



1101 Medical Center Boulevard
Marrero, LA 70072
(504) 347-5511
www.wjmc.org

Patient and Visitor Guide

WELCOME

Welcome to West Jefferson Medical Center. During your visit, please let us know if there is anything that we can do to make your stay more comfortable.

Patient satisfaction is a priority to us at West Jefferson Medical Center. It is our goal to meet or exceed our patients' and their families' expectations whenever possible. Patient satisfaction monitoring is important to our doctors, nurses and the entire hospital family caring for you or your loved one. As the chief executive officer, I would like patients and families to know that this goal is foremost in my mind with regards to patient care and quality outcomes.

West Jefferson is assisted in monitoring patient satisfaction by Quality Data Management, Inc. (QDM). QDM is a leader in delivering quality and process improvement systems to the healthcare industry. This monitoring process assists our hospital in achieving a balanced set of measurements to help us improve healthcare outcomes, including enhanced patient satisfaction.

West Jefferson Medical Center uses data collected during the survey process to set priorities and drive improvements. We communicate our patient satisfaction scores and quality improvement plans to our Board of Directors, Medical Staff, employees and business partners, as well as the families we serve. Our goals in this area relate to organizational and departmental quality initiatives. This is why it is so important that patients participate in the telephone survey whenever possible.

While our traditions and core values are important to us, we are equally proud that we have the latest in medical technology available to offer our patients. Accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) since we opened in 1960, we continue to grow to meet the needs of our community. Equally important are the human elements of our care. We aspire to always treat you with the dignity, respect and privacy you deserve. We encourage you to discuss your needs with your doctors, your nurses, and other members of your health care team.

In this binder you will learn more about the Medical Center. We welcome your comments on our programs and services.

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Chief Executive Officer

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WEST JEFFERSON MEDICAL CENTER

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Our Mission / Vision / Values

Mission

West Jefferson Medical Center, a community hospital, is dedicated to quality patient care provided in a comforting and cost-effective manner.

Vision

West Jefferson Medical Center, in partnership with our Medical Staff, will be recognized for encouraging improvements in health status as the leading healthcare provider.

Core Values

West Jefferson Medical Center is committed to doing the right thing right the first time.

- Attitude
- Awareness
- Commitment
- Communication
- Ownership

OUR MISSION / VISION / VALUES

Behavioral Medicine Center (Outpatient).....	391-2440	Fitness Center - Marrero.....	348-0055
Behavioral Medicine Center (Wichers).....	349-1660	Fitness Center - Oakwood.....	349-6908
Billing Information.....	349-1282	Floral Shop (we deliver in the Hospital).....	349-6741
Breast Care Center & Women’s Imaging.....	349-6085	Gift Shop (we deliver in Hospital).....	349-1124
Business & Industry Program.....	349-1336	Guest Services.....	349-1134
Business Office.....	349-1200	Health & Care Emporium.....	349-1964
Cancer Center.....	349-6535	Human Resources.....	349-1170
Cardiac Rehabilitation Program.....	349-6180	Hyperbaric Medicine Center /	
Cardiology Department.....	349-2260	Wound Care (Outpatient).....	349-6558
Case Management.....	349-1875	Nursing Services.....	349-1600
Centralized Scheduling.....	349-6300	Operator.....	0
Chaplain – Hospital Wide.....	349-6319	Patient Room Information.....	349-1120
Chaplain – Oncology.....	349-6889	Patient Food Service.....	349-3663(FOOD)
Community Relations/Public Relations.....	349-2051	Physical, Speech and Occupational Therapy.....	349-6140
Compliance Hotline.....	(866) 725-0641	Pulmonary Rehab Center.....	349-2340
Compliance/Risk Management.....	349-1114	Registration (Central).....	349-1366
Critical Care Courtesy Desk.....	349-2408	Registration (ED).....	349-1215
Cyberknife®.....	349-1480	Security.....	349-1850 or 0
Diabetes Services.....	349-2222	Sleep Disorder Center.....	349-6966
Elder Plus/Seniors Program.....	349-6262	Social Services.....	349-1875
Executive Office.....	349-1100	Volunteer Services/Auxiliary.....	349-1125/1136
Family Birth Place.....	349-1301	WJ Rehab Connection – WJ Medical Plaza.....	349-6140
Financial Counselor.....	349-1230		

