PATIENT ADMISSIONS PACKET

Brandywine Hospital
TOWER HEALTH
Dear Valued Patient,

On behalf of our staff and physicians, I would like to personally welcome you to Brandywine Hospital – Tower Health. Thank you for choosing us and for trusting us to care for you.

We have prepared this guide to help answer general questions about your stay. Please know that our entire staff is committed to providing you with personalized, safe and quality care in a compassionate and respectful manner. To help ensure your safety and satisfaction, our clinical staff will visit you every hour from 7 a.m. to 11 p.m. and every two hours from 11 p.m. to 7 a.m. to administer medication, monitor your activity and comfort level, and/or simply to check in on you. If at any time you or your loved ones should require additional information or have any concerns or special requests, please contact a nurse or any member of our staff. We are pleased to assist you in any way.

We are dedicated to anticipating your individual needs and actively monitoring your well-being. Our hourly visits are an extra touch point, which helps ensure that we are delivering quality care and providing a positive experience for you and your loved ones.

With best wishes for a rapid recovery,

Jeff Hunt, MS, FACHE
President and Chief Executive Officer
Welcome From Our CNO

Dear Patient,

Welcome to Brandywine Hospital – Tower Health, and thank you for choosing us for your healthcare needs. We are going to take good care of you. During your stay, we will strive to provide an excellent, patient-centered experience in a compassionate and healing environment.

Our team of expert nursing professionals will work collaboratively with the members of your healthcare team to address all of your needs, with a commitment towards restoring you to ideal health. They will go out of their way to make sure you have the best possible experience.

So relax, heal and allow the nurses to make you feel that you are the most important person here, because you are.

If you have any questions or feel we have not exceeded your expectations, please call me at 610-383-8236. Thank you and get well soon.

Sincerely,

Barbara Willis, MS, MHA, RN
Vice President and Chief Nursing Officer
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Contact Us: 201 Reeceville Rd. • Coatesville, PA 19320
610-383-8000 • www.towerhealth.org

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About Us

Why We Are the Right Choice for Your Care

Brandywine Hospital, now part of Tower Health, has been serving the healthcare needs of the residents of Chester County since 1899. Today, in support of our goal to provide patients with convenient access to quality, advanced care in a safe environment, we continue to expand our medical staff and invest in new and enhanced services, including heart and lung surgery, vascular surgery, imaging services and more. We work hard every day to be a place of healing, caring and connection for patients and loved ones in the community we call home.

Our efforts to provide superior clinical care and outstanding patient experiences have been recognized by national and regional organizations. The following programs at the hospital have been certified and/or accredited for clinical and service excellence:

- Certification for Mammography
- Designated Lung Cancer Screening Center
- Accreditation for Computed Tomography (CT)
- Accreditation for Ultrasound
- Advanced Certification in Stroke (Primary Stroke Center)
- Gold Seal of Approval - AMI (Acute Myocardial Infarction)
  - Hip Replacement
  - Knee Replacement
  - Wound Care
- Brandywine Hospital Sleep Wellness Center is accredited by the American Academy of Sleep Medicine.

We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we’ll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Blue Distinction Centers (BDC) met overall quality measures for patient safety and outcomes, developed with input from the medical community. A Local Blue Plan may require additional criteria for facilities located in its own service area; for details, contact your Local Blue Plan. Blue Distinction Centers+ (BDC+) also met cost measures that address consumers’ need for affordable healthcare. Each facility’s cost of care is evaluated using data from its Local Blue Plan. Facilities in CA, ID, NY, PA, and WA may lie in two Local Blue Plans’ areas, resulting in two evaluations for cost of care; and their own Local Blue Plans decide whether one or both cost of care evaluation(s) must meet BDC+ national criteria. National criteria for BDC and BDC+ are displayed on www.bcbs.com. Individual outcomes may vary. For details on a provider’s in-network status or your own policy’s coverage, contact your Local Blue Plan and ask your provider before making an appointment. Neither Blue Cross and Blue Shield Association nor any Blue Plans are responsible for non-covered charges or other losses or damages resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers.

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2/13/19   11:46 AM
# Phone Directory

## Hospital Services

<table>
<thead>
<tr>
<th>Key Numbers</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Main</strong></td>
<td>610-383-8000</td>
</tr>
<tr>
<td><strong>Patient Advocate</strong></td>
<td>610-383-8545</td>
</tr>
<tr>
<td><strong>Rapid Response Team</strong></td>
<td>2222</td>
</tr>
</tbody>
</table>

| Administration | 610-383-8003 |
| Behavioral Health Admissions | 610-383-4980 |
| Brandywine Hospital Imaging Downingtown | 610-518-3428 |
| Case Management | 610-383-8187 |
| Center for Wound Healing | 610-383-8431 |
| Central Scheduling | 610-383-8760 |
| **Environmental Services** | 610-383-8166 |
| **Financial Counselor** | 610-466-4284 |
| **Gift Shop** | 610-383-8022 |
| **Health Information Management/Medical Records** | 610-383-8056 |
| **Hospice Services** | 610-998-1700 |
| **Information Desk (Front Lobby)** | 610-383-8030 |
| **Patient Financial Services/Outpatient Registration** | 610-383-8100 |
| **Physician Referral** | 610-383-8000 |
| **Room Service** | 4444 |
| **Volunteer/Senior Services Office** | 610-383-8171 |
| **Women's Imaging Center** | 610-383-8365 |

## Phone Tip

In most cases, you can simply dial the last four digits of the phone number when calling from inside the hospital.
Our Commitment to Care

Patient Satisfaction Matters to Us

At Brandywine Hospital, our goal is to provide you and your loved ones with the highest level of care. We truly welcome your feedback: Are you getting the care you need? Are you satisfied with your stay? Are your doctors and nurses listening and responding to your questions and requests? Your care, safety and satisfaction are our highest priority. Please speak with your nurse or nursing supervisor if you have any comments, questions or concerns about your care.

