

Your Complimentary Copy

Patient Guide

Information to help patients and their families
during a hospital stay



PeaceHealth
St. Joseph Medical Center

peacehealth.org/st-joseph

2901 Squalicum Parkway, Bellingham, WA 98225

360-734-5400



5 Goals

Our nurses and other caregivers are here for you. During your hospital stay, they will be your partners, working to help you achieve these five goals:

1 Comfort

Making sure you are comfortable means managing your physical pain along with other discomfort, such as nausea, anxiety or not being able to sleep. Let your nurse know any time you are uncomfortable. Your care team will act quickly to improve your comfort.

2 Safety

Safety is a top concern for all patients. During your stay, members of your care team often will visit your room. They should always wash their hands and wear appropriate hospital identification. Always feel free to comment or ask questions about your care. We want you to ask for assistance any time you need help. To ensure your safety, call your nurse if you need help lowering the bedrails or walking to the bathroom.

3 Medical Treatment Plan

Your doctor and members of your care team help develop your medical treatment plan. It is created specifically for you and your condition. You and your family are also important members of your care team. We will regularly discuss your medical treatment plan with you.

4 Education

You need information in order to be actively involved with your care. You also need specific information when you are discharged to go home. We will provide you with all of the information you need regarding your specific condition. We will discuss medications and explain how to take care of yourself at home. Please ask questions at any time. We want to make sure you fully understand the information you are given before you leave the hospital.

5 Safe Discharge

We want you to continue healing when you leave the hospital. Before you leave, we will make sure you understand your treatment plan — including the plan for you to continue your care at home or in the care facility of your choice.

TELEPHONE DIRECTORY

Main Number **360-734-5400**

Direct dial to any extension **360-788-6300**

Support Services

Hospice **360-733-5877**

Hotline to the Heart **1-844-749-8817**

Toll-free

(Customer compliments and concerns)

Patient Financial Counselor **360-788-6500**

(Billing support)

FACILITY HOURS

CAMPUS ENTRANCES

MAIN ENTRANCE

Opens at 6 a.m. and closes at 9 p.m. daily

EAST TOWER LOBBY

Open from 5 a.m. – 9 p.m. weekdays

8 a.m. – 6:30 p.m. weekends

Family members may enter after hours through the Emergency entrance

CHILDBIRTH CENTER ENTRANCE

Open 6 a.m. – 8:30 p.m. daily

INTERPRETIVE SERVICES AND SPECIAL NEEDS



Language translation and interpretation for medical care is available 24 hours a day. PeaceHealth utilizes video remote interpreting (VRI) services

available on special computers throughout our facility. PeaceHealth will make every effort to provide live interpretive assistance when possible.

- **If you cannot hear or if you have difficulty hearing**, TDD and telephone amplifiers are available. Dial "0" to request these services, which are available at no charge to you.
- **If you cannot see or have difficulty seeing**, Braille is included on most signs throughout the hospital.

Please let an admitting representative or your nurse know if you need interpretive services or assistance with other special needs.

SMARTRACK

Status Legend
Not Arrived
Checked In
Pre-op
Secondary Location
HP/Site Mark
Patient Ready
Surgery in Progress
Procedure Ending
Recovery
Phase 2 Recovery
Case Complete

On the day of surgery/ procedure, each patient is given a unique patient tracking number (Patient ID). With this number, loved ones can track the progress of the patient from any computer connected to the Internet. This means family members and friends can leave the operating room waiting room and go eat or take a walk while still monitoring loved ones.

Your Opinion Counts

After leaving the hospital, you may receive a confidential patient satisfaction survey in the mail. Please take the time to complete and return the survey. Your feedback is important to us. This information helps us provide patients with the best possible care experience.



Your Stay

PATIENT ROOMS

Room Assignments

Your room is assigned based on your admitting diagnosis and what beds are available on the day of your admission. There are private and semi-private rooms.

Calling the Nurse

A button to call the nurse is located at your bedside and in the bathroom. When you press the button, a light flashes above the door and the nursing station can tell that you need assistance. A staff member will respond as soon as possible. If someone answers your call over the speaker, please let him or her know what you need.




Hospital Beds

Hospital beds are electric. Your nurse will show you how to work the bed properly. It may be higher and narrower than your bed at home. It has bedside rails to protect you. For safety, these rails may be raised at night or during the day if you are resting, when you come back from surgery or if you are taking certain medicine.

Housekeeping Services

Environmental Services staff will clean your room daily.

 If there is a housekeeping need in your room, tell your nurse or call **ext. 3490**, and it will be taken care of as soon as possible.

