



Patient and Family Handbook

AlamedaHealthSystem.org



Patient and Family Handbook

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Welcome to Alameda Health System

On behalf of the physicians and staff of Alameda Health System, it is our pleasure to welcome you to our hospital. We are pleased that you have chosen us for your health care needs. We know that being in a hospital can be an unsettling experience and want to assure you that we are committed to providing our patients and their families with excellent and compassionate care.

Please take a few minutes to browse through this patient handbook. It offers information that will be helpful during your stay.

Our dedicated staff of health professionals makes every effort possible to ensure your stay is comfortable. We encourage you to be an active member of your health care team by asking questions and providing us with honest feedback. This helps us support you and provide you with the most personalized care possible.

Our entire team wishes you a speedy recovery, and we thank you for the opportunity to serve you and your loved ones.

Sincerely,

James E.T. Jackson, MPH
Chief Executive Officer

Romoanetia Lofton, DNP, MSN, MBA,
RN, NE-BC
Chief Nursing Officer



Your Stay

Visitors

Alameda Health System understands that having loved ones by your side can help with healing and care. To promote health and safety and limit infection, some units may limit the number of visitors you can receive at one time. Some units, such as critical care and maternity have additional visitor guidelines.

Patients have the right to choose to receive visitors from among family, friends, or other individuals at any time during their stay. You can also choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients.

Tell your friends and family not to visit if they are sick. Make sure all your guests wash their hands when they enter and exit your room.

Visitor guidelines may change as necessary to ensure the health and safety of our patients and staff.

Smoking

Smoking is not allowed anywhere in the hospital or on the hospital grounds.

Americans with Disabilities Act (ADA)

If you have special needs or limitations such as difficulty walking, limited vision, or hearing loss, please notify your nurse. We can provide several accommodations such as volume-controlled telephones and full-page magnifiers. If you bring your own equipment to the hospital, please be sure it is clearly marked with your name and phone number.



Patient Meals

Your meals will be freshly prepared and delivered to you.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside table when not in use. To prevent loss or damage, please do not put items on your bed or food tray. Leave valuables like jewelry or cash at home or give them to a trusted relative or friend to watch over. AHS cannot be responsible for replacing belongings.

Interpreter Services

AHS services' one of the most ethnically diverse areas in the nation. Our extensive interpreter services offer trained medical interpreters who can translate in nearly 30 languages. Qualified bilingual staff members also are available. Family members are strongly discouraged from acting as medical interpreters due to privacy concerns and the difficulty of using unfamiliar medical terms. Translated written materials are available in multiple languages. Let your nurse know if you would prefer written materials in a language other than English.

Service Animals

The ADA defines service animals as dogs who are trained to perform tasks for people with disabilities. Service animals are welcome if the dog and handler comply with ADA requirements. Hospital staff are not allowed to care for service animal. A friend or family member must provide care for your service dog while you are in the hospital. Specific units including surgery and critical care have additional restrictions.



Your Care

Our Commitment

Our mission is Caring, Healing, Teaching, Serving All. We strive to provide excellent care for all patients regardless of their citizenship status, nation of origin, race, religion, ethnicity, sexual orientation, income, or insurance status. We have zero tolerance for violence and are dedicated to ensuring that all patients feel welcome and safe at AHS.

Caring for You

Purposeful Hourly Rounding – A nurse will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, check on your pain level, and make sure you can easily reach your phone, call light and personal items.

Bedside Shift Report – We want you to feel comfortable and cared for throughout your stay. At each nursing shift change, your nurse will introduce your new nurse to you. The team will talk about your progress, medicines and scheduled tests and include you in your plan of care. You are encouraged to ask questions about your care.

Nurse Leader Rounding – A nurse leader will visit you daily to ensure we are taking good care of you and address any concerns you may have.

Ethics Committee

This committee provides a safe, confidential forum for you and your loved one who needs help with a difficult medical decision or has concerns about medical care. Although the committee may offer

suggestions, you and your physician have the final decision about your care. Please talk to your physician about the committee.

Patient Experience

Are we meeting your health care needs? Are your doctors and nurses listening to you? Our goal is to provide you the best patient experience possible. Please let us know if there is anything we can do to improve your stay before you go home.

If you have any questions or concerns, please ask to speak to the nurse manager or supervisor of your unit. If your issue is still not resolved, please contact 510-437-8500. You may otherwise contact the hospital’s administration’s office.

When our staff enters your room, they have been trained to provide you the following information to help you feel more at ease. We refer to this information as G.I.F.T:



G.I.F.T.