After Your Stay

Once you leave our care, you may be asked to take part in a survey called Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). This survey is a tool to measure and report patient satisfaction. It’s made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital

If you’re selected to receive this survey, please take the time to complete it. The results will help us know what we’re doing right and where we can improve.

If you have an issue that is not resolved, please contact a patient advocate at 610-383-8545. You also have the right to file your complaint with either:

**Pennsylvania Department of Health**
Room 526, Health and Welfare Bldg.
625 Forster St.
Harrisburg, PA 17120

**Office of Quality and Patient Safety**
**The Joint Commission**
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click “Report a Patient Safety Event”

**Did You Know?**

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, which uses Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) results and other data: www.medicare.gov/hospitalcompare/search.html
- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org
Rapid Response Team

Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You, a family member, visitor or employee can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- change in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- change in urine output (much more or less urine)
- change in mental status or level of consciousness
- any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team
- any time you are worried something might be wrong

How to Call Rapid Response

Step 1: Dial 2222 on bedside phone.

Step 2: Tell the operator: your name, room number, patient's name and your concern.

Step 3: The Rapid Response Team will be sent to your room.
Visiting the Hospital?
Thanks for taking the time to support your loved one’s care and recovery. See p. 11 for important visitor information.

Fast Facts About Your Stay
Answers to the Most Frequently Asked Questions (Listed Alphabetically)

Cafeteria

<table>
<thead>
<tr>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weekdays:</strong> 6:30 a.m. to 6:30 p.m.</td>
</tr>
<tr>
<td><strong>Weekends and holidays:</strong> 9 a.m. to 3:30 p.m.</td>
</tr>
</tbody>
</table>

For patient meals and service, see p. 10.

Electric Appliances

For your safety, we cannot permit you to use electrical items such as hairdryers, television sets or heating pads. Electric razors and small, battery-operated radios are allowed because they do not disturb other patients.

Environmental Services

Environmental Services staff will clean your room each day. If you have any questions or concerns, call ext. 4504 or ext. 8166.

Gift Shop

Location: First floor

<table>
<thead>
<tr>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday through Friday: 9 a.m. to 7 p.m.</td>
</tr>
<tr>
<td>Saturday and Sunday: noon to 5 p.m.</td>
</tr>
</tbody>
</table>

The gift shop offers beverages, snack items, toiletries, magazines, newspapers, greeting cards, flowers and gifts. We are sorry, but we cannot serve patients in their hospital attire.

Hearing Impaired

If you need a closed-caption adapter for your television or a special phone for hearing or sight impairment, please contact your nurse. Sign language interpreters can be arranged by contacting the patient advocate or nursing supervisor.

Hospital Safe

Please do not bring jewelry, credit cards, large amounts of cash or other valuables to the hospital. For safety reasons, hospital rooms cannot be locked to protect your valuables. If you are not able to leave valuables at home or with a family member, they may be placed in a hospital safe for safekeeping.

Please notify your nurse, who will arrange for them to be stored in the safe until you are discharged. Your valuables will be placed into an itemized envelope, and you will receive a receipt for the items.

Information Desk

Visitors may stop at the Information Desk, just inside the main entrance, to get directions to your room. For your visitor’s convenience, there is a courtesy phone at the Information Desk to dial your room or other areas within the hospital. To place outside calls, pay telephones are located near the front lobby, in the hallway across from the gift shop.

Internet

We offer guest wireless internet access in all areas of the hospital. Here’s how to connect to our guest network:
Step 1: With your laptop powered on and your wireless card enabled, look for the wireless network indicator in your system tray. Click the “Wireless networks detected” message to open the Choose a Wireless Network dialog. You should see the Hospital Guest Wireless network available. Click the network to connect.

Step 2: Open a web browser and connect to any valid website. At this point, a Terms & Conditions page will appear, and you must agree to the terms and conditions of service. If you do not agree, you will be unable to connect to the internet.

Step 3: Click the “Accept terms and conditions” button. You are now connected to the internet.

Interpreters

Language translation services for non-English-speaking patients can be obtained by contacting your nurse.

Mail and Flowers

Volunteers deliver mail, flowers, non-latex balloons and gift baskets. Flowers and balloons are not permitted in the Intensive Care Units or protective isolation. Florists will hold delivery until you are transferred out of these areas.

To reduce the possibility of allergic reactions to pollen, please limit the size of floral arrangements delivered to patients’ rooms.

- Latex balloons are not permitted anywhere in the hospital.

- Mail arriving after your discharge will be forwarded to your home. Flowers or other arrangements arriving after your discharge will be returned to the florist shop, which will contact the sender for delivery information.

Medicines

All medicines that you take in the hospital must be prescribed, filled and given to you by hospital staff. For this reason, please do not bring any prescription or over-the-counter medicines to the hospital. Instead, please be sure to bring a list of your medicines with you, including the strength and how often you take them, as well as the name and contact number of your pharmacy of choice.

For your convenience, we offer a Meds-to-Beds program, which enables your medications to be delivered at no charge either directly to the hospital before discharge or to your home.

Please know that our pharmacist always is available to review and explain medicines with you, providing details about their purpose and possible side effects. If you would like to speak to a pharmacist, please let a staff member know.

Newspapers and Magazines

Volunteers distribute donated magazines to waiting areas. The gift shop also carries daily papers and popular magazines.