Linens

We are working to conserve water, natural gas and electricity. As part of this effort, your bed linen will be changed as needed. However, patient care and comfort remain our highest priority, so if you wish to have your linen changed more frequently, please tell your nurse. In addition, if at any time your bedding requires a change, we will promptly accommodate that need.

BABY CHIMES

You may hear brief musical notes played over the public address system on Main Campus. Each time a baby is born in our Childbirth Center, a musical combination of “Happy Birthday” and “Brahm’s Lullaby” is played during visiting hours.

TELEVISION

Your room has a television set with local cable stations and the Care Channel™. The Care Channel helps turn your room into a healing space by offering beautiful nature scenes and soothing music. Turn to channels 17 and 18. Please be considerate of other patients and play television sets softly. Please turn off your set between 9 p.m. and 6 a.m.

Please see the inside back cover for channel guide listings and instructions for Closed Captioning (CC).

TELEPHONES

Most hospital rooms have telephones. We also have TDD and telephone amplifiers for Deaf and Hard of Hearing. Dial “0” to reach the automated operator, and either dial “0” again or say “Operator” to request these services.

- When calling a department within the Medical Center, you will only need to dial the last four digits of any 7-digit phone number.
- To call anywhere in Bellingham or Whatcom County, dial 9 first and then the outside number. You do not need to dial 1. These calls are free.
- To call a number outside Whatcom County, dial 80. You will be connected to an automated long distance operator who will take your billing number. You may also simply dial 80 + the 10-digit number.
- If you do not wish to receive incoming calls, dial “0” to reach the automated operator and either dial “0” again or say “Operator” and ask that your phone be put on “Do Not Disturb.” When you wish to take calls again, dial “0” to reach the automated operator and either dial “0” again or say “Operator” and let the operator know.
- Telephones can be removed for patient rest.
- In the Intensive Care Unit, all phone calls must go through the nursing station.
- Most patient phones have voice mail. Callers have the option of leaving a message when the patient’s line is on “Do Not Disturb,” busy, or not answered. A flashing red light on your phone indicates you have a message. To retrieve messages, dial ext. 6333 and follow the instructions. Note: Messages that have been retrieved will be automatically deleted each evening at midnight.

CELLPHONES, PHOTOGRAPHY, AND VIDEO

The use of cellphones is generally allowed throughout the hospital grounds and facilities with the following restrictions:



- Cellphones must not be brought within three feet of medical equipment in the Intensive Care Unit, cardiac units, Neonatal Intensive Care Unit, Labor and Delivery and surgery.
- When staff suspects interference problems, they may ask cellphone users in close proximity to turn off their cellphone or move away to a safe distance.
- Departments have the right to ban all visitor cellphone use in their area. Notice of such bans will be posted.
- Patients and family members are not permitted to photograph or videograph PeaceHealth caregivers or equipment without the specific consent of an authorized PeaceHealth representative. You will be asked to delete unpermitted images, photos or video.



Your Stay (continued)

PATIENT MEALS AND ROOM SERVICE

During your stay, a Unit Host will attend to your food and beverage needs. Twice a day your Unit Host will stop by your room to assist you with making meal choices from a restaurant style menu located in your room. Your Unit Host will stop by each day after breakfast to take your lunch order, and again after lunch to take your dinner order and your breakfast order for the next day.

The hospital has a full-time staff of Registered Dietitians to plan for your nutritional care during your stay.

☎ If you have questions about your meals or diet, dial **ext. 6734**.

Your meals will be delivered each day between the following hours:

Breakfast	7:15 a.m. – 10 a.m.
Lunch	11 a.m. – 2 p.m.
Dinner	4 p.m. – 6:30 p.m.

Our staff is available to assist you with any changes to your menu to help meet your personal, religious or cultural preferences. If you have any question or concerns regarding your meals, please let your Unit Host know.

Other food items may be available on request. Please ask your nurse.



GUEST FOOD SERVICES

CAMPUS CAFETERIA

- Full Service
- Open to families, visitors and the public
- 6:30 a.m. – 7 p.m. every day
- Located on the Ground Floor

ESPRESSO BAR

- Monday – Friday
- 6:30 a.m. – 10 a.m.
- Located on the Ground Floor

GROUNDS & GRAINS

- Monday – Friday
- 6:30 a.m. – 5 p.m.
- Located on the Main Campus, near the East Tower lobby on the first floor

General Campus Information



TOBACCO-FREE CAMPUS

Our medical center is a tobacco-and-marijuana-free campus. Tobacco and marijuana use (cigarettes, e-cigarettes, cigars, pipes, snuff, chew, etc.) is not permitted anywhere on the property — indoors or outdoors. Because smoking is one of the most serious health risks, we want to assist any patient who would like our help to quit tobacco use, whether that's during a hospital stay or for good. If you would like assistance, please ask your nurse or one of the hospital pharmacists.