KEY TELEPHONE NUMBERS

Your Room

Your private or semi-private room assignment at West Jefferson Medical Center is based upon your admitting diagnosis and the bed availability on the day of your admission.

Your Hospital Bed

Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home.

Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications.

Room Temperature

All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff.

During the Night

Please stay in bed after you have been prepared for the night. Strange surroundings and sleeping medications may create a hazard if you get out of bed. For assistance during the night, use your nurse call button.

Television

Television sets are provided free of charge. Please be considerate of other patients by playing television sets softly and by turning off your set at bedtime.

GetWellNetwork®

The GetWellNetwork® interactive patient system enables you and your family to impact the healthcare process as well as continue many routine aspects of your daily life. Using the system will allow

you to enhance understanding of your health condition and plan of care as well as enjoy a brief respite. By turning on the television in your room and pressing the MENU button on the remote control keyboard or pillow speaker, you will be able to:

- Obtain information regarding your care and condition
- Deliver real-time feedback about your hospital stay
- Access information about hospital services and facilities
- Email family and friends
- Watch late Hollywood movies on-demand
- Play arcade-type video games
- Surf the internet and more...

You are encouraged to become familiar with the GetWellNetwork® and become an active participant in your own health, safety and comfort.

Telephones

Patients may receive calls in their rooms from 7 a.m. to 9 p.m. Local calls may be made at any time from the room by dialing 9 and the telephone number.

Long distance and toll calls can be made by dialing "0" for the operator. Long distance calls cannot be charged to your room. You can make a credit card call or charge a long distance call to your home number.

Cell phone use is prohibited in the Critical Care areas.

ROOM ACCOMODATIONS

West Jefferson Medical Center offers a variety of special services to make your stay as pleasant and comfortable as possible. You are welcome to take advantage of the following services:

Mail

Letters and packages for patients are delivered each morning. Letters and parcels that arrive after you have been discharged are forwarded to your home.

E-Cards

E-Cards (electronic greeting cards) are available to be sent to in-patients. Go to the hospital's website, www.wjmc.org, and click on the [Send an E-card](#) link. Complete the simple form and your E-card will be delivered to the in-patient the next business day by the Guest Services Department.

Elder Plus®

Elder Plus is a package of benefits for members 50 years of age or older. Call 349-6262 for more information.

Newspapers

Newspapers may be purchased at the entrance to the hospital and in the Gift Shop on the first floor.

For the Hearing Impaired

A telecommunications device is available to help hearing impaired patients. Arrangements can also be made to have a person who uses sign language help a hearing-impaired or deaf patient. Please inform the nurse if you should need assistance.

Interpreters

The hospital has access to interpreters for a number of foreign languages if a patient should require it. Please inform the nurse of the need for an interpreter.

Spiritual Needs

The Spiritual Care Department provides a spiritual presence for patients, family members, and staff in our hospital. Interfaith chaplains are available for guidance, support and counsel. Each chaplain is trained to provide this care in a manner sensitive to the patient's and family members' religious traditions. One chaplain is assigned to minister to all our patients, while another chaplain specializes in ministering to our oncology patients. They make visits on the units to meet patients and their families. Chaplains are available weekdays from 8a.m. until 4:30p.m. Call 349-6319 to reach the hospital chaplain and 349-6889 to reach the oncology chaplain.

A Roman Catholic priest, assigned by the Archdiocese, is available for our patient's sacramental needs upon request. Extraordinary Ministers of the Eucharistic offer personal visits and communion. To arrange a visit call Guest Services at 349-1134 or ask your nurse to contact the hospital operator for requests in the evening or on weekends.

