FREE Take this copy home with you

Patient Guide

Important Information for Your Hospital Stay

Fast Facts
Most Frequently Asked Questions

Describe Your Pain
Tools Inside to Help

Before You Leave
How to Plan Ahead for Discharge

Ochsner Health
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Welcome

Thank you for choosing Ochsner to meet your healthcare needs. Our goal is to provide you with respectful, compassionate, quality care. Our staff is here for you and your family.

If we can do anything to serve you better at any time, please let us know.

Our Mission

We Serve, Heal, Lead, Educate and Innovate.

Our Core Values

- Patients First
- Compassion
- Integrity
- Excellence
- Teamwork
Our Commitment to Care

Patient experience matters to us

Our goal is to provide the best quality care. To do so, we ask for feedback. Part of the way we achieve our goal is to involve you in your care, regularly check on you and ask you for feedback. You can expect **Bedside Shift Reports** twice a day at shift change. Your care team completes a hand-off with the nurse coming on shift and the nurse going off their shift. We will discuss your care plan, medications and any questions you may have. We will also perform Hourly Rounding which means, about every hour someone from your care team will be in to assist you with your needs, including helping you to the bathroom.

Finally, we Leader Round. A leader from your floor will stop by to see you daily and ask for your feedback to ensure you are receiving the care you need.

You can also expect the leader to ask you questions to ensure that you are receiving the best experience that Ochsner can provide. They will address your concerns and make the appropriate changes in a timely manner. If you feel the staff has not addressed your concerns, ask to speak with the department manager.

Important Phone Numbers

**Ochsner Health Patient Financial Services**
Phone: 504-842-4190
Toll Free: 1-800-343-0269
To contact us by email: billing@ochsner.org

**Ochsner International Services**
Phone: 504-842-3719
Fax: 504-842-1004
E-mail: international@ochsner.org

**Schedule an appointment**
Phone: 1-866-624-7637
The following services are available to all patients. Please ask your nurse if you need more information or want to arrange for certain services.

Case Management and Social Services
You may have concerns about your illness, your hospital stay and how you will manage your care after discharge. Discussing these concerns and planning for your post-hospital care are good ways to deal with any uncertainty you may have. A case manager or social worker, partnering with doctors, nurses and other healthcare personnel, can help develop a plan for post-hospital care that fits your needs and resources.

Chemotherapy Medication Safety
Chemotherapy drugs are considered hazardous to those not prescribed the medication for cancer. For the safety of our hospital staff, extra precautions are required when handling these medications, such as: wearing mask, gowns, gloves or eyewear.

Hospitalists
During your stay, you may be seen by one or more doctors called hospitalists.

Hospitalists are board-certified, internal medicine doctors who oversee your care while you are in the hospital.

Hospitalists lead a team of nurses, case managers, social workers, physical and occupational therapists, respiratory therapists and pharmacists. Physician assistants (PAs) and nurse practitioners (NPs) can be members of the hospital medicine team and serve as your primary contact on a day-to-day basis.

You may have medical residents and medical students on your care team who are learning and working under the direct supervision of Medical Staff.

Internet Wi-Fi
Ochsner offers free Wi-Fi service for use by patients and visitors. Access is available with any internet-enabled device by connecting to the OHNGuest wireless network. Access to certain content is blocked.
**Language Services**
Interpreters are available 24/7 via Video Remote and Over the Telephone for Limited English Proficient, Deaf and Hard of Hearing patients, free of charge. In-person interpreters are available upon availability.

**Food and Nutrition Services**
Proper nutrition is essential for your wellness and recovery. Our staff makes every effort to serve foods that are healthy, well prepared and attractive. Hospital dietitians help you meet your nutritional needs.

**Patient Education**
Simple, easy-to-understand information will be given to help you learn about medical conditions, procedures and staying healthy. These materials can help you participate in your healthcare.

**Smoking Policy**
Ochsner is a smoke-free facility. The hospital’s tobacco-free policy prohibits the use of all tobacco products (including smokeless cigarettes) indoor and outdoor areas, including vehicles and all Ochsner property. This policy applies to the entire campus and includes all patients, visitors, staff and vendors.

**Spiritual Care**
The spiritual aspect of healthcare is important to recovery. Your faith-based organization is welcome at Ochsner. Nursing personnel or a case manager can assist you with contacting a particular faith group or requesting chaplain services.

**Telephones**
Telephones are provided for use at no charge in all patient rooms. Report any difficulty with your phone to your nurse. Long-distance or international calls cannot be charged to your hospital bill.

**Television**
Television is offered to all patients free of charge. You will receive instructions for operating your TV. Please be considerate of others with the volume.

**Vision-Impaired Services**
Every reasonable attempt will be made to accommodate the special needs of the blind or visually impaired when relevant to the care and comfort of our patients.

**Visiting Hours**
To enhance the recovery of all patients, we welcome visitors. However, please respect the need for a quiet environment. For the safety of all patients, people who are sick should not visit.

Also, children must always be accompanied by an adult. Each nursing area has its own policies regarding visitors, including children. Check with the patient’s nurse for visiting guidelines.
Rights & Responsibilities

You have the right to the best care

As a patient or representative of a patient at Ochsner Health, you have certain rights and responsibilities, which we are committed to honoring and helping you achieve. When you, like your healthcare team, are aware of these rights and responsibilities, you can contribute to the effectiveness of your or your family member’s treatment and to the quality of patient care.

Patient Rights

As a patient or patient representative, you are entitled to:

Nondiscriminatory Treatment. You have the right to receive treatment without regards to age, race, gender, ethnicity, religion, culture, language, national origin, disability, ability to pay, sexual orientation, or gender identity or expression.

Timely Care in a Safe Environment. You have the right to timely, attentive care in a safe setting and the right to a response to requests for service, within the hospital’s capacity and in accordance with the urgency of need.

Dignified, Respectful Care. You have the right to considerate and respectful care that preserves your psychosocial, spiritual, and cultural values and beliefs, and contributes to a positive self-image.

Informed Care. You have the right to be informed, in understandable terms and in a manner tailored to your particular needs and capacity to understand, of your health status, diagnosis, treatment, prognosis, and plans for discharge and follow-up care. This right includes the right to be informed, when appropriate, about the outcomes of care, including unanticipated outcomes.

Decision-Making. You, in collaboration with your healthcare provider, have the right to make decisions about your care, to participate in the development and implementation of the plan of care, discharge plan and effective pain management. This right includes the right to refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of such action.

Identity and Relationships of Your Healthcare Providers. You have the right to know by name the people responsible for the coordination of care and the identities of others involved in providing your care. You also have the right to obtain information as to any professional relationships among individuals treating the patient, as well as the relationship between the hospital and other healthcare and educational institutions that may influence the patient’s care.
Privacy and Confidentiality. You have the right to personal privacy and confidentiality in treatment discussion, consultation, examination and care. All communications and records pertaining to your care are to be treated as confidential by the hospital, except in cases such as suspected abuse or public health hazards, which are required by law to be reported. You have the right to request a copy of Ochsner’s complete Notice of Privacy Practices.

