable diseases and infections. If children are ill, please do not bring them in to visit.

During certain times of the year, special restrictions on children's visitation are necessary. These will be posted.

Children **MUST** be attended by an adult at all times in all areas of the hospital.

Waiting Areas

First floor visitor waiting areas are located in the main lobby of the hospital and in the Emergency, Imaging, Laboratory, Endoscopy and Cardiopulmonary Laboratory reception areas for these services. On the second floor, visitor waiting areas are located in the Progressive Care Unit and Cardiovascular Intensive Care Unit in the James Family Heart Center as well as the Surgical Services and Intensive Care units. Visitor waiting areas are also located in individual clinical and nursing units on the third and fourth floors.



A Special Word to Your Visitors

Out of consideration for you and other patients, there are some guidelines we ask your visitors to observe. Please share the following guidelines with your visitors:

- If you are ill, please do not visit a patient in the hospital.
- Let the patient know when to expect you.
- Make your visits brief.
- Observe the patient's diet plan. Food may only be brought in for a patient with the permission of the patient's physician.
- Respect a patient's desire for privacy regarding his or her condition.
- Be supportive of the patient and understanding of his/her fears and concerns.
- Do not leave children in the lobby or waiting area unattended.
- Be considerate of other patients in the room.
- Do not sit on the patient's bed or other bed in the patient's room.
- Do not use the patient's bathroom. Public bathrooms are located throughout the hospital.
- We encourage you to wash and/or sanitize your hands before and after your visit.



Cafeteria Hours

Breakfast: 7:00 a.m. to 10:00 a.m.

Lunch: 11:00 a.m. to 1:30 p.m.

Dinner: 5:00 p.m. to 6:30 p.m.

Vending machines are available near the cafeteria at all hours.

Parking

Guest parking is available on the south side in front of the main entrance to the hospital.

Complementary shuttle service is available from 8:00 a.m. to 4:00 p.m. Monday through Friday.

Telephone Calls

All patient rooms (except ICU/CCU) have telephones. Your friends and family may phone you directly by calling the seven-digit number on your phone, or they may call the hospital switchboard at (928) 445-2700 and ask for your extension (your room number). If you are an ICU/CCU patient, your friends and family may call the ICU nursing station and ask to speak to you.

Tobacco Use and Smoking

To encourage good health for our patients, visitors, medical staff, volunteers, and employees, all YRMC campuses are tobacco and smoke-free. This includes the use of electronic cigarettes. Tobacco use and smoking are not allowed on any YRMC property, including the parking lot and private streets within the campus boundaries. YRMC can provide smoking cessation kits, the Arizona Smokers Helpline and information regarding smoking cessation programs offered at YRMC and elsewhere in the community.

Partner in Caring Program

YRMC believes in a holistic approach to patient care and would like to invite a family member or friend designated by the patient to participate in our Partner in Caring program. The Partner in Caring program allows patients to assign an advocate for their care who may assist in and support the care they receive at YRMC. Roles and responsibilities are agreed upon by the patient, partner and nursing staff. A Partner in Caring badge will be provided and must be worn at all times.

The roles and responsibilities of a Partner in Caring may include the following:

- Assist with menu selection, meals, feeding and oral fluids
- Assist with personal care, baths, back rubs, manicures, elimination needs
- Accompany patient to procedures and tests
- Keep track of questions the patient may have for the physician
- Assist patient with patient ambulation, range of motion exercises, and repositioning
- Provide companionship

Please ask your caregiver about this program.



Patient Information

To Call a Nurse

Your nurse will explain the “call button” system in your room. She/he will also explain the “emergency button” located in the bathroom. Please ask any questions you may have to be sure you know how to call for assistance.

Calling Code Purple

Yavapai Regional Medical Center is committed to ensuring that each patient’s hospital stay is as comfortable as possible, and has the best possible outcome. For these reasons, patient satisfaction and safety are among our foremost concerns.

If for any reason a patient or a family member notices a sudden change in the patient’s condition – or is unable to get the attention of a healthcare provider – there is a system in place to call for immediate assistance. It is called Code Purple.

To activate a Code Purple to get the assistance you need, all you have to do is pick up any hospital phone (except pay phones) and dial 222. A YRMC operator will ask for the patient’s name, the caller’s name, the patient’s location and the nature of the problem.

