



STERLING

SURGICAL HOSPITAL

The Surgery You Need in the Setting You Want

IN-PATIENT HANDBOOK



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The Surgery You Need in the Setting You Want

WELCOME

Welcome to Sterling Surgical Hospital. For many, the thought of surgery may create anxiety and an unsettling feeling of vulnerability.

At Sterling Surgical, we vow to make this as positive of an experience as possible. We have the best clinical team and technology to ensure excellent surgical results. A Hospital, like anything else in life, can't be a master of all trades. At Sterling Surgical we have committed to focus on select surgical specialties. We invest all of our time, talent, energy, and resources to being best in class in these select fields of medicine.

At Sterling Surgical you and your guests will not get the impression that you are at a hospital. Our size along with our focus provides an optimal atmosphere. Sterling Surgical's not too big, not too small, facility resonates the feel of a fine hotel, more than a hospital.

We behold an intense passion for providing a concierge's level of personal attention. Our attitude, efficiency, comfort, and service continuously result in some of the highest patient satisfaction scores in the Country.

Sterling Surgical is privileged to participate in restoring your health. If there is anything I can do to assist you, please do not hesitate to contact me directly. My email is cdaniel@sterlingsurgical.net.

Sincerely,

Chris Daniel
Chief Executive Officer

MISSION:

"To consistently pursue excellence in service, quality, comfort, and convenience in order to create an unparalleled experience for patients, their families, and our physicians"

VISION:

Through strong partnerships with quality physicians and our resilient commitment to excellence, we will be the premier surgical center for patients, their families, and our employees.



PATIENT COMMUNICATION

We are committed to providing you with excellent care. Your room is equipped with a dry erase board to help provide communication between you and your care team. Upon settling into your room, your nurse will explain the services available to you and provide the names and phone numbers of your care team. Please provide any special requests that you have so that every member of your care team will be aware of your needs.



STERLING
SURGICAL HOSPITAL

Welcome:

Date: Day:

Nurse:

Team Members:

Physician:

Family / Significant other:

Patient or family notes to physician or nurse:

Pain Scale



None Mild Moderate Severe Very Severe Worst Possible

0 1 2 3 4 5 6 7 8 9 10

Acceptable Pain Level: _____

Pain Rating Now: _____ Time: _____

Goal for stay:

Expected D/C:

Goal for today:

Hourly Round Log

	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	24	02	04	06	Bath
Nurse																					
Patient Advocate																					

PATIENT ROOMS

TELEPHONES

You can make unlimited local calls from the telephone in your room. Family and friends can call your room by dialing the direct line as seen below. Your room may also be reached through the hospital's operator by calling 985-690-8200, including Observation Unit and Same Day Surgery patients.

- Dial 985-690-
- Patient Room 101 8237
 - Patient Room 101 8307
 - Patient Room 102 8236
 - Patient Room 103 8241
 - Patient Room 104 8240
 - Patient Room 105 8239
 - Patient Room 106 8243
 - Waiting Room 8270

TELEVISIONS

Each patient room is equipped with a television and cable service at no charge. See page 8 for television channel guide.

PAIN CONTROL

Physicians, nurses and staff at Sterling are committed to managing your pain during your stay at our hospital. As a patient, you have the right to effective pain management. Our goal is to provide you with a personalized approach to managing your pain and ensure that you have a plan for pain management upon discharge from the hospital.

There are many different types and causes of pain; treatment options include medications, non-medical pain relief techniques, and other comfort measures. Describing your pain as accurately as possible will assist the healthcare team to determine which type of treatment or combination of treatment will provide you with the most effective pain relief.

- + Describe the location of your pain and into which areas of your body it spreads
- + Describe the kind of pain you are experiencing such as aching, burning, cramping, throbbing or crushing
- + Using the Communication Board in your room, rate your pain on a scale of 1-10, with 0 being no pain and 10 being severe pain



- + What actions or situations cause your pain to increase?
- + What gives you relief from pain, and how long does the relief last?
- + In what ways is your pain affecting your ability to work, care for yourself, complete everyday tasks, and enjoy the things you like to do?

After carefully assessing your needs together, you and the healthcare team will develop a plan to manage your pain. This may include medications as well as alternative measures such as:

- + Relaxation techniques that include music and guided imagery
- + Using a cold or hot pack on the area that is painful
- + Repositioning

Please do not ignore your pain. Share with your physician and nurse when you are having pain and if the measures are not effective. If you would like additional information about pain control, please ask your nurse or physician.

FOOD & NUTRITION SERVICES

PATIENT MEALS

Your diet is prescribed by your physician and planned by registered dietitians to promote recovery from surgery or illness. Because certain foods may interact with medications or treatments, patients are discouraged from eating food from home.

Every effort is made to accommodate patients' preferences within their prescribed diets. Complimentary drinks and snacks are located throughout the hospital. Any team member can direct you to the nearest snack station.

For more information on dining or vending services, call Food & Nutrition Services at extension 8232.