VISITING HOURS

PeaceHealth aims to create a compassionate balance between patient healing and honoring the patient's right to visitation in a way that promotes well-being, while assuring a safe environment to heal, visit and work.

- Visitors are encouraged and welcomed in unrestricted patient care areas without screening or ID badges between 6 a.m. and 9 p.m.
- Children under age 14 must be accompanied by an adult (other than the patient) at all times.

- Visitors are expected to behave appropriately, being quiet and not disruptive.
- Those who are loud, disrespectful, threatening or disruptive will be directed to leave the campus by hospital Security.
- Visiting hours end at 9 p.m.
- All outside doors will lock at that time, except for the Emergency Department (ED) which is the only point of entry for visitors.
- If you are visiting at 9 p.m. and wish to remain, you will need permission from the Nurse Team Leader (NTL) and a Visitor ID badge, provided by Security.

If a patient cannot have visitors or requests no visitors, family members should share this with friends and relatives. Some patients choose not to tell family and friends about a scheduled hospital stay until after they are home and feel well enough to have visitors. Anyone with symptoms of illness should not visit.

General Campus Information (continued)

PETS

Pets are not permitted without special permission and screening. Service animals are welcome in public areas. However, service animals must be accompanied by a handler at all times. The handler cannot be an admitted patient. Certified Therapy Dogs may enter between 6 a.m. and 9 p.m.

PeaceHealth offers assistance if you suddenly become hospitalized and need to make arrangements for your pet. Please contact the Care Management team for more information or visit peacehealth.org/st-joseph/petcare.

CONTRABAND

Weapons, sharp objects, drugs and alcohol are not permitted on hospital property and may be confiscated.

☎ For more information, you may contact security at **ext. 2501**.

PARKING

Parking is free. As with parking areas anywhere, please lock your vehicle and do not leave valuables in your car, especially at night. Visitors may find more parking available before 11 a.m. and after 4 p.m.

VENDING MACHINES

Vending machines for soft drinks, sandwiches and snacks are available 24 hours a day near the cafeteria. Snack and soft drink machines are also located on floor 1 in the Emergency lobby, off the East Tower lobby, and the Childbirth Center lobby.

VALUABLES

Please do not bring items of value to the hospital. If you have valuables, please give them to a family member or friend to take care of during your stay. If you do bring items of value, they will be kept in a secure location on the clinical unit and transferred along with you.

Ask your nurse about securing your valuables. PeaceHealth is not responsible for replacement of personal belongings or valuables kept with the patient.

LOST AND FOUND

If you find an item, please turn it in to the Switchboard or Information Desk on the ground floor. You may also ask any PeaceHealth employee for help.

☎ If you have lost an item, please call Risk Management at **ext. 6023**.

ACCESSIBLE RESTROOMS

- Ground floor across from the Gift Nook
- Floors 1, 2, 3 and 4 near the public elevators
- Floor 1 in the East Tower lobby

RESTROOMS WITH DIAPER-CHANGING FACILITIES

- Floor 1 in Childbirth Center lobby and Emergency lobby
- Ground floor across from the Gift Nook



PLANTS AND FLOWERS

Please do not bring or send plants or flowers to the Intensive Care Unit. If you bring loose flowers to other units, please bring a vase (the hospital cannot supply containers).

GIFT SHOP

Gift Nook, the hospital gift shop at the Main Campus, can be found on the ground floor. Staffed by our auxiliary volunteers, proceeds go toward patient care projects. The shop carries gifts and accessories, sundries, magazines and books, flowers, cards and candy.

GIFT NOOK HOURS	
Monday – Friday	9 a.m. – 4 p.m.
Thursday evenings	Open until 7 p.m.
Saturday – Sunday	10 a.m. – 3 p.m.

WAITING AREAS

The East Tower lobby is the waiting area for surgical services, some cardiovascular procedures and most other services on floor 1 other than the Emergency Room. The Cardiovascular Center has its own waiting area on floor 2 as well. On floor 2, a waiting area is located near the Medical Care Unit.

CHAPEL

The Chapel on the ground floor of the Main Campus is open 24 hours a day, seven days a week. The Chapel is non-denominational, and all are welcome.

☎ To schedule a memorial or prayer service, call Spiritual Care, **ext. 6877**, or **dial 0**.



OVERNIGHT ACCOMMODATIONS

Parents of children in Pediatrics are encouraged to stay in the room with their child overnight. For overnight requests in other units, ask your nurse for details. For out-of-town family of patients, several nearby motels offer discounts for medical-related accommodations.