A patient's own clergy is always welcome at the hospital if the patient is able to have visitors and the nursing unit's circumstances permit it.

A chapel for private prayer and meditation is located on the 2nd floor near the surgery and critical care waiting areas. It is open 24 hours a day.

Parking Shuttle Service

Our parking shuttle operates non-stop every weekday. This is a free service for patients and visitors and can be provided as needed after hours by contacting the hospital operator. The shuttle picks up at the following designated stops on the campus grounds: Main Lobby – Hospital Atrium, Physician's Center, Fitness Center, Public Parking Garage entrance – first floor, and the Permit Parking Lot.

SPECIAL SERVICES

Food and Nutrition

Dietary Services

The Staff of the Food Services Department makes every effort to provide you with appetizing and nutritious meals during your stay.

Inpatients will be visited daily by a Food Service Representative to allow you to make your meal selections. You will be able to select from the daily "Chef's Feature" or, if you prefer, the alternate meal. All foods are prepared according to your physician's diet prescription. Visitors should check with the nursing staff before bringing food or drinks to patients. Your tray will arrive on the unit at a designated time and be served by your Food Service Representative.

A supply of milk, juice and crackers is kept on the unit. If you are in need of a snack, please check with your nurse.

Guest trays are available and can be ordered by speaking to your Food Service Representative or by calling extension 3663 (FOOD). A cash payment is due at the time of delivery.

Prices are:
Breakfast – \$5
Lunch – \$7
Dinner – \$7

Pediatric patients have a complimentary "Chef's Feature" parent tray available for each meal.

We hope your stay is a pleasant experience. If you have any questions or concerns, please feel free to contact us at extension 3663 (FOOD).

Café Jefferson

Hours are:

Monday – Friday

Breakfast	6:30 a.m. to 9:30 a.m.
Lunch	11 a.m. to 2 p.m.
Snack Break	2 p.m. to 5 p.m.
Dinner	5 p.m. to 7 p.m.

Weekends and Holidays

Breakfast	6:30 a.m. to 9:30 a.m.
Lunch	11 a.m. to 2 p.m.
Snack Break	2 p.m. to 5 p.m.
Dinner	5 p.m. to 7 p.m.

Located on the first floor.

Vending Machines

Vending machines are located on the first floor near the cafeteria. There are additional vending machines located on the 2nd floor near the ICU/CCU waiting room, 3 West, and 4 West. These machines are available 24 hours a day, seven days a week.

A Microwave is available in the vending area on the first floor.

FOOD AND NUTRITION

***Please refer to the Patient Rights booklet you received upon admission for specific details.**

West Jefferson Medical Center provides services without regard to race, color, religion, national origin, sex, disability, age or economic status.

West Jefferson Medical Center also recognizes that you, as a patient, have the following rights:

◆ **Information**

You have the right to obtain information from your physician concerning your diagnosis, treatment, and prognosis (your predicted outcome) in understandable terms. You have the right, within the limits of the law, to personal privacy and confidentiality of information. As necessary, information will be made available (at your request) to an appropriate person on your behalf. You also have the right to know the name of the physician coordinating your care.

◆ **Consent**

You have the right to receive from your physician information necessary for you to give consent prior to any procedure and/or treatment. Except in emergencies, this information includes:

- the specific procedure and/or treatment
- the medically significant risks involved
- the probable duration of incapacitation
- medically significant alternatives
- the name of the person performing the procedure

◆ **Understanding to Your Satisfaction**

You are responsible for understanding your health status to your satisfaction. We encourage you to ask questions.

◆ **Service, Transfer, or Continuity of Care**

You have the right to expect that, within its capacity, the hospital will provide evaluation, service, and/or referral as indicated by the urgency of your care. When medically permissible, you may be transferred to another facility after you have received complete information concerning the needs for, and alternatives to, such a transfer. Should you have any questions about your continuing care, speak with your physician.