Release of Information. You have the right to review your medical records and to request amendments of the records, in accordance with Ochsner policy. You have the right to request restrictions on the uses and disclosures of your health information. You have the right to request an accounting of to whom Ochsner has disclosed your health information.

Support Givers and Visitation. You have the right to the presence of a support giver during the hospital stay and the right of visitation, unless this would interfere with the well-being, rights or safety of others, or is not medically indicated in the patient’s care. The support giver may or may not be your surrogate decision-maker or legally authorized representative. You have the right to designate the visitor(s) of your choice and to receive these designated visitors, including, but not limited to, a different-sex or same-sex spouse, domestic partner, significant other or parent and friends. Ochsner will not deny visitation privileges based on race, religion, ethnicity, language, culture, size, gender, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability. You have the right to withdraw or deny consent at any time.

Patient Representative. You have the right to designate an individual as your representative, who will be involved, to the extent the patient wishes, in the development and implementation of your plan of care. The representative will be notified promptly of your admission to the hospital.

Advance Directives. You have the right to present an advance directive, such as a living will or durable power of attorney for healthcare, concerning your treatment in the event you become incapacitated. You have the right to expect that Ochsner will honor that directive, to the extent permitted by law.

Bioethics. You have the right to participate in decisions regarding ethical issues surrounding your care.

Concerns?
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor.
If you feel that your issue isn’t resolved, contact our Patient and Provider Advocacy department at 1-844-959-HEAR(4327).
**Clinical Investigation.** You have the right to know if your physician or healthcare provider wishes to include clinical investigation as a part of your care, to have those studies fully explained prior to treatment, and to be able to consent or refuse to participate in any such treatment.

**Spiritual or Spiritual Care.** You have the right to request or refuse Spiritual Care or other spiritual services.

**Restraints.** You have the right to receive care in the presence of physical or chemical restraints, except where necessary from a medical or safety standpoint.

**Interpretation.** You have the right to free interpreter services if you have Limited English Proficiency, are Deaf, or Hard of Hearing.

**Billing Transparency.** You have the right to information about charges and available payment methods before services are rendered and also the right to examine and receive an explanation of your hospital bill, regardless of the source of payment.

**Patient Complaints.** You have the right to express a concern or complaint to your healthcare providers and to expect that such expression will not compromise care or future access to care. You have the right, if you believe that your rights have been violated, to file or have a designee file a compliant or grievance with the Patient and Provider Advocacy Department.

**Grievances also may be lodged with the Louisiana Department of Health and Hospitals (1-866-280-7737) or The Joint Commission (1-800-994-66i0).**
Patient Responsibilities

As a patient or patient representative, you have the following responsibilities:

**Strive to Understand.** Ask questions about specific problems and request information when you do not understand your illness or treatment.

**Tell Us.** Provide accurate and complete reports about your health.

**Comply.** Follow the treatment plan prepared by your healthcare providers and other caregivers. Understand that you may cause your health to become worse if you refuse treatment or do not follow the plan of treatment.

**Be Considerate.** Consider the rights of all hospital personnel and other patients, and ensure that you and your visitors are considerate in the control of noise, limiting numbers of visitors, and abstaining from smoking anywhere on the hospital property.

**Be Respectful.** Respect hospital property and the property of other patients.

**Follow Policies.** Follow all hospital policies affecting patient care and conduct.

**Advance Directives.** Provide advance directives (living will or healthcare power of attorney) if you have one.

**Billing.** Provide accurate information to ensure processing hospital bills and make payment arrangements when necessary pay your hospital bills promptly.

Nondiscrimination and Accessibility Notice

Ochsner Health System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Attention: Language assistance services, free of charge, are available to you. Call 1-833-896-6586.

Atención: Si usted habla español, tiene a sus disposición servicios de asistencia lingüística de manera gratuita llamando al 833-896-6586.
Important Things to Know While You Stay With Us

Your guide to the safety measures we are taking to protect you during COVID-19.

Our commitment to your safety

At Ochsner Health, we strive to give you the best care possible, with the utmost attention to your safety. Achieving the highest patient safety standards takes a team effort. While you are in our care, we consider you the most important member of the care team. Your voice matters to us and we want to hear what you have to say.

We are committed to an excellent experience. However, we know things don’t always go as planned or as intended. There may be times we don’t meet your expectations. It’s important to us that we make it easy for you to provide feedback.

We appreciate opportunities to learn and adjust and our goal is to exceed your expectations; as your caregivers rally through times of rapid change, their compassion may shine brighter than ever, and we want to celebrate their work.

Ochsner has teams specifically focused on patient experience. Your input helps us improve your experience at Ochsner and provide you with the safest care environment. We want you to feel comfortable, well-informed and empowered to ask questions about anything you don’t understand. We also intend for you to feel cared for through our communication and partnership with you.
We are taking extra steps to make your comfort and safety our top priority and have added new measures to help keep you well.

Ochsner Health is following the Centers for Disease Control (CDC) guidelines for hospitals and healthcare workers. We are relentlessly working on COVID-19 testing and treatment innovations.

If you are coming into one of our facilities, we are doing the following to protect you:

- Providing masks for all patients and providers. Masks are required to be worn while on-site at all Ochsner facilities, including while visitors are in your room.
- Offering low-touch check-in and payment options at most locations.
- Adding additional hand sanitizer stations throughout all facilities.
- Increased cleaning and sanitizing between patients and in public areas.
- Redesigning our facilities to allow social distancing and increase patient safety efforts.
- Better spacing at screening areas, appointment check-in, food service and elevators with social distancing stickers and signage to keep patients and employees safe.
- Reducing the number of patients and staff allowed in elevators and restrooms.
- Maintaining our current visitor policy to reduce the risk for our patients.

Who we are

Look for Ochsner ID badges. These help you know who is taking care of you, and his or her role. Please feel free to ask questions about what their role means to your care.

Your care team is likely to include physicians, advance practice providers, nurses, technicians, pharmacists and support staff.

Who you are

Please keep your ID wristband on at all times. This helps us know who you are.

Your care team will always confirm your identity using two forms of identification before performing any procedure, including providing you with medications.

Help prevent the spread of infections

- Check with your provider about getting a flu shot or other scheduled vaccines.
- Please wash your hands often and remind everyone who comes into your room to do the same.
- Ask family members who are not feeling well (fever, cold, flu) not to visit you.
- If you have an IV or other indwelling device, the insertion site should be clean and dry. If you notice redness or have any pain at the insertion site, let your care team know.
Know about your care

You and your care provider should agree on what will happen during your hospitalization.

You should know who will be caring for you - make sure you are given the names of your medical team members. Your team is listed in MyChart. You can download MyChart for free at http://my.ochsner.org.

Ask about how you should expect to feel after your treatment or procedure.

Voice any questions or concerns about your care to any member of your care team. If you don’t understand the answer, ask again. The communication board in your room will identify your care plan.

Tell your care team if you think they have inaccurate information about you or your medical condition. Write down your questions and comments so you don’t forget.

Know about your plans for leaving the hospital Your care team should discuss your options with you. If they have not done so, please ask Your care plan is also listed in MyChart.