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Patient Portal

Brandywine Hospital provides CareNotify™, a secure, online system that helps you to be informed of your inpatient hospital care/observation records—including test results, medications, diagnoses and discharge instructions. It also provides what you need to do to stay healthy. CareNotify™ includes a Patient Portal and capabilities for direct communication among healthcare providers and patients via email or text.

Simply ask a staff member or stop by Registration to set up your Patient Portal account. After providing your cell phone number and/or email address, you will receive a “Welcome Link” from CareNotify™ to access your Patient Portal.

If you did not provide a cell phone number or email address during your hospital stay, you can call our toll-free Help Line Monday through Friday, 8 a.m. to 5 p.m., at 1-855-624-2844, option 2. You also can contact our Health Information Management Department at 610-383-8056 to receive instructions on setting up your account. Access the Patient Portal by visiting www.towerhealth.org and choosing Brandywine Hospital.

continued on next page
Fast Facts About Your Stay  continued

Answers to the Most Frequently Asked Questions (Listed Alphabetically)

**Patient Meals and Service**

Good nutrition is an important part of your care and recovery. Brandywine Hospital’s Food and Nutrition Services staff takes pride in serving appetizing and healthy meals to our patients and guests. Our “Bedside Service” program provides meals with a personal touch. Our skilled chefs prepare each meal using the freshest ingredients tailored to the diet order prescribed by your physician. Our Food Services associates will visit you in your room to review your menu and assist you in making your selections. Please feel free to share any special, religious or cultural needs, such as kosher or vegetarian preferences. Meals will be delivered at the following times:
- Breakfast: 8 to 9 a.m.
- Lunch: noon to 1 p.m.
- Dinner: 5 to 6 p.m.

If you have concerns about your meal service during your visit, please call 610-383-8080.

**Personal Belongings**

Take special care with any personal items you bring into the hospital. Please store items such as dentures, eyeglasses and hearing aids in their proper containers in your bedside table. You also will receive a Patient Belongings bag to store any clothing or miscellaneous items you may have. We strongly recommend all valuables be sent home with a loved one.

**Smoking**

For our patients, visitors and staff, we are a smoke-free hospital. This includes all electronic smoking devices such as e-cigarettes and vapors. You can request a nicotine replacement alternative from your physician.

**Spiritual Care**

During times of illness, many patients are comforted by a visit from their priest, rabbi, minister or other spiritual advisors. We welcome clergy of all faiths. Upon admission, you will be asked whether or not you choose to identify with a particular religion or local congregation.

An interfaith chapel, located on the second floor, is open for your family’s use 24 hours a day. Chaplains at Brandywine Hospital provide spiritual care and counseling to patients and families of all ages. For more information on spiritual care at Brandywine Hospital, please go to https://brandywine.towerhealth.org/patients-families/spiritual-care/.

**Telephone**

To make local calls, dial 9 and the number you are calling. The following local exchanges are included as local calls in the area codes of 610 and 484: Avondale, Coatesville, Downingtown, Eagle, Exton, Glendale, Honeybrook, Kennet Square, Lenape, Mortonville, Parkersburg, Thomdale, Unionville, West Chester, West Grove and West Town.

Long-distance calls cannot be charged to the patient’s hospital account. To place a long-distance phone call, dial 9-1-800-CALL-ATT (9-1-800-225-5288). Then choose from one of the menu options regarding payment. Telephone debit cards also are available for purchase from the gift shop. For other assistance, dial 0 for the hospital operator. If family members or friends have your hospital telephone number, they can call your room directly. The switchboard connects calls to patient rooms only between 7 a.m. and 11 p.m. If you are having problems with your telephone, please tell your nurse.

**TV**

For safety reasons, only television sets provided by the hospital are permitted in patient rooms.

For a complete list of channels, turn to channel 2 on your TV or see p. 11.
Vending

Beverages and snack items are available 24 hours a day in vending machines located in the cafeteria dining room and the waiting rooms of the Intensive Care Unit and Emergency Department.

Visiting Hours

All visitors must check in at the Visitor Reception Desk.

Progressive Care Unit/Medical and Surgical Units: Second floor, 8 a.m. to 8 p.m.

ICU: Open visitation except 7 to 8 a.m., 3 to 4 p.m., 7 to 8 p.m. and 11 p.m. to midnight. Note: Special visiting arrangements will be considered on an individual basis. Please speak with the RN.

Short Procedure Unit: Third floor, 6 a.m. to 6:30 p.m.

Adult Behavioral Health Unit: Daily: 5 to 7 p.m.

Older Adult Behavioral Unit: Daily: 2 to 3 p.m. and 5 to 7 p.m.

Eating Disorders Unit: Tuesday and Thursday, 7:30 to 8:30 p.m., Saturday and Sunday, 3:30 to 4:30 p.m.

Waiting Rooms

- Visitor lobbies
- Surgical waiting room (first floor)
- ICU waiting room (second floor)
- Short procedure unit waiting room (third floor)

Your Room

Our private rooms come with special amenities that help patients feel more comfortable and at ease. There is ample space for family and friends, and each room offers access to Wi-Fi. Every room in our Medical/Surgical, Orthopedic and Neuroscience, Progressive Care and Intensive Care units is completely private.

Every effort is made to admit you to the nursing unit or type of room you request. However, the hospital is unable to guarantee reservation for any patient because emergency admissions must take preference. If you are not admitted to the nursing unit or room you requested, you may ask to be transferred as soon as the desired room becomes available. During your stay, it is possible that you may be transferred to another room due to a change in your condition, specialized care needs or to accommodate other patients.