To review our visiting hours, please see page five.

GUEST INTERNET

Our medical center is pleased to provide complimentary wireless Internet access for our patients, guests and visitors. If you have a laptop, you can connect to our wireless Internet by selecting PH-Guest-WiFi from the list of available wireless connections. Users attempting to access websites that are in violation of our campus-wide Internet security policy will be notified by our “Web Access Denied” screen.



Staff Definitions

You are the most important member of your care team. Here are a few others who will likely play a role in your care during your stay.



MEDICAL STAFF

While you are hospitalized, your care will be directed by a physician. This could be your personal physician, a specialist or a member of your physician's group who is on duty to see hospitalized patients.

Your care provider may be a Hospitalist – a physician specialty that focuses specifically on overseeing care for hospitalized patients. You may be seen by more than one Hospitalist during your stay. Hospitalists work as a team and will partner with your primary or family doctor, specialists and surgeons as needed. Hospitalists are specialists in all aspects of caring for you during your hospital stay. The goal of this program is to ensure that you are safely cared for 24 hours a day, seven days a week.

NURSING STAFF

The Registered Nurse (RN) directs and coordinates individualized nursing care with a team of Certified Nursing Assistants (CNAs), Unit Coordinators and other disciplines. Nurse in charge leaders are available 24 hours a day, seven days a week to assist you with questions or care concerns. Additionally, you may ask to speak with a Nurse Manager.

☎ If you are not able to get in touch with the Nurse in charge, please call the operator by dialing "0" on your phone and ask for the House Supervisor.

A note about students: PeaceHealth works with many area colleges and schools to help future nurses, doctors and other professionals learn and grow in their profession. All students work under the supervision of a licensed, practicing professional, but if you're uncomfortable having a student involved in your care, please let us know.

At any time during your stay, you can also request to be put in touch with either of the following types of providers:

SPIRITUAL CARE

Our Spiritual Care team provides patients, families and friends of any faith with emotional and spiritual support 24 hours a day. We also will gladly contact your personal minister if you desire.

☎ Ask your nurse to have the Chaplain paged, or dial "0."

CARE MANAGERS

Care Managers can help patients and family members deal with financial, social and emotional issues that relate to illness, including long-term care, hospitalization and rehabilitation. They also actively help you and the nursing staff plan for discharge. Ask your nurse if you have questions.

For Your Safety and Security

ELECTRICAL APPLIANCES

The use of personal care electric appliances is limited to those deemed necessary for your care and comfort, and specifically approved by your doctor. Portable personal heating devices, including heating pads, electric blankets and electric heaters, are not permitted at any time. Personal electrical medical devices may only be used on the order of your doctor.

LATEX

PeaceHealth St. Joseph is working to create a latex-safe environment for our patients, visitors and staff. Please let us know if you have a latex allergy. Some medical devices contain latex, but non-latex alternatives are available for use if needed and requested. Balloons that contain latex are not allowed in the hospital. Mylar balloons are an acceptable alternative.

MEDICATIONS FROM HOME

The hospital does not allow patients to use their own medications while in the hospital unless the Pharmacy Department deems that there is no acceptable substitute available on formulary, and that the medication must be administered during their hospital stay. If your own medications are brought to the hospital during your stay, they will need to be stored in the Pharmacy Department until you are discharged. This is done to assure your safety and to allow us the ability to utilize all the safety processes that are at our disposal during your stay. If you are hospitalized for observation or here receiving outpatient services, once discharged, you may request a detailed list of “Self-administered Medications” that you received during your stay. This list can be requested by calling Patient Financial Services and can be used to bill your insurance/Medicare Part D.

WHEELCHAIRS

Wheelchairs are available to all nursing units. For your safety, please ask a hospital caregiver to help you when getting in and out of a wheelchair.



SPECIAL SERVICES

Mail and Flowers


Volunteers deliver letters, packages, flowers and emails to patients daily (unless patients have requested a “Do Not Announce” status). Letters and parcels that arrive after discharge will be sent to your home. Flowers that arrive after your discharge will be returned to the florist who will arrange to get them to you. Stamps and stationery may be purchased in the gift shop. Outgoing mail may be left at the nursing station or given to a volunteer.

Newspapers

Newspapers may be purchased at the hospital entrance or you may have a newspaper brought to your room by asking the nurse to page a volunteer. Exact change is best.

Notary

This service for legal documents is available weekdays (and limited evenings and weekends) without charge to patients and families.

 To request a notary, dial “0” to reach the automated operator, and either dial “0” again or say “Operator” to request these services.

PeaceHealth staff and volunteers are prohibited from serving as a notary witness.