Your Responsibilities as a Patient

◆ **Communication**

You are responsible for:

- being honest and direct about everything relating to your care
- advising those treating you whether or not you are willing and able to follow certain treatment plans
- reporting any changes in your health to your physician and on-duty nurse

◆ **Medications**

You have the right to know about the medications that are given to you while in the hospital. If you have any questions about any of your medications ask your doctor or nurse for information or request the assistance of a pharmacist.

We encourage you to ask your nurse for information that may assist you during your stay. We want you to share your concerns with us.

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PATIENT RIGHTS/ADVANCE DIRECTIVES

For additional information on Patient Rights, contact the Social Services Department at 349-1875.

Your Right to Living Wills and Other Declarations

Advance Directives

Advance Directives are documents that allow you to state your health care preferences while you are able to communicate them in the event you become incapacitated. These documents are called a Living Will Declaration or Declaration. Such documents can also name another person, called the person's agent or proxy, to make medical decisions on your behalf, if you are unable to make them for yourself. These documents are called Durable Power of Attorney for Health Care or Health Care Proxy. Your decision, either to make or not make such an advance directive, will be respected by your health care providers. These documents can also be revoked at any time, should the person making them change his/her mind.

Who May Execute a Living Will?

Any adult person can make a written Declaration instructing his/her physician to withhold or withdraw life-sustaining procedures in the event he/she should have a terminal and irreversible medical condition, or be in a continual profound comatose state with no reasonable chance of recovery with the following stipulations: The written Declaration must be signed by the person making it in the presence of two witnesses, who must also sign the declaration and not be related to the person

making the Declaration. You may also make an oral Declaration to your physician about your wishes.

Who Else May Execute a Living Will?

If a person has not previously made a Declaration, the laws allow for other persons the right to make a Declaration on an adult patient's behalf to withhold or withdraw life-sustaining procedures should the patient be comatose, incompetent, or otherwise physically or mentally incapable of communication and be diagnosed and certified as having a terminal and irreversible condition, or be in a continual profound comatose state with no reasonable chance of recovery.

Other Specific Directions

A person may add other specific provisions to the Living Will in the area above the signature. For example, he/she may want to include instruction for tissue or organ donation.

More About a "Living Will"

Living Will and Power of Attorney forms are available to you at West Jefferson Medical Center. For more information, contact the Social Services Department, 349-1875. You may also contact the Elder Plus® program at 349-6262, or speak with your doctor or nurse about this.

*The Joint Privacy Notice you received upon admission will provide you with additional rights.

Smoking

Smoking is strictly prohibited throughout the hospital. Designated smoking areas are located outside of the Medical Center's buildings.

Fire Drills

The hospital is a fire-resistant building, and the staff is trained in fire protection. The hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. In the event of an actual fire, please follow the directions of the staff.

Oxygen

Special regulations are in effect when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room or area (inside or outside) where oxygen is in use or on standby.

Wheelchairs

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

Medications

All medications you take while you are in the hospital are prescribed by your doctor, dispensed by the Hospital Pharmacy, and administered by a nurse. In rare instances, your doctor may allow you to take your medicines that are brought from home. If you have any questions, or are having a reaction to your medication, please notify your primary care nurse.

Patient Personal Items, Valuables, and Lost Items

The hospital is not responsible for the loss of personal

items such as eyeglasses, dentures, hearing aids, etc. Please take care with such items; place them in proper containers when not in use. Do not leave items on food trays, in paper cups, or wrapped in napkins where such items can easily be mistaken for trash and thrown away. The hospital is not responsible for the loss of valuables, such as cash or jewelry. Please do not bring items of value to the hospital. If you do bring valuables, please deposit them in the safe in the Safety and Security Office on the first floor. You will be given a written receipt for all items. This receipt must be presented when you withdraw your valuables.