INFECTION CONTROL

Infection control is everyone's responsibility. We care about preventing infection and avoiding the spread of germs. Your recovery and continued good health are important to us.

Clean hands are the best protection against spreading germs and preventing infection. We encourage our patients and their family to participate in our hand hygiene program. You will see our team members and physicians washing their hands. If you have any questions or concerns, please speak up. Please feel free to contact the Nurses' Station at (985) 690-8230.

When to clean your hands

- + Whenever visibly dirty
- + Before you eat, and before you touch your mouth, nose or eyes
- + After contact with blood or body fluids or using the restroom
- + On return from testing in another department

Hand washing

- + Use soap and plenty of running water when hands are visibly soiled:
 - Wet hands with warm water and work soap into a lather;
 - Rub hands together vigorously for 15 seconds or longer. Remember to wash between fingers;
 - Rinse your hands with warm running water and pat dry with a paper towel;
 - Use a clean paper towel to turn off the water, then discard in trash can.

Hand Sanitizers

- + Hand sanitizers are available throughout the hospital. All guests are encouraged to use them for routine hand cleaning if your hands are not visibly soiled. This helps maintain a healthy environment.
- + Apply hand sanitizer to the palm of one hand.
- + Rub hands together for about 15 seconds until they are dry.



DISCHARGE

Once your physician has ordered your discharge, your nurse will provide written instructions for your care at home. He or she will review these documents with you and your family before you leave the hospital.

FINANCIAL INFORMATION

YOUR BILL

When you undergo treatment at the hospital as an inpatient or outpatient, you assume responsibility for payment for the services you received.

✚ Some physicians, radiologists, anesthesiologists and other specialists who have participated in your care may bill you separately from the hospital.

✚ If you have questions about your bill or the billing process, call the Business Office **985-690-8226**.

INSURANCE

Sterling will submit bills to Medicaid, Medicare or private insurance companies. Your policy is a contract between you and the insurance company and you are ultimately responsible for the payment of your bill. Call the Business Office at 985-690-8226 if you have questions about your insurance coverage.

FEEDBACK, QUESTIONS & CONCERNS

To help us provide the best care possible to our patients, Sterling Surgical Hospital asks for your feedback on the things we are doing right and the areas that need improvement. The hospital offers a number of ways for patients and family members to comment on the services they receive and to voice any concerns they may have. Sterling takes your concerns seriously and will address and respond to them promptly.

If you have a question or concern, please contact the Director of Nursing.



IMPORTANT PHONE NUMBERS

***When calling from a phone within the hospital, dial the last four digits only.
Dial "9" for an outside line.***

Department	Phone
Front Desk.....	985-690-8200
Nurses' Station	985-690-8230
Business Office	985-690-8226
Medical Records	985-690-8245
Registration	985-690-8200
Radiology Services.....	985-690-8204
Patient Navigator.....	985-690-8224
Pharmacy.....	985-690-8228
Quality Assurance	985-690-8212
Director of Nursing	985-690-8250

General Information: info@sterlingsurgical.net



TELEVISION CHANNEL GUIDE

For your comfort and convenience, Sterling provides free expanded cable in every room and in various waiting rooms and lounge areas throughout the hospital. Please enjoy the following channels:

1	Charter on Demand	25	Lifetime	50	Food Network
2	WPXL – ION	26	TLC	51	HGTV
3	WNOE – CW	27	TBS	52	Animal Planet
4	WWL – CBS	28	TNT	53	ABC Family
5	Home Shopping Network	29	USA	54	The Disney Channel
6	WDUS – NBC	30	FX	55	Nickelodeon – East
7	WGNO – CBS	31	ESPN	56	Cartoon Network
8	WVUE – FOX	32	ESPN2	57	TV LAND
9	QVC	33	FS Southwest	58	AMC
10	Government Access	35	Golf Channel	59	Turner Classic Movies
11	PBS – WLAE	36	Speed Channel	60	Hallmark Channel
12	WYES – PBS	37	Versus	61	Oxygen
13	Educational Access	38	The Weather Channel	62	BRAVO – East
14	WHNO – IND	39	CNBC	63	SYFY
15	News Watch 15 (WWL)	40	MSMBC	64	SPIKE TV
16	WUPL – MY TV	41	CNN	65	Comedy Central
17	EWTN	42	HLN	66	MTV
18	Local Access	43	FOX News Channel	67	VH1
19	CSPAN	44	History	68	CMT
20	WGN	45	TRU TV	69	BET
21	KGLA – Telemundo	46	A&E	85	CSPAN2
22	Charter Main Street	47	The Discovery Channel	99	Local Access
23	E!	48	National Geographic		
24	Style	49	Travel Channel		

WI-FI

All of our information is available at our website as well. Visit us at www.sterlingsurgical.net Sterling Surgical Hospital is happy to provide Wi-Fi for our patients, families and guests.