Reasons for dialing 222 and calling for a Code Purple include:

- A noticeable change in the patient occurs and staff isn’t available to the patient or family member
- A concern over how care is being given and/or confusion over what needs to be done for the patient
- A concern about a lack of communication between healthcare providers and the patient and/or family members

Pain Management

Whether you are having surgery, a test, or a procedure, our goal is to help you remain as comfortable and pain-free as possible. Please use the following information to work with your caregiver to help control your discomfort.

How to get pain relief:

- Pain medications are most effective when your pain is mild or moderate.
- Tell the staff when you have discomfort or pain; don’t wait until the pain is severe.
- One way to express this is to say that you are not comfortable or you hurt.
- Pain medications work best when taken on a schedule.
- Some pain medications can cause rash, constipation, or stomach upset/nausea. These are usually easy to manage. Let the staff know if you experience any medication side effects.

Other things that help with pain:

- Reposition yourself in bed.
- Use pillows for support and repositioning.
- Ask for heat or ice (as appropriate) for the area of discomfort.

0 1 2 3 4 5 6 7 8 9 10

No Pain

Mild Pain

Moderate Pain

Severe Pain

Very Severe Pain

Worst Possible Pain



0

2

4

6

8

10

Wireless Internet Access

Because we want to provide the best service possible to our patients and families, Yavapai Regional Medical Center is pleased to provide free wireless Internet access. This service is available throughout the hospital, including patient rooms, the main lobby and in the cafeteria.

YRMC cannot provide or loan laptops or computers to visitors or patients, and our Information Systems Department cannot provide technical support for non-YRMC laptops and computers.

Television

Televisions, which are available in each room, receive all the channels provided by local basic cable service. Your caregiver will explain how to use the controls. Out of consideration for other patients we ask that the volume be kept as low as possible. Closed captioning is provided for patients who are deaf or hard of hearing.

Your Hospital Bed

Your hospital bed is higher and narrower than you are probably accustomed to at home. The side rails are for your safety and should be in the “up” position whenever you are resting, particularly when settled in for the night.

Special arrangements for a family member requesting to stay with you can be made.

Room Service

To make your stay at YRMC more enjoyable, we offer room service to our patients from 7:00 a.m. to 7:00 p.m. You may order from our room service menu any time during those hours. Our food is made fresh and will be delivered to you within 45 minutes of your order. After 7:00 p.m., limited snacks are available at the nurses’ station near your room. Please note, you may only order food that is not restricted by orders from your physician.

Mail and Flowers

Mail and flowers sent to you will be delivered by a hospital volunteer. However, flowers, plants and balloons are discouraged in the ICU/CCU. If you wish to send mail, a volunteer or your caregiver will help you.

Preventing the Spread of Germs

We are committed to maintaining a Total Healing Environment and take every precaution to protect you and other patients from the spread of germs that can lead to infections and contagious diseases.

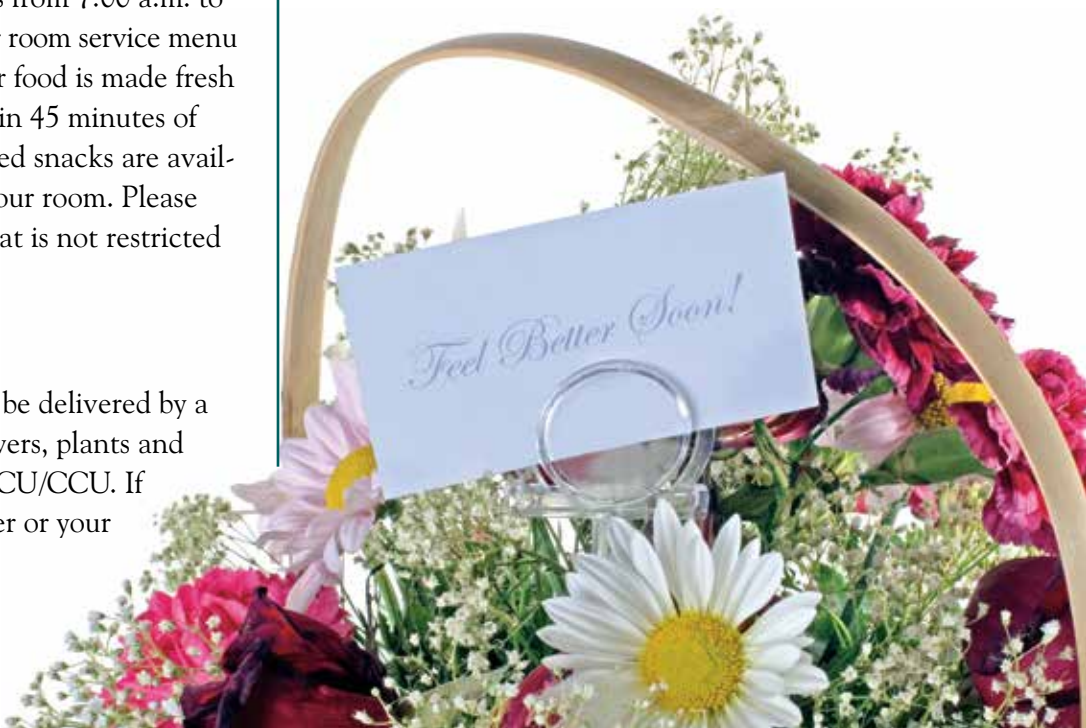
The precautions, recommended by the Centers for Disease Control, include frequent hand washing and using gloves, gowns and masks to prevent the spread of germs.