As noted above, the hospital is not responsible for any item not deposited in the safe. If you do lose something, please notify your nurse immediately, and we will make every effort to help you find it. Unclaimed articles are turned in to the Safety and Security Office, where they are kept for 30 days. To inquire about lost articles, please call Safety and Security at 349-1850.

Complaints and Concerns

Every effort is made to address your complaints and concerns at the time they occur, and usually the best person to handle this is your nurse. However, in the event you feel the need for further assistance, the Nursing Administration office is open weekdays from 8 a.m. until 4:30 p.m. or can be reached by dialing extension 1600. After hours and/or on weekends and holidays, the nursing house supervisor can be reached through the hospital operator, or by dialing extension 1603. You have the right to express and report your concerns; your input is essential for our improvement. You may also register your complaint with a specific Department Director. The hospital operator can connect you with the appropriate person.

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SAFETY AND SECURITY

If you are not comfortable discussing your concerns with your nurse, nursing administration, or a specific department, or if you do not feel that your concern has been adequately addressed, please call Guest Services at 349-1134.

If you are still not satisfied, you may activate the Grievance Process as described below.

Grievances

You have the right to a written response to a grievance.

Grievances may be given verbally by calling Guest Services at 349-1134.

Written grievances may be sent or delivered to:
The Grievance Committee
West Jefferson Medical Center
1101 Medical Center Boulevard
Marrero, Louisiana 70072

If you are still not satisfied, you may contact the Medicare Office at 1-800-Medicare (1-800-633-4227).

Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients.

Parking

Parking for patients and visitors is available in the lot outside the Main Entrance, in the Physician's Center Garage, and the special permit parking lot behind the Fitness Center at Avenue B and Wichers. Parking is available 24-hours a day, 7 days a week in the outside lots. The Physician's Center garage is open from 5 a.m. to 9 p.m., Monday through Friday, and Saturday, 6 a.m. to 4 p.m. If you need a security escort to your car, you may call the hospital operator (dial 0) from inside the hospital.

Specialty Shops

The Specialty Shops are located on the first floor of the hospital. Plants, flowers or gifts can be delivered to in-patients (in non-critical care areas) at West Jefferson Medical Center by contacting the hospital Gift Shop, Floral Shop or Health & Care Emporium. Delivery to the Physician's Center is also available. Major Credit Cards are accepted.

Gift Shop – 349-1124

Open Monday – Saturday

Floral Shop – 349-6741

Open Monday – Friday

Health & Care Emporium - 349-1964

Open Monday – Friday

Waiting Areas

There are designated lounge areas for visitors on each patient floor and on the first floor in the Atrium. Specific waiting areas have been designated for families of patients in the Critical Care Units, the Emergency Department, and Surgery.

Visiting Hours

Family members and friends are welcome to visit patients at West Jefferson Medical Center. In order to provide quality care specific visiting hours and regulations have been established.

Routine Visiting Hours (see Visiting Guidelines)

Daily: 6:00a.m. to 8:30p.m.

Medical/Surgical Units - 3 West/4 West/5 South

8 South (Oncology)

6 South (Skilled Nursing Facility)

Family Birth Place

Pediatrics

W.J. Rehab

Monday – Friday 4 p.m. to 8:30 p.m.

Saturday and Sunday 12:30 p.m. to 8:30 p.m.

Critical Care Areas

CCU, ICU & SCU

10:00 a.m. – 11:00 a.m.

2:00 p.m. – 3:00 p.m.

4:00 p.m. – 5:00 p.m.

8:00 p.m. – 8:30 p.m.

Please understand that flexibility may be required to accommodate special circumstances such as surgery, procedures and physician visits.

Behavioral Medicine Center Wichers

Monday – Friday 6:30 p.m. to 7:30 p.m.

Saturday and Sunday 6:30 p.m. to 7:30 p.m.