### TV Channel Guide

<table>
<thead>
<tr>
<th>Channel</th>
<th>TV Channel</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>TV Channel Guide</td>
<td>22 Fox News</td>
</tr>
<tr>
<td>3</td>
<td>CBS 3 - KYW</td>
<td>23 HLN</td>
</tr>
<tr>
<td>4</td>
<td>FOX 29 - WTXF</td>
<td>24 AMC</td>
</tr>
<tr>
<td>5</td>
<td>TBS</td>
<td>25 C-SPAN</td>
</tr>
<tr>
<td>6</td>
<td>ABC 6 - WPVI</td>
<td>26 C-SPAN 2</td>
</tr>
<tr>
<td>7</td>
<td>MYPHL 17 - WPHL</td>
<td>33 Animal Planet</td>
</tr>
<tr>
<td>8</td>
<td>CW PHILLY 57 - WPSG</td>
<td>34 CMT</td>
</tr>
<tr>
<td>9</td>
<td>CNN</td>
<td>35 CNBC</td>
</tr>
<tr>
<td>10</td>
<td>NBC 10 - WCAU</td>
<td>36 MLB Network</td>
</tr>
<tr>
<td>11</td>
<td>USA Network</td>
<td>45 MSNBC</td>
</tr>
<tr>
<td>12</td>
<td>PBS 12 - WHYY</td>
<td>46 NFL Network</td>
</tr>
<tr>
<td>13</td>
<td>ESPN</td>
<td>47 ESPN2</td>
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<td>14</td>
<td>TLC</td>
<td>49 ESPNews</td>
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<tr>
<td>15</td>
<td>TNT</td>
<td>50 ESPNU</td>
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<tr>
<td>16</td>
<td>National Geographic</td>
<td>51 Unvision</td>
</tr>
<tr>
<td>17</td>
<td>Discovery</td>
<td>52 Classic Rock</td>
</tr>
<tr>
<td>18</td>
<td>Cartoon Network</td>
<td>53 Beautiful Instrumentals</td>
</tr>
<tr>
<td>19</td>
<td>FX</td>
<td>54 Coffeehouse Rock</td>
</tr>
<tr>
<td>20</td>
<td>Freeform</td>
<td>55 The Spirit</td>
</tr>
<tr>
<td>21</td>
<td>Weather Channel</td>
<td>56 Hit Country</td>
</tr>
</tbody>
</table>
Take **Charge** of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

**You’re in charge.**

You are the center of your healthcare team. Know what’s happening every step of the way.

**Always double-check.**

Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

**Know your medicines.**

Understand what they treat, why you need them and how to take them for the best results.

**Educate yourself.**

Learn about your medical condition, tests and treatment options.

**Speak up.**

Ask questions and voice concerns. It’s your body and you have the right to know.

**Find a support person.**

Pick someone to help speak up for your care and needs during your stay.

Check before you go.

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to [www.qualitycheck.org](http://www.qualitycheck.org) to learn more.
Double-check
Always double-check your name with staff to avoid errors.

Protect Your Health
Take Charge of Your Care

Speak Up
If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

And, Remember, Take Charge of Your Communication:
- **Ask About Jargon:** If you hear a medical term you don’t understand, ask what it means.
- **Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- **Take Notes:** Write down any key facts your doctor tells you so you won’t forget.

Check IDs
While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

- Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.
The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom.

2. **Ask hospital staff members to clean their hands.** This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues, promptly throwing them away and avoiding touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

### Cleaning Tip
Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing “Happy Birthday”).

### About Antibiotics
While you’re in the hospital, your doctor will review and make changes to your medicines—including antibiotics. This helps to make sure you’re taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.
Don’t Ignore Pain
Take Charge of Your Care

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse:
• Where does it hurt?
• When does it hurt?
• Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. Other pain management options, along with pain medications, are available to help ease your pain. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Which words describe your pain?
- aching
- bloating
- burning
- comes and goes
- constant
- cramping
- cutting
- dull
- numbing
- pressing
- pressure
- pulling
- radiating
- searing
- sharp
- shooting
- soreness
- stabbing
- throbbing
- tightness

Wong-Baker FACES® Pain Rating Scale

0 No Hurt
2 Hurts Little Bit
4 Hurts Little More
6 Hurts Even More
8 Hurts Whole Lot
10 Hurts Worst

Safety & Preparation
Take Charge of Your Care

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they’re available.)
- Wear non-slip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- your name
- the type of surgery you are having
- the body part to be operated on.

Hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it’s correct.

Take simple steps like these to help prevent medical mistakes.

Ask Questions

Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.
Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care. A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help.
- stay with you throughout your stay

Don’t forget
Tell the staff who you’ve picked to be your support person.

Pay Attention to Your Care

- Tell your nurse if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key
You are the most important member of your healthcare team. Make sure you:

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge
Manage Your Medicines
Take Charge of Your Care

Prevent Medicine Errors
Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.

Take Care of Your Meds
Remember, take charge of your medicines. Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask. Review the Guide to Medication Side Effects booklet in this folder.

Whether you take one medicine or five, it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?
Prevent Hospital Infections

Superbugs
A superbug is a germ that causes a bacterial, viral or fungal infection, but doesn’t respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.

Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, one in 25 patients gets a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

<table>
<thead>
<tr>
<th>Type</th>
<th>How It Starts</th>
<th>Symptoms</th>
<th>Prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catheter-Associated Urinary Tract Infections (UTI)</td>
<td>Germs enter your urinary tract while using a tube to drain urine.</td>
<td>● fever</td>
<td>● clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● burning</td>
<td>● keep urine bag below level of bladder to prevent backflow</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● pain</td>
<td>● don’t tug, pull, twist or bend the tube</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● bloody or frequent urination</td>
<td>● secure catheter to your leg and ask every day if it’s still needed</td>
</tr>
<tr>
<td>Surgical Site Infections</td>
<td>Germs affect the site of your surgery—either on your skin or internally.</td>
<td>● redness</td>
<td>● do not shave surgery site (irritation increases risk of infection)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● pain</td>
<td>● clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● drainage of cloudy fluid</td>
<td>● don’t let visitors touch or dress your wound</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● fever</td>
<td>● ask your nurse to show you how to care for your wound</td>
</tr>
<tr>
<td>Central Line-Associated Bloodstream Infections</td>
<td>Germs enter your bloodstream through a large tube that’s inserted in a vein near your neck, chest or groin.</td>
<td>● red skin and soreness at site</td>
<td>● avoid touching tube or letting visitors touch tube</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● fever</td>
<td>● ask that tube be removed as soon as possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● chills</td>
<td></td>
</tr>
<tr>
<td>Ventilator-Associated Pneumonia</td>
<td>Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.</td>
<td>● cough</td>
<td>● clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● mucus</td>
<td>● ask if it’s safe to raise the head of your bed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● fever</td>
<td>● know how often the inside of your mouth needs to be cleaned and speak up when it hasn’t happened</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● chills</td>
<td>● ask that tube be removed as soon as possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● shortness of breath</td>
<td></td>
</tr>
</tbody>
</table>

Symptoms
- fever
- burning
- pain
- bloody or frequent urination
- redness
- pain
- drainage of cloudy fluid
- fever
- red skin and soreness at site
- fever
- chills
- cough
- mucus
- fever
- chills
- shortness of breath

Superbugs
A superbug is a germ that causes a bacterial, viral or fungal infection, but doesn’t respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.
Rights & Responsibilities

You Have the Right to the Best Care

You Have the Right to:

- Be treated in a dignified and respectful manner, and to receive reasonable responses to reasonable requests for service.
- Effective communication that provides information in a manner you understand, in your preferred language with provisions of interpreting or translation services at no cost, and in a manner that meets your needs in the event of vision, speech, hearing or cognitive impairments; information should be provided in easy to understand terms that will allow you to formulate informed consent.
- Respect for your cultural and personal values, beliefs and preferences.
- Personal privacy, privacy of your health information and to receive a notice of the hospital's privacy practices.
- Pain management.
- Accommodation for your religious and other spiritual services.
- Access, request amendment to and obtain information on disclosures of your health information in accordance with law and regulation within a reasonable time frame.
- Have a family member, friend or other support individual to be present with you during the course of your stay, unless that person’s presence infringes on others’ rights, safety or is medically contraindicated.
- As a patient, you or your legally responsible party has the right to care without discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership or who will pay your bill. As our patient, you have the right to safe, respectful and dignified care at all times. You will receive services and care that are medically suggested and within the hospital’s services, its stated mission, and required law and regulation.
- Participate in decisions about your care, including developing your treatment plan, discharge planning and having your family and personal physician promptly notified of your admission.
- Select providers of goods and services to be received after discharge.
- Refuse care, treatment or services in accordance with law and regulation, and to leave the hospital against advice of the physician.
- Have a surrogate decision-maker participate in care, treatment and services decisions when you are unable to make your own decisions.
- Receive information about the outcomes of your care, treatment and services, including unanticipated outcomes.
- Give or withhold informed consent when making decisions about your care, treatment and services.
- Benefits, risks, side effects to proposed care, treatment and services; the likelihood of achieving your goals and any potential problems that might occur during recuperation from proposed care, treatment and service, and any reasonable alternatives to the care, treatment and services proposed.
- Give or withhold informed consent to recordings, filming or obtaining images of you for any purpose other than your care.
- Participate in or refuse to participate in research, investigation or clinical trials without jeopardizing your access to care and services unrelated to the research.
- Know the name of the practitioner who has primary responsibility for your care, treatment or services, and the names of other practitioners providing your care.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact a patient advocate at 610-383-8545.
• Formulate advance directives concerning care to be received at end-of-life and to have those advance directives honored to the extent of the hospital’s ability to do so in accordance with law and regulation. You also have the right to review or revise any advance directives.

• Be free from neglect, exploitation, verbal, mental, physical and sexual abuse.

• An environment that is safe, preserves dignity and contributes to a positive self-image.

• Be free from any forms of restraint or seclusion used as a means of convenience, discipline, coercion or retaliation; and to have the least restrictive method of restraint or seclusion used only when necessary to ensure patient safety.

• Access protective and advocacy services, and to receive a list of such groups upon your request.

• Receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You may deny or withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations or restrictions on visitation, you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions.

• Examine and receive an explanation of the bill for services, regardless of the source of payment.

You Have the Responsibility to:

• Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization, and any other matters concerning your health.

• Tell your caregivers if you do not completely understand your plan of care.

• Follow the caregivers’ instructions.

• Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties.

You Also Have the Right to:

Lodge a concern with the state, whether you have used the hospital’s grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO).

Regarding Problem Resolution, You Have the Right to:

Express your concerns about patient care and safety to hospital personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below.

The Pennsylvania Department of Health also is available to assist you with questions or concerns about your hospital. You can reach the Department of Health by calling 800-254-5164 or writing:

Pennsylvania Department of Health
Room 526 Health and Welfare Bldg.
625 Forster St.
Harrisburg, PA 17120

Livanta
BFCC-QIO Program
9090 Junction Dr., Suite 10
Annapolis Junction, MD 20701
866-815-5440 • TTY: 866-868-2289
Fax (Appeals): 855-236-2423
Fax (All Other Reviews): 844-420-6671

Acute and Ambulatory Care Services
Pennsylvania Department of Health
Room 532 Health and Welfare Bldg.
625 Forster St.
Harrisburg, PA 17120
800-254-5164

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click “Report a Patient Safety Event”

Please note: Brandywine Behavioral Health created its own Welcome Guide, which is distributed upon admission. With exclusive information regarding The Behavioral Health Pavilion, patient care and rights, and more, this welcome publication is a useful reference for individuals in care and their loved ones.
Notice of Nondiscrimination

Brandywine Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Brandywine Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

**Brandywine Hospital Provides:**
- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need the above services, please contact the Risk Manager at Brandywine Hospital.