Stay Safe

While you are in the hospital, many staff will enter and leave your room.

All hospital staff wear identification badges. Feel free to ask anyone entering your room for his or her name and job title. If you do not see an ID badge on someone entering your room and you don't recognize him/her, please call your nurse immediately.



DON'T BE AFRAID TO ASK...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room;
- Speak up if hospital caregivers don't ask to check your ID;
- Ask if the person has washed his or her hands before he or she touches you;
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

Handwashing

You, your family and friends should wash hands:

- After entering and leaving the hospital
- After touching objects or surfaces in the hospital
- Before eating
- After using the restroom

PREVENTING FALLS

Hospital patients may fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy or they've been sitting or lying down for too long. Please help us keep you safe by following these guidelines during your hospital stay.

- Do not get out of bed by yourself. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear non-skid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.



Rights and Responsibilities

As a Patient at PeaceHealth, you have the right to:

- Impartial access to medically indicated services available at PeaceHealth;
- Considerate, respectful care, including respect for your personal values and beliefs;
- Know the names of doctors caring for you.
- Receive from your doctor information concerning your care and condition in terms you can understand. You may include or exclude family members from hearing this information;
- Information necessary to give informed consent before the start of any procedure. Except in emergencies, this information usually includes a description of the procedure, significant benefits and risks involved, how long you may be incapacitated, and reasonable medical alternatives;
- Be involved in care planning and treatment;
- Include family members in care planning and treatment;
- Pain assessment and management, and to have your report of pain believed;
- Consult with another doctor at your own request and expense;
- Refuse treatment and to be informed of the medical consequences of your refusal;
- Privacy in the performance of your medical care;
- Confidentiality of records and communications regarding your care. Certain information may be released to appropriate persons or agencies (e.g., insurance companies) according to state and/or federal laws;
- Give or withhold your consent to participate in research projects or procedures. This includes information about the project, the potential risks and discomforts, and advantages of participating in the project;
- Examine and receive an explanation of your hospital or doctor bill;
- Access information contained in your medical records within a reasonable time frame, in accordance with state and federal regulations;
- Have an Advance Directive and have those who provide your care comply with your directive. Provision of care does not depend on having an Advance Directive. Information about Advance Directives can be provided to you upon request;
- Appoint a surrogate to make health care decisions as permitted by law;
- Participate in consideration of ethical issues that arise in your care;
- Initiate review of any concern you may have about your care;
- Have the right to appeal your discharge decision;
- Have a family member or representative, and your physician, notified promptly upon your admission to the hospital;
- Receive care in a safe environment;
- Be free from unnecessary restraint and any form of abuse or harassment;
- Complain about hospital care without fear of reprisal and if requested, to receive a written response from the hospital. Patients or their loved ones may contact the manager of the department where care is received, or call Hotline to the Heart at 1-844-749-8817.

Patients may also contact:

**Washington State Department of Health
Health Systems Quality Assurance
Complaint Intake**

Post Office Box 47857

Olympia, WA 98504-7857

Phone: 360-236-4700

Fax: 360-236-2626

Email: HSQAComplaintIntake@doh.wa.gov

Det Norske Veritas (DNV)

866-523-6842

Centers for Medicare & Medicaid Services

800-336-6016



Advanced Care Planning


You have a right to accept or refuse any treatment. You can protect this right for the future by completing a Health Care Directive such as “Directive to Physicians” (often called a “Living Will”) and/or a “Physician Order for Life Sustaining Treatment” (POLST). It is strongly recommended that you also have a “Durable Power of Attorney for Health Care Decisions.” A Health Care Directive is a form that says how - and by whom - you want medical decisions made if the time should ever come that you can’t speak for yourself. The Durable Power of Attorney for Health Care insures that your voice and wishes will be heard.

The Directive to Physicians and the Durable Power of Attorney forms are available at the hospital as well as from your physician, lawyer, or on the web. You may ask your nurse, chaplain, care manager, or any staff member and these forms will be delivered to you.

ETHICS COMMITTEE


The Ethics Committee serves as a resource for you, your family, and your legally appointed decision-maker and your health care team when ethical issues come up during your stay at PeaceHealth St. Joseph.

The Ethics Committee’s purpose is to assist in making sure your health care wishes are respected and followed. If you have questions about your rights as a patient or about your Advance Directives, our Director of Mission Integration and our Ethics Committee can assist you and your family in making decisions that reflect your wishes.

 To find out more, or to request a consultation, call the Director, Center for Mission, at **ext. 6308**.