Visiting Guidelines

- Due to new patient privacy laws, patients may elect to be excluded from the hospital directory. Authorized information can be obtained via patient information telephones located on each floor near the elevators or by visiting Guest Services on the first floor.
- Visitors must dress appropriately and must wear shirts and shoes.
- We suggest no more than two visitors at the bedside at one time.
- Visitors may be asked to leave during tests/treatments or when the doctor or nurse requests.

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FOR FAMILY AND FRIENDS

Visitors shall follow Infection Control Guidelines including:

- Children under the age of 12 years are not encouraged to visit.
- Not sitting or reclining on patient's bed or vacant bed.
- Hand washing is very important prior to and following patient contact.
- Visitors to Critical Care areas must adhere to specific policies for these units.

Overnight Visitor Regulations

For Med-Surg units or Semi-Private rooms:

- Check with the nurse.
- Must obtain overnight pass from the Safety and Security desk at the Emergency Department entrance after 8:30 p.m. These are valid for one night only.

Financial Obligations

If You Have Health Insurance

We will need a copy of your identification card. We also may need the insurance forms which are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company directly to the hospital.

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges.

A Representative from the Patient Access Department will attempt to contact you prior to discharge to notify you of your expected financial liability as determined by your insurance carrier. **Balance is due at time of discharge.**

If you are unable to pay the entire balance at discharge, please notify the Representative and he/she will explain any available payment options.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan, and their services may not be covered.

If You Are Covered by Medicare

We will need a copy of your Medicare card to verify eligibility and to process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations, and others. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items.

If You Have No Insurance

If you do not have insurance, a Hospital Representative is available to assist you in applying for governmental funding at 349-1256; otherwise, you may contact the Financial Counselor at 349-1230 to discuss payment arrangements including low-interest financing through a local financial institution. This option is available regardless of your credit history.

Your Hospital Bill

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

HOSPITAL BILLS AND INSURANCE

Communication with patients and families about all aspects of their care, treatment, or services is an important component of patient safety here at West Jefferson Medical Center. When you know what to expect, you are more aware of possible errors and choices. Reducing errors and improving the safety of care at WJMC requires the coordinated efforts of many individuals, including you.

As another set of eyes, you can help identify potential errors as you observe and participate in the care process. You can also help lessen the effects of errors that have occurred by informing clinicians of adverse outcomes so that prompt action can be taken.

To prevent health care errors, you are urged to Speak Up. Speak up if you have any questions or concerns about your care.

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is giving her baby. If you are unsure, ask.

- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband and verifies your name and date of birth, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, GetWellNetwork®, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.

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PATIENT SAFETY - SPEAK UP™

- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you both are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?

- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at www.jcaho.org to find out whether your hospital or other health care organization is accredited.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options suitable to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

Reference: Joint Commission on Accreditation of Healthcare Organizations

Discharge

When your doctors decide you are ready to leave the hospital, a discharge order will be written. Prior to discharge, please have someone available to assist you, including transportation. If you anticipate any need for care after discharge, contact the Case Management/Social Services department at **349-1875** to see what options are available to you.

Personal Belongings

Collect all of your belongings and double-check closets and drawers. If you have any valuables stored in the hospital safe, notify your nurse. He or she will assist you in obtaining your valuables. Please remember that the hospital is not responsible for the loss of any personal items or valuables not deposited in our safe.

Discharge Instructions

Your doctor and your nurse will give you instructions about post-hospital care. If you have questions about your diet, activities or other matters, please be sure to ask at this time.

Medications

If your doctor gives you a prescription, it can be filled at the pharmacy of your choice.

Transport

When you are ready to leave, a member of the hospital staff will escort you to the front entrance and help you into the car.

After You Are Discharged

There are occasions when patients need additional treatment or care after they are discharged from the hospital. Our Social Services/Case Management Department is available to assist you in coordinating your discharge by calling **349-1875**. To meet the special needs of these patients, West Jefferson Medical Center offers some specific options. They are as follows:

- **Skilled Nursing Unit**

The Skilled Nursing Unit is designed for patients who no longer need acute care in a hospital but still require additional short-term care before being discharged home.