If you believe Brandywine Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Risk Manager, 201 Reeceville Rd., Coatesville, PA 19320, 610-383-8419, TTY: 800-654-5988, Fax: 610-383-8543. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Risk Manager is available to help you.

**Civil Rights Complaint**

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

- **U.S. Department of Health and Human Services**
  - 200 Independence Ave. SW
  - Room 509F, HHH Building
  - Washington, D.C. 20201
  - **1-800-368-1019**
  - TDD: 800-537-7697

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.
English
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-610-383-8000 (TTY: 1-800-654-5988).

Spanish

Chinese
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-610-383-8000 (TTY: 1-800-654-5988)。

Vietnamese

Russian

Pennsylvania Dutch

Korean

Italian
Advance Directives

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

**Living Will**
This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

**Durable Power of Attorney**
- **For healthcare:** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you’re unable to do so. An official healthcare proxy can represent your wishes on emergency care, but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.
- **For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

**Fill Out Your Forms**
Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact your nurse.
Caregivers Need Care Too
If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:
- www.acl.gov
  Caregiver resources from the Administration for Community Living
- www.caregiving.com
  Online support groups and articles on caregiving
- Eldercare Locator
  800-677-1116
  eldercare.acl.gov
  Help with locating aging services throughout the U.S.
- National Alliance for Caregiving
  www.caregiving.org
  Support for family caregivers and the professionals who serve them
- Caregiver Action Network
  202-454-3970
  www.caregiveraction.org
  Support for caregivers of chronically ill, aged or disabled loved ones

How to Play a Role in Your Loved One’s Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave
Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)? Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
- What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.
Which Vaccines You Need to Protect Your Health

Vaccines work with your immune system to help protect you from infections and disease. As you age, you’re more at risk of certain health conditions because your immune system isn’t as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

- **Influenza Vaccine**—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

- **Zoster or Herpes Zoster Vaccine**—The FDA recently approved a new vaccine to protect against shingles. This vaccine is two doses and recommended for all adults age 50 and older—even if you’ve already had shingles or received the one-dose vaccine. You’ll need two doses of the new vaccine, two to six months apart.

- **Pneumococcal Vaccines**—Even if you already received one pneumonia vaccine, you may still need another:
  - **Pneumococcal conjugate or PCV13**: You need one dose of this vaccine if you are age 65 or older and didn’t receive it at a younger age. It’s best to get this one before the PPSV23 vaccine. Wait at least 12 months if you receive the PPSV23 first.
  - **Pneumococcal polysaccharide or PPSV23**: If you are age 65 or older, you need one dose of this vaccine, ideally 12 months after receiving the PCV13 vaccine.

Talk to Your Doctor

Your doctor is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy) and where you travel.
Spotlight on Health

Opioid Pain Medicines

Speak Up!
If you don’t want opioid pain medicine during your hospital stay, tell your doctor or nurse. You can ask a loved one to speak with hospital staff, too.

By the Numbers
- 1 in 4: The number of people on long-term prescription opioids that struggle with addiction.
- #1: Drug overdoses are now the #1 cause of death for Americans under age 50.
- Every 25 minutes: How often a baby is born with drug withdrawal. Rates have increased by 500% since 2000.

Know the Risks and Tips for Safe Use

Opioids are medicines that help relieve pain. They affect your brain by blocking or reducing pain signals and interacting with its reward system. They’re available legally as prescription painkillers like hydrocodone and oxycodone, and illegally as heroin.

Prescription opioids can be very addictive and dangerous if they’re not used properly. Your body makes its own opioids, called endorphins. But using opioids over time can cause your body to stop making its own and become dependent on the opioids you take. This dependence causes withdrawal when you try to stop using. You can also develop tolerance to opioids over time. This means you have to keep taking larger and larger amounts of the drug to get the same feeling.

Side Effects
You can experience side effects from prescription opioids, even when you take them as directed by your doctor. Opioid painkillers can cause:
- constipation
- depression
- nausea, vomiting and dry mouth
- fatigue and dizziness
- itching and sweating

Long-term use can lead to side effects like:
- tolerance
- dependence
- addiction
- overdose

Safe Use
If you’re prescribed an opioid painkiller during your hospital stay, be sure you know the possible risks. Talk to your doctor about safe use, and remember the following tips:
- Take opioid painkillers exactly as prescribed.
- Make a plan with your doctor that covers your questions and concerns, when you need to follow up with him or her and other ways to manage pain.
- Don’t drink alcohol while you’re taking opioid painkillers, and ask your doctor for a list of medicines to avoid.
- Never share your opioid painkillers, and never use another person’s.
- Store your prescriptions in a secure place that others can’t access.
- Throw away any leftover pills safely—to find out how, visit www.fda.gov/drugs/resourcesforyou.

If you or someone you know may be struggling with addiction, don’t wait to get help. Call 1-800-662-HELP (4357) or visit findtreatment.samhsa.gov.
Before You Leave the Hospital
Checklist for Discharge

- **Discharge summary**
  This includes why you were in the hospital, who cared for you and your procedures and medicines.

- **Medicine list**
  This includes the medicine names and details of how much to take, and when to take it. Make sure you know why you are taking each one and what has changed.

- **New prescriptions**
  Check that your pharmacy has your new prescriptions, and that you have a plan to get them filled and picked up.

- **Local resources**
  Ask your discharge planner for help finding local after-care services or other support groups that you may need.