Tell us your wishes about resuscitation and life support-ask your nurse about advance directives such as a living will.

Know your medications

- Tell your care team about every prescription and non-prescription medication or supplement you are taking.
- Tell your provider if you have had an allergic or unusual reaction to any medication.
- Ask for simple explanations about your medications and written information about potential side effects.
- If you think you have received the wrong medication, tell your pharmacist, doctor or nurse.
- Do not take any of your home medications without approval from your care team. If there is a medication you take that is not being provided, discuss this with your nurse or provider.
- Tell your nurse if you feel that your pain level is not being controlled properly.
Stay tobacco-free
• Do not smoke or use tobacco products while you are on our campus.
• Ask your provider or nurse for support to help you remain tobacco-free.

Call, don’t fall
• As directed by the care team, get up and move—it will help you get back to your pre-hospitalization state as soon as possible.
• If your nurse has asked you not to get out of bed without help, use the call button to get assistance before getting up.
• Turn over often if you must stay in bed for long periods at a time to help prevent bed sores. Let your nursing team know if you need help.

Safe surgery and procedure checklist
• If you are having a procedure during your hospital stay, your surgical team will use a 3-part, Safe Surgery Checklist.
• Some of the items on this checklist include confirming the correct procedure, correct side and any allergies you may have.

Before your procedure, members of the surgical team will go through the checklist to confirm and verify information.
• If something is incorrect, please speak up.

Technology Helps You Stay Connected

MyChart Now - If you currently have a MyOchsner account, you will automatically have access to MyChart Now while you are in the hospital. This view will enable you to view real-time medical information including your hospital schedule, care team, medications and educational content.

MyChart Bedside - If you do not have a MyOchsner account, your nurse can set up MyChart Bedside for you or a family member. We also have iPads available to patients if you do not have a compatible device.

Video Family Connect - With Video Family Connect, you can use an Ochsner device to connect to your family at home. Ask your care team about setting up a video visit with your loved ones today. Family members at home will need to download Skype and create a user name so that when they are contacted by an Ochsner representative, they are ready.

If you need further support or guidance, please contact an Ochsner Patient and Provider Advocate by calling 1-844-959-HEAR(4327). Thank you.
Infection Control and Prevention
4 Steps to proper hand washing

1. **WET**
   Use warm or cold running water.

2. **LATHER & SCRUB**
   Sing Happy Birthday twice and scrub the backs of your hands, between fingers and under nails.
RINSE
Use clean water, warm or cold.

DRY
Use clean towel or air dry.

DON’T FORGET TO TAKE 20:
1. Before and after each patient contact
2. At the beginning and end of the work shift
3. Before and after eating, drinking or applying cosmetics
4. Following contact with contaminated items
5. Before and after gloves are put on and removed
6. After using the bathroom or blowing your nose
7. Before handling food, medication or cleaning supplies
Your Privacy Matters
Privacy and health information

You have privacy rights under HIPAA, a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?
• Doctors, nurses, and many other healthcare providers and their vendors
• Hospitals, clinics, pharmacies and nursing homes
• Health insurance companies, HMOs and most employer group health plans
• Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?
• Information your doctors, nurses and other healthcare providers put in your medical records
• Conversations your doctor has with nurses and others regarding your care or treatment
• Information about you in your health nurse’s computer system
• Billing information at your clinic
• Most other health information about you held by those who must follow this law

What rights do you have OVER your health information?
Providers and health insurers must comply with your right to:
• Ask to see and get a copy of your health records
• Have corrections added to your health information. Receive a notice that tells you how your health information may be used and shared

Right to Privacy
If you believe your rights are being denied or your health information isn’t being protected, you can file a complaint with your provider, health insurer or the U.S. government at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
• Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing

• Get a report on when and why your health information was shared for certain purposes

• File a complaint

**What are the rules and limits on who can see and receive your health information?**

**To make sure that your health information is protected in a way that doesn’t interfere with your healthcare, your information can be used and shared:**

• For your treatment and care coordination

• To pay doctors and hospitals for your healthcare

• With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills

• To make sure doctors give good care

• To protect the public’s health, such as by reporting when the flu is in your area

• To make required reports to the police, such as reporting gunshot wounds

**Without your written permission, your provider cannot:**

• Give your health information to your employer

• Use or share your health information for marketing or advertising purposes

• Share private notes about your mental health counseling sessions
Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern, such as a wish to refuse life saving treatment or a disagreement over advance directives.

How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can:

- Respond quicker to your needs
- Explain things more clearly
- Help keep your room clean or quiet
- Ease your pain
- Help you understand your treatment plan

Important Phone Numbers

Interpreter assistance for patients only:
Contact Language Services at 1-833-896-6586 | Hours are 24/7

Scheduling Appointments
To schedule an Appointment call: 1-866-624-7637 (1-866-0CHSNER)

To schedule an appointment for your child at Ochsner Hospital for Children, call 504-842-3900

Ochsner On Call: To reach our free 24/7 nurse on call, call 1-800-231-5257
Patient & Provider Advocacy: 1-844-959-HEAR(4327)
Advance Directives
A simple and smart way to take charge of your care

Ochsner respects your desire, as a patient, to direct your medical care and treatment.

Ochsner honors all valid living wills and durable powers of attorney for healthcare properly brought to the attention of an appropriate Ochsner representative. The honoring of such declarations shall be conducted strictly in accordance with state and federal laws governing such declarations.

Ochsner will not discriminate on admission or provision of care based upon the execution of an advance directive. A situation might arise, however, when your advance directive will not be implemented due to the medical judgment or conscience of individual healthcare providers. In these cases, Ochsner will attempt to resolve the disagreement or develop other options.

Fill Out Your Forms
Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact your nurse or case manager.

Choose Your Care
Fill out advance directives, so your wishes are met if you are unable to speak for yourself.

If you are an inpatient who wishes to file or revoke an advance directive in your medical record, contact your nurse, a chaplain or call 504-842-WISH (9474).
Before You Leave the Hospital
Preparing for discharge

Being discharged from the hospital is an important stage in your recovery. However, getting ready for discharge from the hospital really begins before your admission or as soon as possible. Your healthcare team will communicate with you about your expected day and time of discharge. You should decide if you will need someone with you for a few days and take the steps needed to arrange for that assistance.

If you need help locating community resources or determining the availability of nursing homes, rehabilitation services, or home healthcare, ask your nurse or case manager. Your doctor is the only person who can medically authorize your discharge from the hospital and will work to have everything prepared so you can leave.

Not Ready to Leave?

You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital, unless you’re placed under observation care. Patients who are under observation are treated as outpatients and can’t appeal discharge. Speak with your case manager or doctor and share your concerns. You also may need to reach out to Medicare, Medicaid, or your insurance company.

Teach Back
Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.
What Happens at Discharge

Once the doctor orders your discharge, the following may occur.

• The doctor will write any prescriptions you may need.

• Your nurse or case manager will discuss your after-care plans with you, including any medications that you need to take.

• Your nurse will complete instructions about the medications that should be taken. These instructions will list all the medications you now need to take at home. Over-the-counter medications will be included.