G	Greet	Example- hello, good day,
I	Introduce	Name, title and dept
F	For (there for...do for you)	What you are there FOR – what, why..... What can I do For you?
T	Thank	Thank you and anything else I can do for you



HCAHPS Survey

After you go home, you may receive a survey about your stay. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is a patient experience tool that covers topics such as:

- Physician and Nurse communication
- Staff Responsiveness
- Quality of the hospital environment
- Medicine and discharge information

Your feedback is important to us so please take a few minutes to complete the survey. The results will help us best understand how we can make your patient experience exceptional.

Should you have unresolved issues, you have the right to file a complaint with either:

The Compliance Hotline – (844) 310-0005

Patient Safety – (510) 437-8484

California Department of Public Health
850 Marina Bay Parkway, Bldg. p, 1st floor
Richmond, CA 94804
(800) 544-0352

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800) 944-6610

Multi-drug Resistant Organisms (MDROs)

What are MDROs?

MDROs are microorganisms resistant to multiple agents in one or more classes of antibiotics.

MDROs are highly resistant bacteria (including, but not limited to):

- Methicillin-resistant Staphylococcus aureus (MRSA)
- Vancomycin-resistant enterococci (VRE)
- multidrug-resistant enterococci (VRE)
- multidrug-resistant Gram-negative bacilli (GNB) which may include;
 - Escherichia coli, Klebsiella pneumoniae, Acinetobacter baumannii, and Pseudomonas aeruginosa

What can be done to prevent the spread of MDROs?

- Strict hand hygiene and appropriate isolation precautions are key to prevent the spread of MDROs.
- Development and implementation of an antimicrobial stewardship program (ASP).
- Practice environmental infection prevention, which includes:
 - a) providing adequate disinfectant contact time and monitoring room cleaning.
 - b) Provide patient education about MDROs.



Take Charge

You're Part of the Team—SPEAK UP

You are the center of your health care team. As a patient you can make your care safer by being an active, involved, and informed member of your team. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. Here are some ways to take charge of your care.

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have the right to know.

Pay Attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.

Educate yourself about your illness. Learn about the medical test you get and your treatment plan.

Ask a trusted family member or friend to be your advocate (adviser or supporter).

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



What I Want to Ask About My Care

When you are in the hospital there can be so much is happening and so many people involved in your care that it can be challenging to remember what you want to ask. Writing down your questions or concerns can be helpful.

Ask yourself:

Is there anything else the hospital should be aware of to improve my care experience? What do I want to ask about my care?

Check IDs

Many people will care for you (doctors, nurses, technicians), and these same people care for many other patients.

- Ask to see the ID badge 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 a badge, contact a nurse immediately.
- Hospital staff caring for you will check your ID before they give you medicines, transport you, or perform procedures and treatment. This may seem repetitive, but it helps ensure you receive the correct care.

Fight Infections

The hospital is a place where you come to get well but you may also come in contact with germs that can make you feel worse. Here are ways to reduce chances of infection.

- Clean your hands
 - After touching objects or surfaces
 - Before eating
 - After using the restroom
- Ask staff and visitors to clean their hands EVERY time they enter or leave your room. Don't hesitate to remind them if they forget.
- Cover your cough or sneeze. Cough or sneeze into a tissue that you immediately throw away or into the crook of your elbow to prevent germs from spreading. Then wash your hands.
- Get regular immunizations including the flu vaccination to protect yourself and your family. Your physician may ask you to get a flu or pneumonia vaccination during your stay.

Don't ignore Pain

You are the expert on your pain. Managing your pain will help you heal. Tell your doctor or nurse when you have pain or if it comes back again after going away.

Ask yourself:

- Where does it hurt? When does it hurt?
- Does it keep you from doing things like sleeping, dressing, eating?
- Which words best describe your pain: aching, burning, dull, cramping, sharp, shooting, throbbing, pressure, and tightness?

Use the Wong-Baker FACES Pain Rating Scale below to rate your pain.



Preventing Falls in the Hospital

Know when to ask for help

Everyone of all ages is at risk for falls. It is better to be extra careful than risk a fall. Illness, procedures, medicines, or even just lying down too long can make you feel weak. As your health improves you will do more and more walking. To avoid falling and hurting yourself, please follow these guidelines.

- Wear shoes or non-skid slippers every time you get out of bed.
- Call your nurse if you feel dizzy, weak or lightheaded. Do not get up by yourself.
- Call for assistance when you need to go to the bathroom.



- Make sure the path to the bathroom is clear. Use only unmoving objects to help steady yourself. Do not use your IV pole, tray table, wheelchair or other objects that can move.
- Use the handrails in the bathroom and hallway.
- If you wear glasses or hearing aids, use them.
- Keep important items within reach. This includes your call button or call bell.