- **WJ Rehab Center**

The WJ Rehab Center is designed for those patients who need intensive physical therapy before going home. Rehabilitation and specialized nursing care are emphasized.

Patient Satisfaction Surveys

We welcome your comments on our programs and services. A random sampling of our patients will be surveyed via telephone

by Quality Data Management (QDM), the company which helps us to monitor our patient satisfaction level. Your comments will be used to improve our service as well as provide our staff with important information about how they are doing.

Resources for Your Health

West Jeff Fitness Centers

The West Jeff Fitness Centers, with 2 locations at Oakwood and Marrero, offer a complete approach to exercise and wellness within a family-friendly environment.

Our goal at both Fitness Centers is to lead you toward a higher level of health and well-being by Rebuilding the Best in You.

All members have access to a wide array of features and services including personalized fitness assessment from our staff of certified fitness trainers, top of the line cardio and strength training equipment, group exercise classes, a cardio theater system, and a bi-monthly nutrition forum with on-staff registered dietitians. WJFC also offers the Preteen/Teen Program, a supervised exercise program for kids from the age of 7-14, and babysitting services for members with young children. West Jeff Fitness Center at Marrero is proud to present its brand new Aquatic Center, complete with a SwimEx therapy pool, a multi-purpose pool for water aerobics classes and lap swimming, and a heated whirlpool. Both locations have computer based training/tracking systems.

Additional spa services include:

- *Massage Therapy
- *Manicure/Pedicure services
- Microdermabrasion
- Magic Tan (Non-UV)

Other Wellness services include:

- *Nutritional counseling with a Registered Dietician
- *Personal training by Certified Fitness Instructors

*Special rates available for members

As a reminder, our Fitness Center Hours of Operation are as follows:

Marrero & Oakwood locations:

Monday – Thursday	5:00a.m. – 9:00p.m.
Friday	5:00a.m. – 8:00p.m.
Saturday	7:00a.m. – 5:00p.m.

Marrero location:

Sunday	8:00a.m. – 4:00p.m.
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Oakwood location:

Sunday	7:00a.m. – 3:00p.m.
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Continued...

GOING HOME/RESOURCES FOR YOUR HEALTH

Come tour the facilities and join today!

Marrero: 348-0055

Oakwood: 349-6908

Cardiac Rehabilitation Program

Let the experienced staff at Cardiac Rehabilitation help you learn how to lead a heart-healthy lifestyle. Classes meet each Monday, Wednesday, and Friday. Cardiac Rehabilitation offers a variety of exercise class times to meet your busy schedule. For more information, call **349-6180**.

Pulmonary Rehabilitation/Smoking Cessation Programs

A professional team provides a comprehensive approach to better breathing. This 12-week pulmonary rehabilitation program meets every Tuesday and Thursday at the WJMC Medical Plaza at 4523 Westbank Expressway. Smoking cessation programs are also offered at this location. Both programs are Medicare approved. For more information, call **349-6226**.

The Cancer Center

The Cancer Center offers a wide range of comprehensive inpatient and outpatient cancer services, including the following:

- Radiation Therapy/Cyberknife®
- Women's Imaging Center/Breast Care Center

- Inpatient/Outpatient Chemotherapy
- Oncology Support Services
- Cancer Support Groups
- Cancer Education Seminars
- Cancer Screenings

For more information on our programs and care, call **349-6535**.

Behavioral Medicine Center

The Behavioral Medicine Center offers a wide range of services and programs including:

- Professional Counseling Services
- Employee Assistance Program (EAP)
- Addictive Disorders Program
- Alzheimer's Day Care Center
- Compulsive Gambling Assessments
- Free Intervention Consultations and Screening Assessments

For more information on the programs and screenings, call **391-2440**.

Diabetes Services

Diabetes Services offers an education program that teaches self-care skills for diabetics. For information, call **349-2222**.