• After you have packed your belongings, let the staff know if you need a cart. The staff also will provide a wheelchair.

• The staff will come to your room and help you collect your belongings.

• You will be brought to the designated discharge area. If requested, someone will stay with you until your transportation arrives and help you place items in the vehicle if needed.

Don’t Forget!

Remember to check the bedside tables and cabinets for your personal belongings. However, do not take hospital equipment when you leave. Much of the equipment used for patients is not intended to be used for only one patient and is owned by the hospital. Leg compression devices, medication pumps, bed alarms, clocks, telephones and other devices should not be taken home or to another facility. If you are uncertain about what items you can take home, ask your nurse.
Understanding Your Bill
What you need to know

With a little planning, your financial obligation for hospital services can be handled smoothly. We will make every effort to verify your insurance benefits before services are rendered. However, in some cases, this is not possible, so we ask that you be familiar with your plan benefits so you will not be surprised when we file your claim. We will try to advise you of your deductible, co-payments and coinsurance amounts as soon as possible so payment arrangements can be made. We do ask that deductibles and co-pays be paid at time of service.

Insurance and Other Coverage
If you have Medicare, Medicaid or any other insurance coverage, you should provide this information to us as soon as possible for verification purposes. We will need the name of the insurance company, the policy number and the policy holder’s full name, Social Security number and date of birth, as well as the same information for the patient. Present your insurance card(s) to the Registration Clerk along with proper identification when you register.

Paying Your Bill
Be prepared to pay any estimated patient portion when you register. The hospital will file your insurance claim once your medical record is complete as a courtesy to you. Shortly after your insurance pays, you will receive a statement showing what your insurance paid and the amount due from you (if any). Please pay this amount promptly.

At any time during your hospital stay, our financial counselors are available to assist you with insurance questions or financial arrangements.

Keep Track
One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.
Giving Back
Help us help others

There are many ways to contribute to your community. You can help Ochsner help others in the following ways:

Volunteering
We have volunteer opportunities with flexible shifts to match your schedule. If you or someone you know is interested in volunteering at Ochsner, visit www.ochsner.org/volunteer to fill out an application.

Blood and Platelet Donation
If you or a family member needs blood during your hospital stay, consider asking your family and friends to replace the blood transfused. Blood replacement provides our patients with a safe and adequate blood supply.

Organ Donation
Thousands of adults and children are awaiting the donation of organs for a transplant operation to save their lives. If you wish to become an organ donor, talk it over with your family members, then fill out and carry an organ donation card. For additional information organ donation, call the Louisiana Organ Procurement Agency at 1-800-521-GIVE (4483).

Financial Contributions
We welcome and appreciate donations from patients, friends or organizations in support of our activities in patient care, medical education and research. All gifts are tax-deductible. For more information about making a contribution, please contact our Department of Philanthropy.
1942
Drs. Alton Ochsner, Edgar Burns, Guy A. Caldwell, Francis E. LeJeune, and Curtis Tyrone opened the first private group practice clinic in New Orleans to benefit patients.

1944
Together with Mr. J. Blanc Monroe and Mr. Theodore Brent, the five partners became the founders of The Alton Ochsner Medical Foundation in 1944, a non-profit organization dedicated to the purposes of research, education and charity.

Ochsner accepted its first class of graduates in 1944. At that time, there were nine residents for Internal Medicine and Surgery. By 1946, there were 47 fellows.

1954
On June 12 1954, Ochsner officially moved to its current flagship campus on Jefferson Hwy. 134 patients were moved to the new five-story, 250-bed, air-conditioned hospital.

1966
The first successful adult kidney transplant in the Gulf South region was performed by Drs. Paul DeCamp, William Brannan and Mims Gage. The patient was referred from Florida to Ochsner Clinic. His kidney worked for almost 30 years.

1970
Dr. John Ochsner performed the first heart transplant in the Gulf South region.

1974
Dr. John Ochsner implanted a heart pacemaker in the youngest patient ever. The 9-pound, 2-ounce recipient was only 18 hours old. Ochsner’s first live transplant later that year led to the growth of the Hospital’s multi-organ transplant program.
1976
The opening of Ochsner’s Neonatal Intensive Care Unit (NICU) made the hospital a leader. It was a commitment to treat its youngest and smallest patients with the same quality medical care available to their parents and grandparents.

1981-1982
The institution mourned the deaths of Dr. Alton Ochsner who passed away on September 24, 1981 and Dr. Guy Caldwell who passed away on November 1, 1981. Dr. Curtis Tyrone passed away on July 13, 1982.

1993
In 1993, Ochsner surgeons performed a double lung transplant on the youngest person in U. S. history, and today Ochsner remains the only lung transplant program in Louisiana.

2001
On August 31, 2001, the clinic and the foundation agreed to consolidate into a single organization. First, Ochsner Clinic Foundation, later designated the Ochsner Health System.

2007
Ochsner’s Multi-Organ Transplant Institute performed its 1,000th liver transplant, 1,000th kidney transplant, and 700th heart transplant. The Institute scored in the 99th percentile in overall patient satisfaction. The median wait time in 2007 for liver transplants at Ochsner was just 35 days, compared to approximately 575 days nationally.

2014
The Ochsner Multi-Organ Transplant Institute reached an exciting milestone by performing its 5,000th transplant. Established in 1984, Ochsner Multi-Organ Transplant Institute has accomplished numerous “first” achievements including the first adult heart, pediatric heart and liver transplants in the Gulf South as well as the first double lung, kidney, liver and dual organ (kidney-pancreas) transplants in Louisiana.
How Did We Do?

After Your Stay
Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It’s made up of simple questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information

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

Want to Know How We Score?

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

- Medicare Hospital Compare, which uses HCAHPS results and other data
  www.medicare.gov/hospitalcompare/search.html

You also can find information on hospitals through these accrediting organizations.

- Healthcare Facilities Accreditation Program (HFAP) www.hfap.org
- The Joint Commission www.qualitycheck.org
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Leadership Team

Beth Walker  
Chief Executive Officer

Will Chinn  
Chief Operating Officer

Donna Martin  
Chief Nursing Officer

Christy Migaud  
Chief Financial Officer

Lisa Pellerin  
VP Women’s Service and NICU

Frank Wharton, MD  
VPMA and AMD

Dawn Puente, MD  
Regional Medical Director

2700 Napoleon Ave.  
New Orleans, LA 70115  
504-899-9311

Emergency Contacts

For Emergencies – Ext. 4222

Emile Larson | Security Manager

Craig Duhon | Security Captain
cduhon@ochsner.org  
504-897-5997  
security Non-Emergency

Kevin Yax | Safety Officer

504-894-2798 | kyax@ochsner.org

“Ochsner Baptist is committed to this great community, and will continue to strive for excellence in the care and compassion we provide to your patients, families and neighbors.”