YOUR PRIVACY & HEALTH INFORMATION

People who care about you may call the hospital asking about your status. To protect your privacy, it is our policy to not share any medical information over the phone. However, if callers ask if you are a patient here, we would tell them that you are a patient unless you tell your nurse that you want “Do Not Announce” (DNA) status. This means our staff will not tell any visitors or callers, including immediate family, that you are here. You will not receive any mail or flowers.

 Contact our medical center’s regional privacy office for more information: **360-788-6307**.




Follow-up care instructions. Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long;
- what kinds of activities you can and can't do, and for how long;
- how to properly care for any injury or incisions you may have;
- what follow-up tests you may need and when you need to schedule them;
- what medicines you must take, why, and for how long;
- when you need to see your physician;
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for;
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

PATIENT BILLING INFORMATION


While you are in the hospital or after your discharge, Financial Counselors are available to discuss any questions or issues related to billing, insurance or charity care.

**Hours: 8 a.m. – 5 p.m.
Monday through Friday**

 **800-873-8253**

FINANCIAL ASSISTANCE PROGRAM

Patients who meet federal income guidelines may qualify for reduced-cost or free care at PeaceHealth St. Joseph.

 To learn more or to request a brochure, please contact a Financial Counselor at **800-873-8253**.

Questions about your bill?

PeaceHealth St. Joseph Medical Center
Patient Financial Services
2901 Squalicum Parkway
Bellingham, WA 98225
Phone: 800-873-8253



For the Caregiver



How family and friends play a role in a patient's recovery

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient's advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one's needs are being met, don't neglect your own.

Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while.

But “downtime” is important. Don't be reluctant to ask for help in caring for your loved one.

Take advantage of friends' offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

- Know what condition your loved one is being treated for.
- Know your patient's rights and responsibilities (see page 11)
- Know whether or not your loved one has an advance directive and if so, what it specifies (see page 13)
- If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have and don't be afraid to speak up (see page 15 for supporting information and space for notes).
- Help track medications. Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with a wallet-sized notebook.
- What's next? Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.

Questions for My Doctor

ABOUT MY CONDITION

- What effect did my hospitalization have on my condition? Is it cured or just under control for now?
- How can my condition be treated, managed or made better?
- How will this condition affect me? Will I need to change some of my activities?
- Are there long-term effects of my condition?
- How can I learn more about my condition?

DO YOU HAVE PAIN?

Manage your pain so your hospital stay is as comfortable as possible. You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

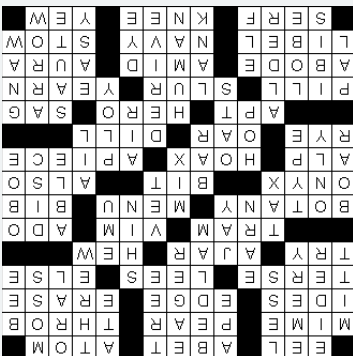
To help describe your pain, be sure to report:

- When the pain began;
- Where you feel pain;
- How the pain feels—sharp, dull, throbbing, burning, tingling;
- If the pain is constant, or if it comes and goes; What, if anything, makes the pain feel better; What, if anything, makes the pain feel worse;
- How much pain, if any, your medicine is taking away;
- If your medicine helps with the pain, how many hours of relief do you get?