Know your Medications

It's important to know what you are taking and why. Do not be afraid to ask your doctor or nurse about any new (or current) medicines you take and remind them of any allergies you may have. Be sure they know of all other prescription medications, over the counter medications and any herbal or vitamin supplements you take. Remember, before giving you any medicines, hospital staff will double-check your ID bracelet to be sure you are receiving the right care. Here are some questions to ask about your medications:

- What is the name of my medicine? Is there a generic name?
- Why am I taking it and when will it start working?
- What dose? How often? How long?
- What is the best time to take it and do I have to take it with food?
- What are the possible side effects and what do I do if I experience them?
- Is there anything I should avoid? Food? Drinks? Activities?
- What do I do if I miss a dose?



Thinking about My Discharge from the Hospital

Discharge is an important time in the recovery process and having a safe transition from the hospital to home or another care setting is key. The questions below may spark some questions to ask and/or do when planning to leave the hospital.

You will receive a detailed discharge plan from the hospital staff when you are leaving but your advance thinking is very helpful.

- Where will I be going after discharge?
- Do I have transportation planned for my discharge?
- Do I need to make arrangements for my job? Do I need a note from the doctor for work or school?
- Will I need to have someone help me at home? If so, do I have some ideas? Have I made arrangements for a caregiver(s)?
- What restrictions might I have when I leave? (Stairs, driving, diet, activities to avoid, etc.)
- What questions do I have about my discharge?

Before You Leave the Hospital

A successful recovery starts with a solid plan. Take steps as soon as possible during your stay to plan a successful transition. To begin, be sure to ask to speak with your case manager about your upcoming appointments, medicine list and instructions, discharge plan and what to do if you don't feel well. If you need rehabilitation, skilled nursing care or other service after your stay, you will need time to consider your options. Your case manager will help guide you.

Before you leave, make sure you have the following:

Discharge Summary – This includes why you were in the hospital, who your caregivers were, your procedures and medicines.



Medicine List – This should include ALL your medicines. Make sure you know why, how, and when to take each one.

Prescription – Be sure you have a plan to get your prescriptions filled.

FOLLOW-UP CARE INSTRUCTIONS, BEYOND MEDICINES-

- Foods or activities to avoid
- Test or follow-up appointments
- Warning signs to watch for
- How to use new equipment and care for any wounds
- Daily living adjustments (like how to get into bed)
- Who to call if you have any questions?
- Do I have a follow-up appointment?

AFTER-HOSPITAL SERVICES—know what support you will need

- Personal care: Bathing, eating, dressing, toileting
- Home care: Cooking, cleaning, shopping
- Health care: Taking your medicines, appointments, therapy, wound care, medical equipment

OTHER RESOURCES – Ask your case manager for help with after-care services or other support groups.



MyAlamedaHealth

A better way to manage your health!

Sign Up Today!

You can now view your medical records and your family's records online from anywhere whether at work, on the road, or at home.

- Schedule & Cancel Appointments
- Access Test Results
- Communicate with Your Doctor
- View After Visit Summaries
- Pay Bills Online
- Engage in Your Healthcare

Sign up today – and get connected to your health.

Enrollment is easy and takes about five minutes! With your activation code handy, visit My.AlamedaHealthSystem.org.



MyAlamedaHealth

Call 510-437-4108 for more information



Want to Say Thank You to Your Nurse?

Share Your Story!

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way.

DAISY Award recipients are nurses who exemplify the nursing values: ***Extraordinary Compassion, Courage, Integrity***, in every situation!

Please say thank you by sharing your story of how a nurse made a difference you will never forget!

To submit a nomination, visit www.alamedahealthsystem.org/daisy-award-ahs/ and click on the location where you received care or ask your nurse for a nomination form.



Locations

Alameda Hospital

2070 Clinton Avenue, Alameda, CA 94501, (510) 522-3700

Creedon Advanced Wound Care

815 Atlantic Ave, Alameda, CA 94501, (510) 535-7434

Eastmont Wellness

6955 Foothill Blvd #200, Oakland, CA 94605, (510) 567-5700

Fairmont Rehabilitation and Wellness

15400 Foothill Blvd, San Leandro, CA 94578, (510) 895-4200

Hayward Wellness

664 Southland Mall, Hayward, CA 94545, (510) 266-1700

Highland Hospital

1411 E 31st St, Oakland, CA 94602, (510) 437-4800

Highland Wellness

1411 E 31st St, Oakland, CA 94602, (510) 437-5039

John George Psychiatric Hospital

2060 Fairmont Dr, San Leandro, CA 94578, (510) 346-1300

Marina Wellness & Surgical Associates

815 Atlantic Ave, Alameda, CA 94501, (510) 535-7363

Newark Wellness

6066 Civic Terrace Ave, Newark, CA 94560, (510) 505-1600

Park Bridge Rehabilitation and Wellness

2401 Blanding Ave, Alameda, CA 94501, (510) 522-1084

San Leandro Hospital

13855 E 14th St, San Leandro, CA 94578, (510) 357-6500

South Shore Rehabilitation and Wellness

625 Willow St, Alameda, CA 94501, (510) 523-3772J