– Beth Walker, Chief Executive Officer
Ochsner Baptist History

- Founded in 1926 by Christian Health Ministries as Southern Baptist Hospital
- 1994, merged with Mercy Hospital; formed Mercy-Baptist Medical Center
- 1996, Tenet purchased both Hospitals; renamed Memorial Medical Center
- Became part of Ochsner in 2006; renamed Ochsner Baptist Medical Center
- March 10, 2013 - Consolidated with Ochsner Medical Center
- December 1, 2013 – Opened a women’s center

Food and Dining

Café de Lis (1st Floor of the Clara Wing)
- Breakfast – 7 AM to 10 AM daily
- Lunch – 11 AM to 2 PM daily

PJ’s Coffee
- 7 AM to 5:30 PM | Monday - Friday | McFarland Medical Plaza Amenities
(Visit the facility’s Ochweb page for more information)

Amenities

- Gift Shops – 8 AM to 4 PM
  Located on 2nd floor
- Optical Shop
  504-314-4700
- Ochsner O Bar – 8 AM to 4 PM
  Napoleon Medical Plaza
- Spiritual Care – Interfaith Chapel
  2nd floor Clara Bldg.
  504-842-3259
- Pharmacy – 8 AM to 5:30 PM
  Napoleon Medical Plaza
  504-703-9640
Ochsner Medical Center – Baton Rouge

“With excellent patient satisfaction scores and commitment to our community, we stand for healthcare with peace of mind.”
- Eric McMillen, Chief Executive Officer

Leadership Team

Eric McMillen
Chief Executive Officer

Scott Mabry
Chief Operating Officer

Dianne Teal
Chief Nursing Officer

Stephanie Bushart
Chief Financial Officer

Aldo Russo, MD
Regional Medical Director

Ralph Dauterive, MD
VP of Medical Affairs

Emergency Contacts

For Emergencies – Ext. 1111

Gary Moore
Security Manager (BR Region)
225-755-4876

Incident Command Center
225-236-5535

Security Non-Emergency
gmoore@ochsner.org

For Emergencies – Ext. 1111

Gary Moore
Security Manager (BR Region)
225-755-4876

Incident Command Center
225-236-5535

Security Non-Emergency
gmoore@ochsner.org
Ochsner Medical Center – Baton Rouge

Recent Accomplishments

• Largest area certified nurse midwife program and the first hospital in Louisiana to receive the prestigious international recognition as a Baby-Friendly designated birth facility.

• Ochsner Medical Center – Baton Rouge (OMCBR) named to the 2018 IBM Watson Health’s 100 Top Hospitals®. Formerly known as the Truven Health Analytics® 100 Top Hospitals, the study highlights the best-performing hospitals in the U.S.

• OMCBR received the Patient Safety Excellence Award™ in the Healthgrades 2018 Report to the Nation.

• One of only 10 hospitals in the United States to receive both the 2017 Top Hospitals Everest Award® and the 100 Top Hospitals Award® by Truven Health Analytics.

• Ochsner Health was recognized by Becker’s Healthcare as one of the “150 Top Places to Work in Healthcare” for 2017.

• Louisiana State Nurses Association 2020 Nightingale Awards: Hospital of the Year

• OMC-BR earned top honors from The Lown Institute in 2020 including: #1 Hospital in Louisiana, Top 50 Hospital in the Nation and an A+ Score

• Named to the 2020 Honor Roll as one of the 20 Best Hospitals for America

• 2019 Becker’s 100 Great Community Hospitals

Food and Dining

Baton Rouge Cafeteria - Located on 1st floor

• Breakfast – 7 AM to 10 AM | 7 days a week | Lunch – 11 AM to 2 PM | Monday - Friday

• Dinner – 2 PM to 6 PM | Monday - Friday | Weekends – Lunch | 11 AM to 2 PM

Amenities

• Gift Shop – 8:30 AM to 4:30 PM
  1st floor lobby | Monday - Friday

• Optical Shop – 8 am to 12 pm and 1 pm to 5 pm Monday – Friday
  Plaza 1, Second Floor

• Pharmacy – 8 am to 5:30 pm Monday – Friday, Plaza 1, First Floor

• O Bar – 8 am to 4:30 pm Monday – Friday, Plaza 1, First Floor

• Interfaith Chapel - 1st floor main lobby

• Spiritual care services available by contacting nursing personnel
The Surgical Hospital at The Grove Medical Complex

Leadership Team
Eric McMillen
Chief Executive Officer

Scott Mabry
Chief Operating Officer

Dianne Teal
Chief Nursing Officer

Stephanie Bushart
Chief Financial Officer

Aldo Russo, MD
Regional Medical Director

Ralph Dauterive, MD
VP of Medical Affairs

10310 The Grove Blvd.
Baton Rouge, LA 70836
Phone: 225-761-5200

Emergency Contacts
For Emergencies – Ext. 1111
Gary Moore
Security Manager (BR Region)
225-755-4876

Incident Command Center
225-236-5535

Security Non-Emergency
gmoore@ochsner.org
A Unique Patient Experience

This new five-story medical office building and surgical hospital has replaced Ochsner Health Center - Summa. All the same great services that were available at Summa will be available at The Grove, in addition to inpatient beds, operating rooms, endoscopy suites, pain management procedure rooms and an infusion center.

- Primary care
- Specialty care
- Surgical services for outpatient procedures
- Women’s services
- Diagnostic care
- CV surgery
- Thoracic surgery
- Neurosurgery
- Pediatric subspecialties
- Imaging and laboratory services
- Expanded physical and occupational therapy
- Chemotherapy pharmacy
- Retail pharmacy

Amenities

- Obar
- Optimal Hospital
- Digital Medicine
- Using wireless devices, patients can monitor their health and communicate with their care team from the comfort of their home.
- Seamless Check-in
- Aqua Therapy
- Manage Your Health Online
- Extended Hours
- Convenient Services
  Ochsner Pharmacy & Wellness, Ochsner Vision Center, and Ochsner Therapy & Wellness are just steps away from your care team.
- MRI Suite
Leonard J. Chabert Medical Center

“What makes us exceptional is our commitment to quality and patient experience.”
– Timothy Allen, Chief Executive Officer

Leadership Team

Timothy Allen
Chief Executive Officer

Jana Semere, RN
Chief Nursing Officer

1978 Industrial Blvd
Houma, LA 70363
985-873-2200

Emergency Contacts

For Chabert Emergencies – ext. *5
For St Anne Emergencies – ext. 1000

Daniel Chauvin
Regional Security Manager
985-537-6841
daniel.chauvin@ochsner.org
Chabert Medical Center History and Fun Facts

- Founded in 1978 – Note: the address matches the year it opened.
- Chabert primarily serves the Tri-Parish area of Lafourche, Terrebonne, and St. Mary. People come from areas throughout the southern parts of Louisiana for services.
- Chabert continues its long tradition as a safety-net provider for the underserved in the region while achieving unprecedented access, service and quality of care for its patients.
- In May 2013, Ochsner Health and Terrebonne General Medical Center (TGMC) formed a public/private partnership. Ochsner and TGMC worked collaboratively to develop sustainable solutions to deliver crucial safety-net services for the region and preserve academic training at Chabert Medical Center.