Network: Sterling Surgical Guest
Pass code: WellBeing

You can also connect with us on Facebook. “Like” our page or check in with us during your stay for a free gift.
Visit us at www.facebook.com/sterlingsurgicalhospital



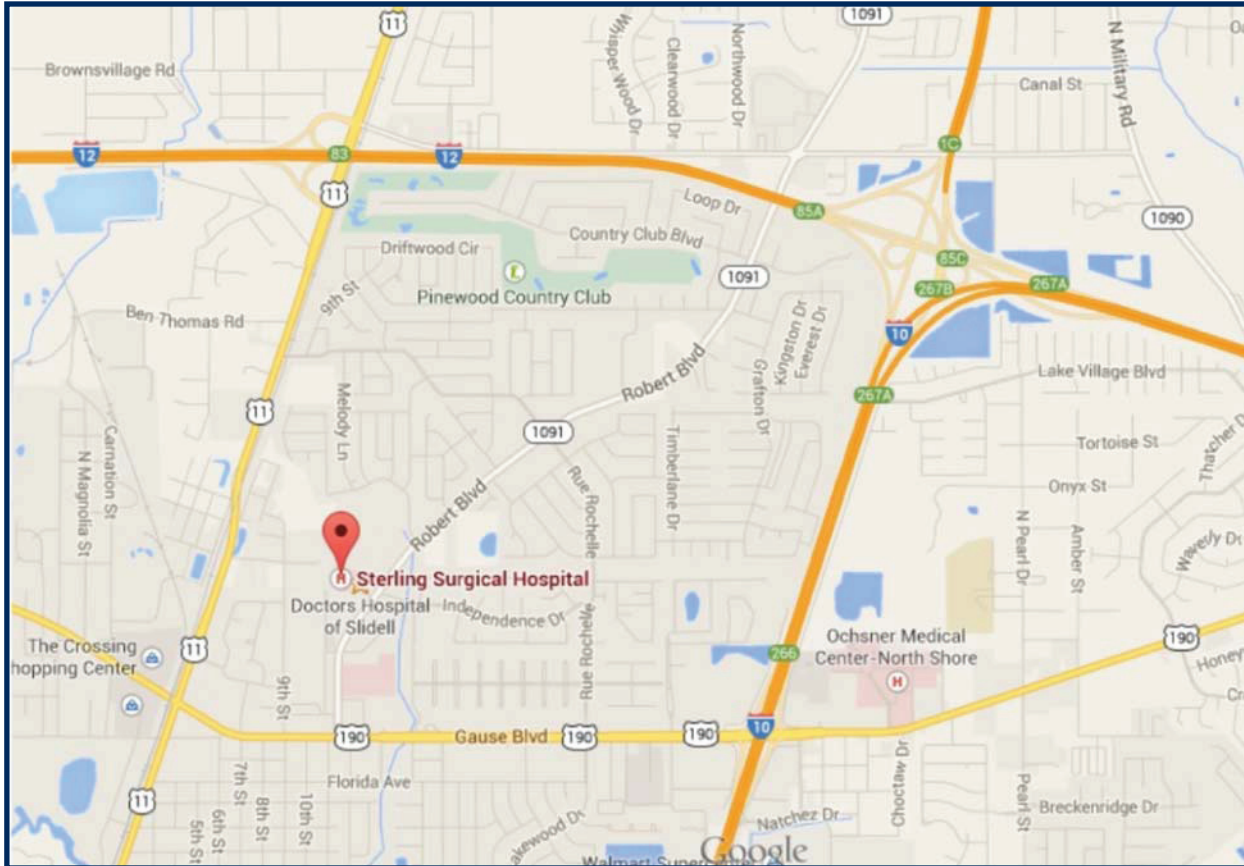
NOTES

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989 Robert Boulevard
Slidell, LA 70458
985-690-8200



(Conveniently located within 2 miles of any major interstate)

<p>From New Orleans/I-10W:</p> <ul style="list-style-type: none">• Take I-10 East to Exit US190-Gause Blvd, left after exit• Follow Gause Blvd. to Robert Blvd. take a right• Follow Robert Blvd to 989 Robert Blvd, across from St. Margaret Mary Church and School	<p>From North shore LA/I-12:</p> <ul style="list-style-type: none">• Take I-12 East to Exit 85A onto I-10 West• Take exit, US190-Gause Blvd, right after exit• Follow Gause Blvd. to Robert Blvd. take a right• Follow Robert Blvd to 989 Robert Blvd, across from St. Margaret Mary Church and School
<p>From N. Mississippi/I-59N:</p> <ul style="list-style-type: none">• Take I-10 West to Exit US190-Gause Blvd, right after exit• Follow Gause Blvd. to Robert Blvd. take a right• Follow Robert Blvd to 989 Robert Blvd, across from St. Margaret Mary Church and School	<p>From MS Gulf Coast/I-10E:</p> <ul style="list-style-type: none">• Take I-10 West to US190-Gause Blvd, right after exit• Follow Gause Blvd. to Robert Blvd. take a right• Follow Robert Blvd to 989 Robert Blvd, across from St. Margaret Mary Church and School