West Jefferson Medical Center is committed to improving the quality of your life and offers a wide variety of classes, programs, and support groups to help you get well and stay healthy. We provide services without regard to race, color, religion, national origin, sex, disability, age or economic status. To assist you, we offer classes or programs in the following areas or host the activity:

Programs:

- ◆ Addiction Programs for Adults and Adolescents
- ◆ AICD Support Group
- ◆ Alcoholics Anonymous
- ◆ Alzheimer's Support Group
- ◆ Arthritis Rehabilitation
- ◆ Autism Support Group
- ◆ Babysitters Course
- ◆ Back School
- ◆ Bariatric Support Group
- ◆ Battered Women's Support Group
- ◆ Bosom Buddies Support Group (Cancer Support)
- ◆ Brain Injury/Stroke Support Group
- ◆ Cardiac Rehabilitation Program
- ◆ Caregivers Support Group
- ◆ Caring for Your Newborn
- ◆ Cancer and Cancer Support Group
- ◆ CPR Classes
- ◆ Depression and Bipolar Support Alliance
- ◆ Diabetes Management
- ◆ Diabetes Support Group
- ◆ Early Prenatal Class
- ◆ Enhancing Healing (Cancer Survivors' Support Group)
- ◆ Gambler's Anonymous
- ◆ Grandparents Gathering
- ◆ Grief Support Services
- ◆ Kid Fit
- ◆ Labor and Birth Classes
- ◆ Lactation Services
- ◆ Look Good, Feel Better Support Group
- ◆ Lymphedema Support Group
- ◆ Ostomy Support Group
- ◆ Pediatric Safety and First Aid
- ◆ Physical Rehabilitation Services
- ◆ Positive Parenting Classes
- ◆ Pre-Adolescent Classes
- ◆ Prepared Childbirth (Lamaze) Program
- ◆ Search Your Heart Community Outreach
- ◆ Secondary Stroke Prevention Program
- ◆ Sibling Class
- ◆ Smoking Cessation
- ◆ Spinal Cord Injury Support Group
- ◆ Stress Management Classes
- ◆ Teens Are Prepared Parents Too (TAPPT)
- ◆ Therapeutic Pool Program

Services:

- ◆ Alzheimer's Adult Day Care Center
- ◆ Aquatic Therapy and SwimEx® Pool
- ◆ Back School
- ◆ Bariatrics
- ◆ Behavioral Medicine Center
- ◆ Business Advantage Program
- ◆ Cardiac Rehabilitation
- ◆ Community Cancer Center
- ◆ Diabetes Services
- ◆ Diagnostic Imaging
- ◆ Elder Plus Seniors Program
- ◆ Emergency Medical Services
- ◆ Endoscopy Department
- ◆ Family Birth Place
- ◆ Hyperbaric Medicine and Wound Care Center
- ◆ Infusion Therapy
- ◆ LifeSpine Program
- ◆ Lymphedema Program
- ◆ Medical, Surgical and Critical Care
- ◆ Nuclear Medicine
- ◆ Neurovascular and Acute Stroke Unit
- ◆ Occupational Therapy
- ◆ Outpatient Medical Laboratory
- ◆ Outpatient Rehabilitation Program
- ◆ Pediatrics
- ◆ PET/CT Scanner
- ◆ Physical Therapy
- ◆ Pulmonary Rehabilitation
- ◆ Radiation Oncology and CyberKnife® Center
- ◆ Rehab Center
- ◆ Respiratory Therapy
- ◆ Sleep Disorders Center
- ◆ Speech Therapy
- ◆ Surgical Services
- ◆ Vestibular Rehab
- ◆ West Jeff Fitness Centers
- ◆ Work Hardening Program

If you would like to know more about any of these programs, please call **(504) 349-1308**, refer to the WJ Healthcare Community Newsletter, or contact the hospital operator.

COMMUNITY EDUCATION SERVICES