Amenities
(Visit the facility’s Ochweb page for more information)

**Gift Shop**
9 AM to 4 PM – 1st floor | Monday - Friday

**Interfaith Chapel**
2nd floor

**Pharmacy**
8 AM to 4:30 PM | Monday - Friday
Located at 1978 Industrial Blvd.
Houma, LA 70360
“A healthcare leader in the community, our staff is committed to delivering quality healthcare by our constant commitment to quality measures and patient experience.”
– Fernis LeBlanc, Chief Executive Officer

Leadership Team
Fernis LeBlanc  
Chief Executive Officer

Jennifer Wise,  
MHA, BSN, RN  
Chief Nursing Officer

Emergency Contacts  
For St. Mary Emergencies – ext. 4340

Daniel Chauvin  
Regional Security Manager  
985-537-6841  
daniel.chauvin@ochsner.org

1125 Marguerite St.  
Morgan City, LA 70380
Ochsner St. Mary History and Fun Facts

- The hospital was founded in 1955.
- Formerly known as Teche Regional Medical Center, the hospital became part of the Ochsner family in 2019.
- Located in Morgan City, Ochsner St. Mary is a 164 bed acute care facility providing quality medical services to the people of St. Mary parish and surrounding areas.
- As a full-service hospital accredited by Joint Commission, Ochsner St. Mary offers an extensive range of services including a 24-hour emergency department, intensive care unit, maternity suites with state-of-the-art monitoring for mothers and babies, inpatient behavioral health, and both inpatient and outpatient physical, occupational & speech therapy. We also offer many advanced medical technologies including MRI, digital mammography, low-dose CT, full service lab and a comprehensive network of paramedic-level ambulance service including helicopter services available.
- Known for comprehensive, convenient care close to home Ochsner St. Mary is pleased to offer many specialties represented on our medical staff. Their knowledge and experience offer patients excellence in medical care, as well as a choice for those who are in need of local healthcare providers.

Breakfast and Lunch

**St Mary’s Cafeteria**
Located on 1st floor, near main lobby
- Breakfast – 7 AM to 9:30 AM
  5 days a week
- Lunch – 11 AM to 1:30 PM
  5 days a week

Amenities

(Visit the facility’s Ochweb page for more information)

**Gift Shop**
8:00 AM to 4:00 PM – main lobby | Monday - Friday

**Interfaith Chapel**
2nd floor next to the ICU department
Spiritual care services available by contacting nursing personnel
Ochsner St. Anne General Hospital

Leadership Team
Timothy Allen
Chief Executive Officer

Jana Semere, RN
Chief Nursing Officer

Jack Heidenreich, MD
VP of Medical Affairs

4608 Highway 1
Raceland, LA 70394
985-537-6841

Emergency Contacts
For Chabert Emergencies – ext. *5
For St Anne Emergencies – ext. 1000

Daniel Chauvin
Regional Security Manager
985-537-6841
daniel.chauvin@ochsner.org

“What makes us exceptional is our commitment to quality and patient experience.”
– Timothy Allen, Chief Executive Officer
St. Anne Hospital History and Fun Facts

- The hospital was founded in 1967.
- Formerly known as St. Anne General, the hospital became part of the Ochsner family in 2006.
- Ochsner St. Anne Hospital serves as the foundation of healthcare service delivery in Lafourche and the surrounding parishes, including clinics in Raceland, Lockport, and Cut Off.
- St. Anne – Critical Access Hospital is licensed for 25 beds with an additional 10 licensed psych beds, totaling 35 licensed beds. Services, in addition to acute medical care, include Swing Bed, Behavioral Health, Labor and Delivery, and Mother/Baby. A total of 13 different clinics that include specialty and primary care clinics ranging from provider based hospital clinics to free standing clinics.
- The Family Birthing Center – St. Anne provides women’s services including lactation consultation, childbirth classes and car seat safety preparedness.

Breakfast and Lunch

**St Anne Cafeteria**
Located on 1st floor, near main lobby
- Breakfast – 7 AM to 10 AM | 7 days a week
- Lunch – 11 AM to 1:30 PM | 7 days a week

Amenities

(Visit the facility's Ochweb page for more information)

**Gift Shop**
8:00 AM to 4:00 PM – main lobby | Monday - Friday

**Interfaith Chapel**
1st floor near main elevators
Spiritual care services available by contacting nursing personnel

**Pharmacy**
8 AM to 5:30 PM | Monday - Friday
108 Acadia Park Dr. | Raceland, LA 70394
St. Bernard Parish Hospital

“The work we do here matters. We provide an exceptional patient care experience and treat everyone who walks into our hospital with compassion and respect.”
– Kim Keene, Chief Executive Officer

8000 W Judge Perez Dr.
Chalmette, LA 70043
504-826-9500

Leadership Team
Kimberly Keene, RN
Chief Executive Officer
Lani Fast
Associate Administrator
Tony Bonne carrere
Controller

Emergency Contacts
For Internal Emergencies – ext. 9999
Roger Estopinal
Director of Facilities Mgt.
504-826-9455
roger.estopinal@ocshner.org
504-826-9997
Security Non-Emergency
St. Bernard Parish Hospital Fun Facts

• St. Bernard Parish Hospital opened in August 2012 as a public, non-profit facility.

• It is owned by the Hospital Service District of St. Bernard Parish and is managed by Ochsner Health since November 5, 2017.

• The 113,000 square foot hospital facility supports 32 telemetry care beds, eight state of the art intensive care unit (ICU) beds, a 10 bed emergency department, four operating suites (one of which is a hybrid room), two endoscopy suites, cardiac cath. lab, pharmacy, food and nutritional services, rehabilitation services and full diagnostic imaging capability. 2013.

• A 60,000 square foot medical office building adjacent to the hospital opened in March

• The community culture throughout St. Bernard Parish is part of what makes this facility unique. It is more than a place to receive quality care close to home, it is an essential community hub with a strong sense of public service.

Food and Dining

SBPH Café
• Breakfast – 7AM to 10AM | Monday - Friday
• Lunch – 11AM to 2PM | Monday - Friday

Amenities
• Local Flair Gift Shop – 9AM to 5PM | Lobby | 504-277-0211
• Chapel – 24 hours/ 7 days per week
• Vending & ATM
Ochsner Medical Center – Kenner

“We are committed to excellence in every step of the patient and employee experience.”
- Stephen Robinson, Chief Executive Officer

Leadership Team

Stephen Robinson
Chief Executive Officer

Ruth Sagastume, RN
Chief Nursing Officer

Tara Alleman
Chief Financial Officer

Jeff Edge
Chief Operating Officer

Dawn Puente, MD
Regional Medical Director

Alisha Lacour, MD
VP Medical Affairs

Emergency Contacts

For Kenner Emergencies – Ext. 3333

For River Parish Emergencies
985-444-5333

Tim Miller | Security Manager
504-336-5280
Timothy.Miller@ochsner.org

Camela Dorsey | Security Captain
504-464-8077 | cdorsey@ochsner.org

Larry Rodriguez | Security Lieutenant
504-712-8888
Larry.Rodriguez@ochsner.org

180 W. Esplanade Ave.
Kenner, LA 70065
504-468-8600
Ochsner Kenner - History and Facts

- Opened in 1985 as St. Jude Hospital; Acquired by Tenet in 1995
- Became part of the Ochsner family in 2006
- Medical and surgical acute care hospital
- Offers full-service emergency care, innovative Heart and Orthopedic Programs, Maternity and Women’s Services, an Outpatient Diagnostic Center, Infusion Center, and a Wound Care and Hyperbaric program
- Major academic teaching status in collaboration with LSU Health Sciences Center
- One of the largest multidisciplinary Neuroendocrine Tumor Programs in the US
- Newly designed Ochsner Medical Complex-River Parishes opened in Summer 2017