NOTES

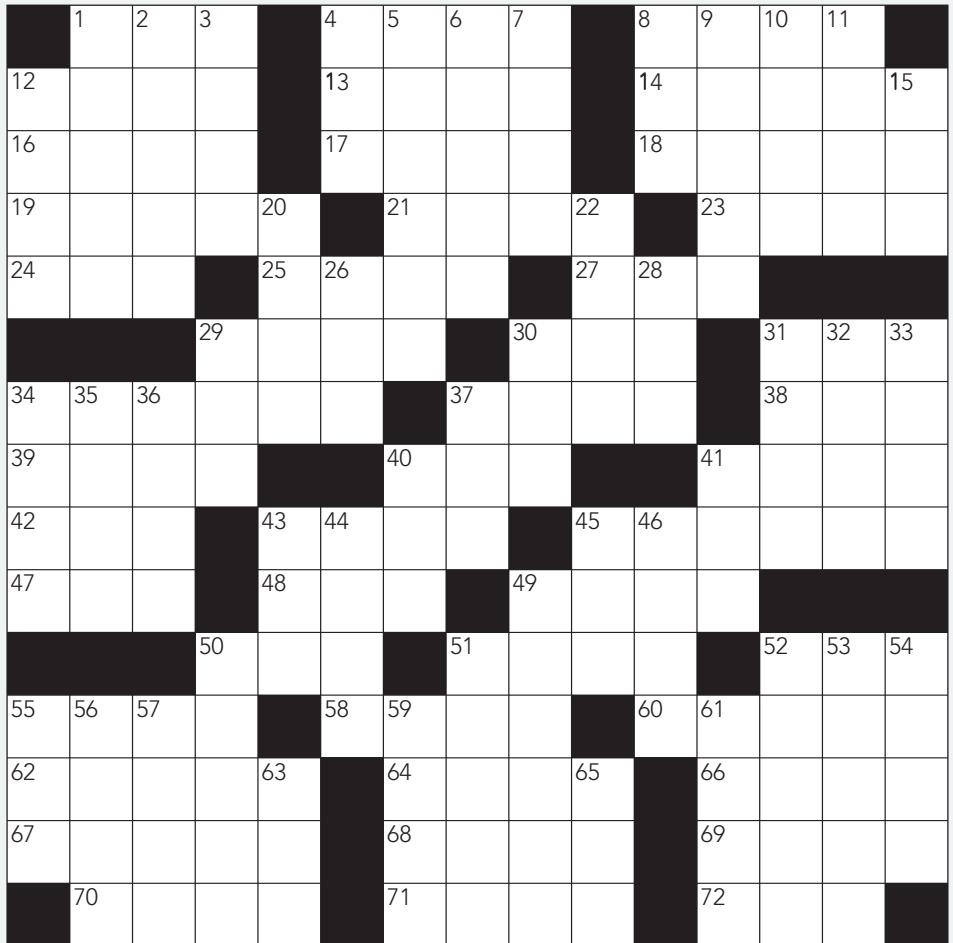
Across

1. Snakelike fish
4. Assist in crime
8. Particle
12. Imitate
13. Fruit
14. Pulsate
16. Bad time for Julius
17. Border
18. Wipe out
19. Laconic
21. Sediment
23. Additional to or different from
24. Attempt
25. Slightly open
27. Cut down
29. Form of transport
30. Vitality
31. Fuss
34. Study of plants
37. Bill of fare
38. Napkin
39. Quartz used in cameos
40. Used to control a horse
41. As well
42. High mountain
43. Fraud
45. Each
47. Cereal grass seeds
48. Paddle
49. Aromatic herb
50. Fitting
51. Champion
52. Droop
55. Tablet
58. Aspersion
60. Languish
62. Residence
64. In the middle
66. Halo
67. Defamation
68. Shade of blue
69. Pack tightly
70. Medieval land worker
71. Hinge joint
72. Conifer



Down

1. Type of duck
2. Mineral used as an abrasive
3. Not as great
4. Simian
5. Pandemonium
6. Avid
7. Woody plant
8. Consumed
9. Tossed
10. Unwritten exam
11. Flowerless plant
12. Glove
15. Insect
20. Yield
22. Tibia
26. Crested bird
28. Flightless bird
29. Charge
30. Animal doctor, in short
31. Fit
32. Saucer
33. Woodwind instrument
34. Male hog
35. Merely
36. Variety
37. Coalesce
40. Saloon
41. Be unwell
43. Jump
44. Annual grass seeds
45. Melody
46. Gambit
49. Infer
50. Tree with conelike fruit
51. Person
52. Fry quickly in fat
53. Pointer
54. Chew
55. Buddy
56. Wading bird
57. Part of the ear
59. Long and thin
61. Facile
63. Mischievous fairy
65. Staining substance