Medications

If you have been using medications before being admitted to the hospital, it would be best to leave them at home or let a family member take them home. Your own medications cannot be left at your bedside without specific written orders by your physician; however, arrangements can be made to store your medications in our pharmacy until your discharge.

In some instances the YRMC pharmacy may not carry a medication that you are currently taking. If your physician wants you to have this medication during your stay, the pharmacy can re-label it for use at YRMC. If you would like a pharmacist to discuss your medications with you, it can be arranged by your physician.

The proper use of any medication is important for your safety and well being. Your physician, pharmacist and nurse can help you with valuable information on how to use your medicine correctly.





Pastoral Care Services

In a spirit of loving concern and our Total Healing Environment, spiritual aid and comfort are offered to all patients, their families and friends according to their beliefs and preferences, without violating the individual's religious tradition.

The Chaplain of the Day is available for emergencies and special requests on a 24-hour basis.

In an emergency, your caregiver will call a Chaplain, your Pastor, Priest, Rabbi or other faith leader at your request. If you want to see a Chaplain and there is no emergency, please tell your nurse or leave a message at the nurses' station. The Chaplain's office and the chapel are located next to the main entrance.



Volunteer Services

YRMC is honored to have many dedicated volunteers from the community. Our volunteers work in practically every area of the hospital, including the Information Desk and the Gift Shop located in the main lobby. The Gift Shop is open seven days a week and most evenings and stocks gifts for all ages, personal care items and fresh floral arrangements and plants.

Volunteers also provide escort services for patients and visitors. Volunteers can be identified by their name badges and uniforms.

Understanding that some patients appreciate having books and magazines available for their reading enjoyment, volunteers make rounds with a well-stocked book cart on weekdays. Our volunteers also provide therapeutic Pet Visits, Bedside Music and Clown Visits to enhance our patients' stays.

Our Patient Ambassador Program provides personalized services to patients. These volunteers will cheerfully help you with shopping services from our Gift Shop, letter writing or reading services. The goal of this program is to increase your comfort and satisfaction during your stay. Please call Volunteer Services at 771-5678 to request assistance.



Important Information

About Financial Services

The Patient Financial Services staff appreciates how difficult it can be to understand your healthcare insurance—the services it covers, how much it pays and your responsibilities for such things as deductibles. State and federal government plans such as Medicare and AHCCCS can be particularly difficult and complex.

Our Patient Financial Services staff is here to help explain your insurance carrier's plan provisions. The type of information they will need in order to help you includes:

- Personal data—name, age, address
- Social Security Number
- Employment information for you and your spouse (if applicable)
- Insurance carriers, addresses and policy numbers
- Insurance card information

It is important to understand and comply with the instructions on your insurance card regarding pre-authorization for hospitalization. You will also be asked upon your admission if you want us to contact your physician or a family member.

If you have an amount due on your hospital bill and are unable to pay it in full, call Patient Financial Services Customer Service, and a representative will assist you in setting up payment arrangements.

In addition, patients who require care but have limited ability to pay may be eligible for our Financial Assistance Program. If you have any questions about your bill, please call Patient Financial Services at (928) 771-5151 or the name and phone number shown on your statement.