Food and Dining

Kenner Cafeteria
Located on 1st floor, Hospital
- Breakfast – 7 AM to 9:30 AM | Monday - Friday
- Lunch – 11 AM to 2 PM | Monday - Friday

Amenities

- PJ's Coffee – 7:00 AM to 4:00 PM | Monday - Friday
  1st floor MOB
- Pharmacy – 8:00 AM to 5:30 PM | Monday - Friday
  1st floor MOB
- Valet Parking – 8:00 AM to 4:00 PM | Monday - Friday
- Interfaith Chapel – 1st floor Hospital Main Lobby
- Spiritual care services available by contacting 504-464-8031
Leadership Team

Gwen Guernsey
Chief Operating Officer

Yvette Bertaut
Chief Nursing Officer

Alisha Neal
Chief Financial Officer

Emergency Contacts

For Covington Emergencies
Ext. 504600

Kevin Landry
Dir. of Facilities Management

Peter Kemp | Security Captain
985-875-2570 | pkemp@ochsner.org

Ochsner Medical Center – Covington

Recent Accomplishments

• In 2003, Ochsner Health Center – Covington became the area’s first “super clinic.”
• In 2010, OHS purchased North Shore Regional Medical Center in Slidell, now known as Ochsner Medical Center – North Shore.
• St. Tammany Parish Hospital became the first member of Ochsner Health Network in 2014.
• In 2016, Ochsner and Slidell Memorial Hospital entered into a long-term partnership.

Amenities

• Optical Shop – 8 AM to 5 PM Monday - Friday
• O Bar – 8 AM to 4 PM Monday - Friday
• Pharmacy – 8 AM to 5:30 PM Monday - Friday
Ochsner Medical Center – Hancock

“At OMC-Hancock, providing exceptional patient care, with quality outcomes is our first priority. We are here when you need us; and we value your opinion on how well we meet your healthcare needs.”
– Wilson Thomas, Chief Executive Officer

149 Drinkwater Blvd.
Bay St. Louis, MS 39520
228-467-8600

Emergency Contacts
For Internal Emergencies – ext. 2000

Ray Murphy
Supervisor - Security Captain
228-229-2079
ray.murphy@ochsner.org

Leadership Team
Wilson Thomas
Chief Executive Officer
Kim Varnado
Chief Nursing Officer
Timothy Riddell, MD
Regional Medical Director

History and Fun Facts
• In 2013, entered into a management agreement with Ochsner
• In 2014, partnered with Ochsner in the TeleStroke Program which allowed more patients to stay home to receive care
• In 2016, obtained a Fetal Monitoring System for Labor and Delivery
• In 2017, Ochsner won the bid for ownership of Hancock Medical Center

Food and Dining
Cafeteria
• 1st floor, outpatient entrance
• Breakfast – 7AM to 9AM
  Monday - Friday
• Lunch – 11AM to 1PM
  Monday – Friday

Amenities
• Gift Shop – 9AM to 1PM
  Lobby of Visitors’ Entrance
  504-277-0211
• Interfaith Chapel –
  24 hours/ 7 days per week
  1st floor near gift shop
• Vending machines available 24 hours/ 7 days per week
Leadership Team

Sandy Badinger  
Chief Executive Officer &  
Chief Financial Officer

Yvette Bertaut  
Chief Nursing Officer

Ken Smith  
Chief Operating Officer

Patrick Bolander  
Chief Financial Officer

Dr. James Newcomb  
AVP, Facilities

Dr. Timothy Riddell  
RMD

Emergency Contacts

For North Shore Emergencies  
Ext. 3333

Matthew Bonura  
Manager, Security  
985-646-5565  
matthew.bonura@ochsner.org
Ochsner Medical Center – Northshore History

• The hospital opened on June 1, 1985 by National Medical Enterprises (NME)

• Tenet Healthcare Corporation purchased the hospital in 1996 and changed the name to North Shore Regional Medical Center

• On April 1, 2010 the hospital was purchased by Ochsner Health and renamed Ochsner Medical Center - North Shore

• In 2016, Ochsner Health and Slidell Memorial Hospital entered a Joint Operating Agreement to further excel the quality of care in the North Shore region

Food and Dining

North Shore Cafeteria
Located on 1st floor
Complimentary coffee available 24 hrs / 7 days a week

• Breakfast – 6:30 AM to 9:30 AM | Monday - Friday 7:30 AM to 9 AM | Saturday and Sunday

• Lunch – Monday - Friday 11 AM to 2 PM Saturday and Sunday 11 AM to 2 PM

Amenities

(Visit the facility’s Ochweb page for more information)

• Gift Shop – 10 AM to 2 PM | Monday, Tuesday, Thursday 9 AM to 4 PM | Wednesday and Friday Order gifts for patients by calling 985-646-5126

• Chapel - open 24/7 Spiritual Services – 7 AM to 7 PM (Sat 12 to 4 PM)
Ochsner Medical Center

“We strive to provide...a great patient experience and treat [each other] with compassion and respect.”
– Brad Goodson
Regional Chief Executive Officer

Leadership Team

Bradley Goodson
Chief Executive Officer

Austin Reeder
Chief Operating Officer, Hospital

Nicole Gonzales
Chief Operating Officer, Clinics

George Loss, MD
Regional Medical Director

Jim Wentz
Chief Financial Officer

Deborah Ford
Chief Nursing Officer

Armin Schubert, MD
VP Medical Affairs

Emergency Contacts

For OMC–Jeff Hwy – Ext. 4444

Fred Turlin | Security Director

Mike Dupuis | Security Manager
Security Dispatch
504-842-SAFE (3770)

1514 Jefferson Hwy.
New Orleans, LA 70121
504-842-3000
Ochsner Medical Center – Jefferson Highway

History and Fun Facts

As the flagship of the Ochsner Health, the non-profit hospital was founded by Dr. Alton Ochsner, opening as “Ochsner Clinic” on January 2, 1942.

In 2009, Ochsner Medical Center began a partnership with the University Of Queensland School of Medicine in Brisbane, Australia for US citizens and permanent residents.