Local Cable TV Channels

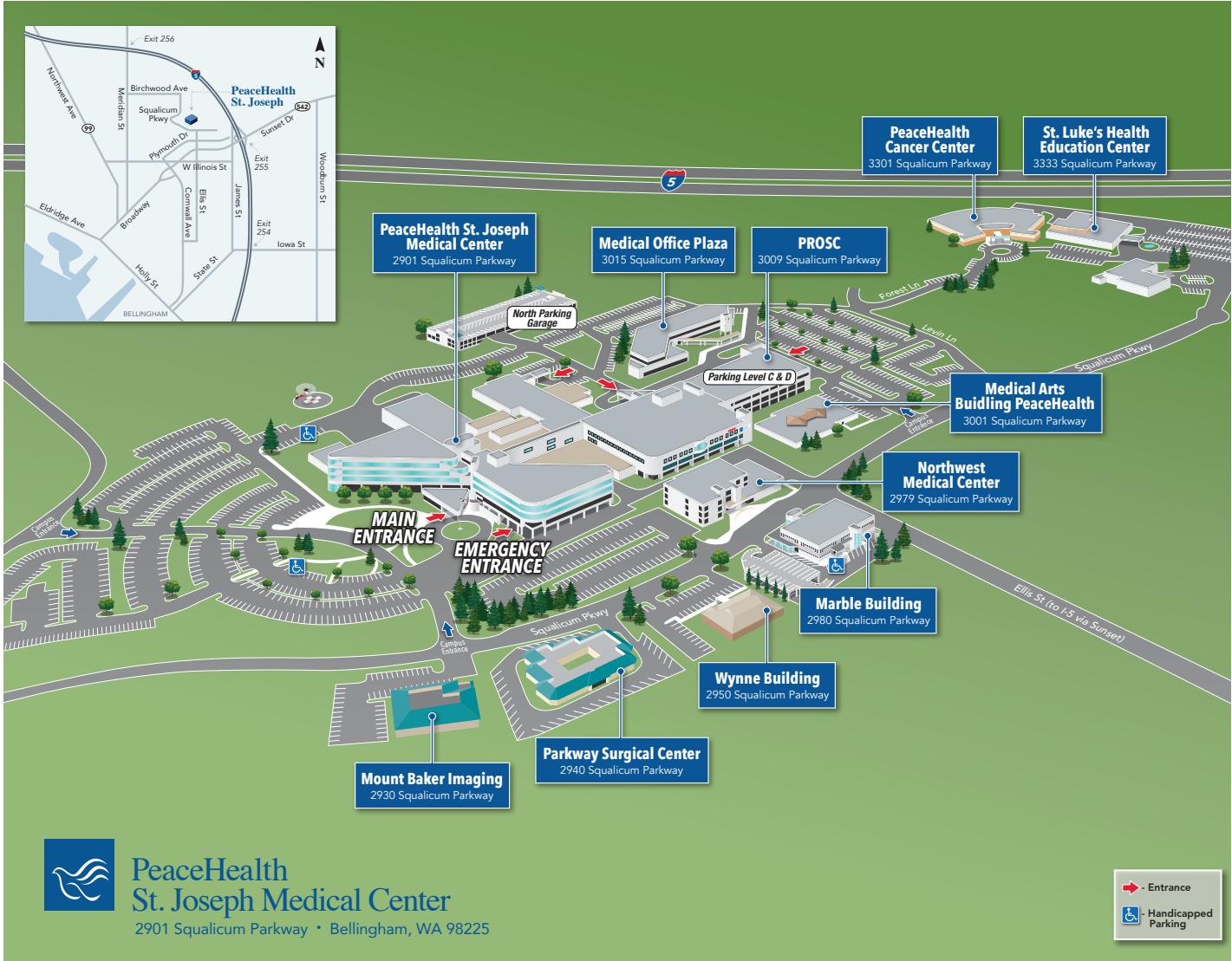
2	NW CABLE NEWS (NWCN)	23	TVW	48	FOX NEWS
3	KWPX	24	C-SPAN	49	COURT TV
4	KOMO	25	C-SPAN2	50	OXYGEN
5	KING	26	COMMUNITY PROGRAMMING	51	LIFETIME
6	KONG	27	CBUT	52	A&E
7	KIRO	30	FOX NEWS NET	53	FX
8	DISCOVERY	31	ESPN	54	TNT
9	KCTS	32	ESPN2	55	TBS
10	GOVERNMENT ACCESS	33	GOLF CHANNEL	56	BET
11	KSTW	34	NBCSN	57	SPIKE TV
13	KCPQ	35	FOOD CHANNEL	58	USA
14	KBCB INTERNATIONAL CHANNEL	36	TRAVEL CHANNEL	59	SYFY
15	KHCV	37	THE HISTORY CHANNEL	60	COMEDY CENTRAL
16	QCV	38	THE LEARNING CHANNEL	61	COUNTRY MUSIC TV
17	THE CARE CHANNEL	39	ABC FAMILY	62	VH1
18	GUIDED IMAGERY CHANNEL – soothing music and relaxing imagery	40	NICKELODEON	63	MTV
19	HALLMARK CHANNEL	41	DISNEY CHANNEL	64	MTV2
20	KTBW	42	CARTOON NETWORK	65	E! ENTERTAINMENT TV
21	CIVT CANADIAN	43	ANIMAL PLANET	66	BRAVO
22	KTWB	44	CNN	67	AMERICAN MOVIE CLASSICS
		45	HEADLINE NEWS	68	HOME & GARDEN TV (HGTV)
		46	CNBC	75	SHOP NBC
		47	MSNBC	78	WEATHER CHANNEL

Closed Captioning (CC)

Both small personal televisions and the pillow speakers have closed captioning options (cc).

To operate the CC tool:

- Locate the “cc” button on the television control.
- General patient rooms use a pillow speaker.
- For patient rooms with personal televisions, the control is right on the television.
- Press the “cc” button.
- Repeat until “cc 1” or “closed caption 1” is displayed.



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