- **After-hospital services**
  Know if you’ll need support in these areas and make a plan for getting it:
  - **Personal care**: bathing, eating, dressing, toileting
  - **Home care**: cooking, cleaning, laundry, shopping
  - **Healthcare**: taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

- **Follow-up care instructions**
  Beyond medicine, this can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions
Planning Ahead
Before You Leave

Plan Early
Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your case manager, and review the following:
- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don’t feel well

A Reason to Plan Early
If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your local area, go to:
- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

It is helpful to register for the Patient Portal, CareNotify™, because your discharge instructions also will be listed there. See p. 9 for more information.

Not Ready to Leave?
You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your case manager or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Try the teach-back method.
Repeat back what you hear the case manager say to make sure you understand the details correctly.
Planning Ahead
Before You Leave

Top 9 Questions

1. Who can I call 24 hours a day if I have questions or concerns? What number should I call?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Are my new medicines safe to take with my other medicines, vitamins or supplements?

7. Do I know how and when to take my medicines and how I will get prescriptions filled?

8. Who will provide personal, home or healthcare services I may need?

9. Who can help me if I have concerns about medical costs?

Need Medical Equipment or Supplies?
If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select “Find suppliers of medical equipment and supplies” or call 1-800-MEDICARE (800-633-4227).

See your doctor.
After your stay, make an appointment to see your doctor for any follow-up tests you may need.
After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

Comprehensive Wound Care—advanced wound healing technologies, including hyperbaric oxygen therapy. This is a type of specialized care often required to treat certain kinds of wounds, such as diabetic ulcers, skin tears, compromised flaps or grafts, certain insect bites, pressure ulcers or those resulting from poor circulation, which can take time to heal.

Home Healthcare—care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

Independent Living—an option available at some continuing care retirement communities. Options may include: private apartments or homes, meals, housekeeping, maintenance, social activities and transportation.

Assisted Living—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines, plus social activities and transportation. Medical staff is on-site 24 hours.

Nursing Home—long-term care facility for those who don’t need a hospital, but can’t be cared for at home. Includes: daily living and personal care services, 24-hour skilled nursing care, social activities and events. Special units often are available for people with Alzheimer’s disease or memory loss.

Hospice—care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management, and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- Elder care Locator: eldercare.acl.gov
- National Respite Network and Resource Center:
  www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.
## Food & Medicine Safety

Learn More About the Medicines You Take

Foods can have unwanted—and sometimes unsafe—effects on your medicines. This chart lists common drug and food interactions. If you have questions, talk to your doctor or pharmacist.

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>RX Medicine</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analgesics (pain relievers)</td>
<td>Percocet (acetaminophen/oxycodone)</td>
<td>Avoid drinking alcohol. Take with food to reduce upset stomach. Do not take additional over-the-counter Tylenol (acetaminophen)-containing products. It's unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor's order.</td>
</tr>
<tr>
<td></td>
<td>Tylenol #3 (acetaminophen/codeine)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Norco, Vicodin (acetaminophen/hydrocodone)</td>
<td></td>
</tr>
<tr>
<td>Anti-arrhythmics (irregular heart beat)</td>
<td>Cordarone, Pacerone (amiodarone)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.</td>
</tr>
<tr>
<td>Antibiotics</td>
<td>Ampicillin Penicillin</td>
<td>Take on an empty stomach for best absorption.</td>
</tr>
<tr>
<td></td>
<td>Cipro (ciprofloxacin)</td>
<td>To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.</td>
</tr>
<tr>
<td></td>
<td>Doxycycline</td>
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<tr>
<td></td>
<td>Tetracycline</td>
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<tr>
<td></td>
<td>Levaquin (levofloxacin)</td>
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<tr>
<td></td>
<td>Flagyl (metronidazole)</td>
<td>Avoid alcohol while taking and for three days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.</td>
</tr>
<tr>
<td></td>
<td>Tindamax (tinidazole)</td>
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</tr>
<tr>
<td></td>
<td>Griseofulvin</td>
<td>Take with fatty food (ice cream, whole milk or cheese) for better absorption.</td>
</tr>
<tr>
<td>Anti-coagulants (blood thinners)</td>
<td>Coumadin, Jantoven (warfarin)</td>
<td>Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.</td>
</tr>
<tr>
<td>Antidepressants</td>
<td>Paxil (paroxetine)</td>
<td>Avoid drinking alcohol; avoid use of nicotine or tobacco products.</td>
</tr>
<tr>
<td></td>
<td>Prozac (fluoxetine)</td>
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</tr>
<tr>
<td></td>
<td>Zoloft (sertraline)</td>
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</tr>
<tr>
<td></td>
<td>Lexapro (escitalopram)</td>
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</tr>
<tr>
<td></td>
<td>Celexa (citalopram)</td>
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</tr>
<tr>
<td>Drug Class</td>
<td>RX Medicine</td>
<td>Tips</td>
</tr>
<tr>
<td>---------------------</td>
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</tr>
<tr>
<td>Antipsychotics</td>
<td>Clozaril (clozapine)</td>
<td>Avoid drinking alcohol and caffeine.</td>
</tr>
<tr>
<td></td>
<td>Abilify (aripiprazole)</td>
<td>Avoid drinking alcohol and grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Seroquel (quetiapine)</td>
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</tr>
<tr>
<td></td>
<td>Geodon (ziprasidone)</td>
<td>Take with a meal for best absorption.</td>
</tr>
<tr>
<td>Anti-seizure</td>
<td>Dilantin (phenytoin)</td>
<td>Take on an empty stomach at the same time every day. Avoid calcium or antacids within two hours of taking medicine.</td>
</tr>
<tr>
<td></td>
<td>Carbatrol, Tegretol (carbamazepine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Depakote (divalproex)</td>
<td>Avoid drinking alcohol.</td>
</tr>
<tr>
<td></td>
<td>Lamictal (lamotrigine)</td>
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<tr>
<td></td>
<td>Lyrica (pregabalin)</td>
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</tr>
<tr>
<td></td>
<td>Topamax (topiramate)</td>
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</tr>
<tr>
<td></td>
<td>Zarontin (ethosuximide)</td>
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<tr>
<td>Cholesterol</td>
<td>Lipitor (atorvastatin)</td>
<td>Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.</td>
</tr>
<tr>
<td></td>
<td>Mevacor (lovastatin)</td>
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<tr>
<td></td>
<td>Zocor (simvastatin)</td>
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<tr>
<td>Diabetes Drugs</td>
<td>Glucophage (metformin)</td>
<td>Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.</td>
</tr>
<tr>
<td></td>
<td>DiaBeta (glyburide)</td>
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<tr>
<td></td>
<td>Glucotrol (glipizide)</td>
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<tr>
<td></td>
<td>Amaryl (glimepiride)</td>
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<tr>
<td>Gastrointestinal Drugs</td>
<td>Reglan (metoclopramide)</td>
<td>Avoid drinking or limit alcohol. Take 30 minutes before meals.</td>
</tr>
<tr>
<td></td>
<td>Nexium (esomeprazole)</td>
<td>Take at least one hour before meals.</td>
</tr>
<tr>
<td></td>
<td>Prilosec (omeprazole)</td>
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<td></td>
<td>Protonix (pantoprazole)</td>
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<tr>
<td></td>
<td>Tagamet (cimetidine)</td>
<td>Avoid drinking alcohol, caffeine and nicotine.</td>
</tr>
<tr>
<td></td>
<td>Zantac (ranitidine)</td>
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</tr>
<tr>
<td>Gout Medications*</td>
<td>Colcrys (colchicine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Zyloprim (allopurinol)</td>
<td>Take after meals.</td>
</tr>
<tr>
<td></td>
<td>*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.</td>
<td></td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>ACE Inhibitors</td>
<td>Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).</td>
</tr>
<tr>
<td></td>
<td>Monopril (fosinopril)</td>
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<tr>
<td></td>
<td>Prinvil, Zestril (lisinopril)</td>
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<tr>
<td></td>
<td>Vasotec (enalapril)</td>
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continued on next page
## Food & Medicine Safety continued