- Specialty Services include:
  - Pediatric Care – Ochsner for Children
  - Advanced Neurologic Care
  - Cancer Services
  - Comprehensive Cardiology Services
  - Minimally Invasive and Robotic Surgery
  - Center for Primary Care & Wellness

Food and Dining

Southport Café (Cafeteria) – Located on 1st floor, hospital side Parking Guidelines
- Breakfast – 6 AM to 10 AM | Monday - Friday
- Lunch – 11 AM to 2 PM | Monday - Friday

Bistro ’42 Café – Located main atrium 1st floor, clinic side, open holidays
- Breakfast – 6:30 AM to 10 AM | Monday - Sunday
- Lunch – 11 AM to 3 PM | Monday - Sunday
- Dinner – 4 PM to 8 PM | Monday - Sunday

PJ’s Coffee – Located main atrium 1st floor, clinic side
- 6 AM to 8 PM | Monday - Friday
- 6 AM to 2 PM | Saturday & Sunday

We are expanding services!
- West Tower Expansion
- Imaging Center
- Benson Cancer Center
- Rehabilitation Hospital
- Orthopedic Surgery Center
- Nursing School
Amenities
(Visit the facility’s Ochweb page for more information)

- ATM – 1st floor, near entrance hospital; 1st floor, Brent House Hotel
- Barber Shop – 1st floor, near Brent House atrium | 504-835-5411 Ext. 66004
- Beauty Salon – 1st floor near Brent House atrium | 504-835-5411 Ext. 66006
- Gift Shop – 1st floor, clinic side 504-842-4438
  - 8 AM - 4 PM | Monday - Friday
  - 10 AM - 4 PM | Saturday
- Medical Library – 1st floor, hospital near elevators
  - 7:30 AM - 5 PM | Monday - Friday | 504-842-3760
education.ochsner.org/medical-library
- O Bar – Primary Care –
  Located within the Ochsner Center for Primary Care & Wellness
  - 8 AM - 4 PM | Monday–Friday | 504-842-8566
- Optical Shop – Main atrium 1st floor, clinic side | 504-842-2020
  - 8 AM - 5 PM | Monday - Friday
  - 8 AM - 12 PM | Saturday
- Pharmacy – Main atrium 1st floor, clinic side | 504-842-3205
  - 8 AM - 5 PM | Monday - Friday
  - 8 AM - 12 PM | Saturday
- Spiritual Care – Interfaith Chapel near entrance | Next to main entrance facing Jefferson Highway | Chaplain available 24 hours
- Stamp and Postal Supplies – 1st floor, hospital near elevators behind parking garage elevators | Machine available 24/7
The Brent House Hotel offers lodging to the general public with an emphasis on serving the needs of Ochsner Health’s patients and their families.

What we offer:

- Newly renovated rooms and suites
- Extended stay rooms w/ kitchenette
- Outdoor heated pool and 24-hour fitness center
- Free covered self-parking
- Restaurant and coffee shop
- Complimentary Wi-Fi throughout our guest rooms and facilities
- Close to the airport, French Quarter, Superdome and downtown New Orleans
- Over 3,000 sq. ft. of high-tech conference space

Make a reservation today:
Call 504-842-4140 or toll free 1-800-535-3986
Visit brenthouse.com/make-a-reservation
St. Charles Parish Hospital

Leadership Team
Keith Dacas
Chief Executive Officer
Jeff Edge
Chief Operating Officer
Tara Alleman
Chief Financial Officer
Victoria Smith, MD
Associate Medical Director
Jarrett Fuselier, RN
Assistant Vice President, Nursing Officer

Emergency Contacts
For St. Charles Emergencies – Ext. 721

Tim Miller | Security Manager
504-336-5280 | Timothy.Miller@ochsner.org

John Nowak | Security Lieutenant
504-330-8513 | John.Nowak@ochsner.org

1057 Paul Maillard Rd.
Luling, LA 70070
985-785-6242
History

- Founded in 1959
- The hospital is owned by Hospital Service District #1 of St. Charles Parish
- In 1992, a medical office building, The David J. Vial, MD Medical Center, was added to the hospital campus, providing space for outpatient services and several medical specialties.
- In 2014, St. Charles Parish Hospital signed a management agreement with Ochsner Health.
- In 2016, Plantation View Medical offices opened on the East bank of St. Charles Parish in Destrehan and currently offers Primary Care, Family Medicine, Internal Medicine, OB/GYN, Urology, Pediatrics, and Pharmacy services.
- Several motion picture films have been filmed here

Food and Dining

The Oyster’s Pearl Grill and Café
- Breakfast – 7AM to 9AM | Monday - Friday
- Lunch – 11AM to 2PM | Monday - Friday

Courtyard Café (coffee shop)
- 7:30AM to 8PM | Monday - Friday
- 7:30AM - 2PM | Saturday - Sunday
Pre-made salads and sandwiches

Amenities
(Visit the facility’s Ochweb page for more information)
- Lagniappe Gift and Goodies Gift Shop | 9 AM – 4 PM
- Chapel – Spiritual Services
- Multiple open-air courtyard spaces
Ochsner Medical Center – Westbank

Leadership Team
Mary Deynoodt
Chief Executive Officer
Melissa Adams
Chief Nursing Officer
Courtney Garrett
Chief Financial Officer
Aderonke Akingbola, MD
VP Medical Affairs & Associate Medical Director

2500 Belle Chasse Hwy.
Gretna, LA 70056
504-392-3131

Emergency Contacts
For West Bank Emergencies – Ext. 6666

“Our goal is to provide safe, high quality, patient-focused care through the engagement of our incredible group of staff and providers.”
– Mary Deynoodt
Chief Executive Officer
Ochsner Medical Center – Westbank
History and Fun Facts

• Since becoming a member of the Ochsner family in October 2006, the Medical Center has made great strides in bringing more comprehensive and technologically-advanced services to the community.

• As a nationally recognized top 100 hospital by U.S. News and World Report, Ochsner Medical Center is working to improve patient care, patient outcomes and safety in ways that can be documented and adopted as daily practice.

Food and Dining

Café 504 (West Bank Cafeteria) – Located on 1st floor
• Breakfast – 7 AM to 9:30 AM | Monday - Friday
• Lunch – 11 AM to 2 PM | Monday - Friday

PJ’s Kiosk – Located on 1st floor front lobby
• 6:30 AM to 4 PM | Monday - Friday
• 6:30 AM to 2 PM | Saturday and Sunday

Amenities
(Visit the facility’s Ochweb page for more information)

• Gift Shop – 8 AM to 4 PM | Monday - Friday

• Interfaith Chapel/ Spiritual Care – 2nd floor near Family Unit Waiting Room

• For more information call 504-391-8819 or 504-595-8393
In accordance with a new federal rule* designed to give you timely access to your health information, test results and hospital notes will be released in MyOchsner® as soon as they are available.

This means that in some cases, you may receive test results before your care team has had a chance to review them and notify you of the results.

Please be assured that your provider will review your results and determine what further treatment, evaluation, or planning is required. Your provider may contact you by phone or through MyOchsner® to discuss your test results.

If you have immediate questions or concerns when you receive your results, please message your provider in MyOchsner® or call 1-800-231-5257.

Thank you for continuing to choose Ochsner Health for your healthcare needs.

*The 21st Century Cures Act (“Cures Act”) is new federal legislation being implemented by the Department of Health and Human Services’ Office of the National Coordinator for Health Information Technology (ONC).