Discharge Planning

Your discharge from the hospital will take place as soon as possible after the physician order is written. From the time you are first admitted, your healthcare team plans for care you may need after you are discharged from the hospital. Special training, home care aids, equipment or additional care may be part of the overall plan of care developed in coordination with your physician.

The Care Management Department will assist you and your family in identifying any special needs you may have and will make referrals to appropriate community resources, such as in-home care

services, meal delivery programs, financial and legal assistance, day care services and skilled nursing facilities.

If being hospitalized creates unexpected problems or concerns, the Care Management Department may be contacted at (928) 771-5650 to offer support and guidance in resolving issues.

Understanding what you need to know and do after being discharged from the hospital is important to your full recovery. Your physician and the entire healthcare team encourage you to ask questions and clarify any instructions before you are discharged from the hospital.

Yavapai Regional Medical Center Patient Care Partnership

The basic rights of human beings for making choices and for personal dignity are always of great importance. It is a prime responsibility for Yavapai Regional Medical Center to preserve these rights for our patients. In providing care, YRMC has the right to expect behavior on the part of patients, their relatives and their friends, which considering the nature of their illness is reasonable and responsible.

RIGHTS OF EVERY PATIENT

- The right to impartial access to information and medical treatment, regardless of your race, religion, sex, ethnic origin, age, disability, or source of payment.
- The right to considerate and respectful care, which is mindful of your personal dignity and individual cultural needs.
- The right to personal privacy, respect and confidentiality of your personal health information.
- The right to access information contained in your medical record in accordance with hospital policy.
- The right to approve or refuse release of records to any individual outside Yavapai Regional Medical Center, other than the admitting physician, except as otherwise provided by law or agreements for third party payment.
- The right to reasonable personal safety within the hospital insofar as the hospital practices and environment are concerned.
- The right to be free from all forms of abuse or harassment, neglect or exploitation.
- The right to be free from restraint and seclusion of any form that is not medically necessary.
- The right to have a family member or representative and your own physician(s) notified promptly of your admission to the hospital.
- The right to receive (or deny) visits from family members and significant others of your choosing who shall receive the same visitation privileges whether legally related or not and to withdraw visitation consent at any time.
- The right to formulate Advance Directives and to have hospital staff and practitioners comply with these directives. The right to formulate written instructions such as a Living Will or Durable Medical Power of Attorney and to appoint a surrogate to make healthcare decisions on your behalf.
- The right to representation by a guardian or legally authorized person who can exercise all rights on behalf of the patient.
- The right to effective communication with your healthcare team through the use of interpreters and appropriate auxiliary aids free of charge.
- The right to send or receive mail and telephone calls and to receive an explanation if any restrictions are placed on mail service or telephone conversations.
- The right to dismiss any physician providing care during your hospitalization. However it is the responsibility of the patient or patient's representative to locate and initiate the services of a

replacement physician with YRMC privileges. Until such time as this replacement assumes care of the patient, the initial physician will continue to provide care.

- The right, at your own expense, to a second opinion or specialist consultation regarding your treatment.
- The right to participate with your physician and healthcare team in your healthcare decisions and in the development and implementation of your individualized plan of care.
- You have the right to accept or refuse treatment to the extent permitted by law.
- You have the right to receive the information necessary for you to make informed decisions regarding your care, including the benefits, possible complications, available alternatives and possible medical consequences if you refuse.
- The right to receive appropriate assessment and management of your pain.
- The right to continuing professional supervision of your care and to know the names and qualifications of the staff responsible for your care.
- The right to participate in the consideration of ethical issues that may arise in your care or have a designated representative as a participant.
- The right to a reasonable response to your request and needs for treatment or service within the hospital's capacity, mission, applicable laws and regulations.
- The right to present to the hospital concerns/grievances regarding quality of care and to expect a response that addresses the concern/grievance. Exercising this right will not result in any form of retaliation or risk your future access to care at this hospital.