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>RX Medicine</th>
<th>Tips</th>
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</thead>
<tbody>
<tr>
<td><strong>High Blood Pressure cont.</strong></td>
<td><strong>Calcium Channel Blockers</strong></td>
<td>Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice. Limit caffeine when taking Calan.</td>
</tr>
<tr>
<td></td>
<td>Calan (verapamil)</td>
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<td></td>
<td>Cardizem (diltiazem)</td>
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<td></td>
<td>Plendil (felodipine)</td>
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<td></td>
<td>Procardia (nifedipine)</td>
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</tr>
<tr>
<td><strong>Beta Blockers</strong></td>
<td><strong>Tenormin</strong> (atenolol)</td>
<td>Avoid drinking orange juice. Do not take calcium products within two hours of taking medicine.</td>
</tr>
<tr>
<td><strong>Lopressor</strong></td>
<td>(metoprolol tartrate)</td>
<td>Take with or immediately after meals. Do not take calcium products within two hours of taking medicine.</td>
</tr>
<tr>
<td><strong>Coreg</strong> (carvedilol)</td>
<td></td>
<td>Take with meals to help reduce side effects.</td>
</tr>
<tr>
<td><strong>Diuretics</strong></td>
<td><strong>Aldactone</strong> (spironolactone)</td>
<td>Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).</td>
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<tr>
<td></td>
<td><strong>Dyrenium</strong> (triamterene)</td>
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<td></td>
<td><strong>Midamor</strong> (amiloride)</td>
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<tr>
<td><strong>Immunosuppressant Drugs</strong></td>
<td><strong>Neoral, Sandimmune</strong> (cyclosporine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach).</td>
</tr>
<tr>
<td></td>
<td><strong>Prograf</strong> (tacrolimus)</td>
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<td></td>
<td><strong>Rapamune</strong> (sirolimus)</td>
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<tr>
<td><strong>MAO Inhibitors</strong></td>
<td><strong>Eldepryl, Zelapar, Emsam</strong></td>
<td>Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea).</td>
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<tr>
<td></td>
<td>(selegiline)</td>
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<td></td>
<td><strong>Marplan</strong> (isocarboxazid)</td>
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<tr>
<td></td>
<td><strong>Nardil</strong> (phenelzine)</td>
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<td></td>
<td><strong>Parnate</strong> (tranylcypromine)</td>
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</tr>
<tr>
<td><strong>Osteoporosis</strong></td>
<td><strong>Bisphosphonates</strong></td>
<td>Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for one hour after taking.</td>
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<tr>
<td></td>
<td><strong>Fosamax</strong> (alendronate)</td>
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<td></td>
<td><strong>Boniva</strong> (ibandronate)</td>
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<td></td>
<td><strong>Atelvia, Actonel</strong> (risedronate)</td>
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</tr>
<tr>
<td><strong>Thyroid Hormones</strong></td>
<td><strong>Levoxyl, Synthroid, Unithroid,</strong></td>
<td>Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within four hours of taking medicine.</td>
</tr>
<tr>
<td></td>
<td><strong>Tirosint</strong> (levothyroxine)</td>
<td></td>
</tr>
</tbody>
</table>
Notes

Speak Up!
To make sure you understand instructions after our doctors and nurses explain them to you, repeat back what you think you hear. If you don’t understand, please ask!