Regarding any questions about YRMC's Patient Care Partnership Policy (Patient Rights and Responsibilities) or a concern related to patient care please contact:

Yavapai Regional Medical Center (YRMC)
Phone (928) 445-2700

OR

Arizona Department of Health Services
150 North 18th Avenue, Suite 450,
Phoenix, Arizona 85007-3245
Phone (602) 364-3030

RESPONSIBILITIES OF EVERY PATIENT

- The responsibility for providing complete and accurate information related to your medical history, insurance coverage and pertinent financial information.
- The responsibility to participate in your treatment plan and to advise those treating you whether or not you can and will cooperate with the treatment. You are responsible for your actions for refusing to follow the treatment plan.
- The responsibility to notify the treating physician or nurse of any symptoms, changes or occurrences in your physical condition or in your life which may affect your medical treatment plan.
- The responsibility to be considerate of others including other patients, family members, guests and the healthcare team caring for you.
- The responsibility to respect the privacy of others and their property and maintain the confidentiality of information.
- The responsibility for seeking an explanation from any treatment team member regarding any questions you have about your rights and responsibilities as defined above and letting us know of any concerns.
- The responsibility for taking care of the financial obligations for your care as promptly as possible.
- The responsibility for following the rules and regulations of the hospital relating to patient care and conduct which includes control of noise, number of visitors and maintaining a smoke-free environment.

A patient or family member may request assistance from a member of the Ethics Advisory Committee in order to consider potential ethical issues regarding medical treatment. The patient or family member should talk with the attending physician, nurse manager, care management staff or house supervisor. The issue will be brought to the Chair of the Ethics Advisory Committee or a trained member of the committee who can initiate the case consultation procedure. You may call (928) 771-5786.



Advance Directives in Arizona

An advance directive is quality healthcare ... your way. With an advance directive, you can be assured your wishes are communicated to those in charge of your treatment if you are unable or incapable of making healthcare decisions yourself. You choose who will make healthcare choices for you and you choose if you want to refuse particular life-sustaining medical treatments under certain circumstances.

Yavapai Regional Medical Center shall abide by state and federal law concerning advance healthcare directives, including Arizona's Living Will and Healthcare Directives Act, which recognizes a patient's right to make advanced healthcare directives, including a:

- Healthcare Power of Attorney,
 - Mental Healthcare Power of Attorney,
 - Living Will, and
 - Pre-hospital Medical Care Directive.
1. Upon admission, patients will be asked if they have any of the healthcare directives listed above, and their answer will be documented. If the patient has a healthcare directive, he or she will be asked to provide the hospital with a copy for the medical record.
 2. Advance directive information is available to all adult patients. This information is also available to other persons upon request.
 3. Patients will not be discriminated against and treatment will not be affected based upon whether or not they have executed a healthcare directive.
 4. If the patient is unable to communicate his or her decisions and has not named a healthcare power of attorney, and the court has not appointed a guardian, then a "surrogate" will be identified by the physician/healthcare provider to make decisions. These surrogates are a chain of people, starting with family members and going to close friends, who would be willing to make decisions on behalf of the patient, i.e.:
 - Spouse
 - Adult Child
 - Parent
 - Sibling
 - Close Friend
 - Domestic partner, or one with financial responsibility

A healthcare power of attorney or surrogate can make healthcare decisions for the patient only during the time the patient is unable or incapable of making his/her own decisions.

A surrogate not acting under a valid power of attorney or as a court-appointed guardian may not decide to withdraw artificially administered food or fluid.

5. Healthcare directives are to be written in specific language as guided by the State of Arizona, signed by the patient, and notarized and/or witnessed. Employees directly involved with the care of the patient may not witness or notarize advance directives.
6. Each directive shall be in effect until it is revoked or changed. The change or revocation may occur in written form, verbal form or through any act that shows intent to revoke or disqualify a surrogate.
7. Directives formulated in other states are valid in Arizona if they were valid where and when they were originally formulated and do not conflict with Arizona laws.
8. Living Will, Healthcare Power of Attorney and Mental Healthcare Power of Attorney forms are available through the Case Management department at the Hospital.
9. YRMC policies on Advance Directives, Do Not Resuscitate (DNR) orders, Forgoing Life Sustaining Treatments and Ethics Committee consultation are intended to provide patients and families with the mechanisms to implement appropriate decision making.
10. YRMC offers community education regarding Advanced Directives and works with other groups and individuals to provide forms and information on Advanced Directives.



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YAVAPAI REGIONAL
MEDICAL CENTER

*Two Great Hospitals...
One Caring Spirit*

WEST CAMPUS
1003 WILLOW CREEK ROAD
PRESCOTT, AZ 86301

EAST CAMPUS
7700 E. FLORENTINE ROAD
PRESCOTT VALLEY, AZ 86314

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www.yrmc.org