



The Surgery You Need in the Setting You Want

PATIENT HANDBOOK





The Surgery You Need in the Setting You Want

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 we can do to assist you, please don't hesitate to ask.

Sincerely,

The Sterling Surgical Team

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.

Comments:

BE AN INFORMED PATIENT

Unfortunately, medication errors happen. They happen in hospitals, in pharmacies, or even at home. And sometimes people get hurt because of these errors.

The more information you have, the better able you are to prevent errors and to take care of yourself. You have to ask your pharmacists, doctors and nurses about your medications, and you have to expect answers.

Also, if you have any chronic illnesses, pick up one of the consumer guides about medications at a bookstore or from the library. Find out all that you can about your illnesses and the medications you are taking. What you learn will help protect you later.

Your doctors, nurses and pharmacists work hard to keep you healthy, but you are also responsible. Learn what questions to ask. Expect answers—it's your life and your health!

'DO NO HARM'

CONSUMER BILL OF RIGHTS AND RESPONSIBILITIES

INFORMATION DISCLOSURE

Consumers have the right to receive accurate, easily understood information, and some consumers require assistance in making informed health care decisions about their health plans, professionals and facilities. Such information includes:

PARTICIPATION IN TREATMENT DECISIONS

Consumers have the right and responsibility to fully participate in all decisions related to their health care. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.

CONSUMER RESPONSIBILITIES

Individual involvement and responsibility by consumers in their care is a reasonable expectation. Greater involvement by consumers increases the likelihood of achieving the best outcomes:

- Work collaboratively with health care providers in developing and carrying out agreed-upon treatment plans.
- Disclose relevant information and clearly communicate wants and needs.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of the science of medical care and the human fallibility of the health care professional.
- Be aware of a health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Show respect for other patients and health workers.
- Make a good-faith effort to meet financial obligations.
- Abide by administrative and operational procedures of health plans, health care providers, and government health benefit programs.

WHAT CAN I DO

...AT HOME:

- Make a list of medications you are taking now. Include the dose, how often you take them, the imprint on each tablet or capsule, and the name of the pharmacy. The imprint can help you identify a drug when you get refills.
- Any time that your medications change, change your list, too. Double-check the imprints on the tablets and capsules.
- Also list your medication and food allergies, and any over-the-counter medications, vitamins, nutritional supplements, or herbal products that you take regularly.
- Keep medications in their original containers. Many pills look alike, so by keeping them in their original containers, you will know which is which and how to take them.
- Never take someone else's medication. You don't know if it will interact with your medications, the dose may be wrong for you, or you may be allergic to it.
- Read the label every time you take a dose to make sure you have the right drug and that you are following the instructions.

- Turn on the lights to take your medications. If you can't see what you're taking, you may take the wrong thing.
- Don't store medications in the bathroom medicine cabinet or in direct sunlight. Humidity, heat and light can affect medications' potency and safety.
- Store medications where children can't see or reach them, (for example in a locked box or cabinet).
- Keep medications for people separate from pets' medications and household chemicals. Mix-ups are common and can be dangerous.
- Don't keep tubes of ointments or creams next to your tube of toothpaste. They feel a lot alike when you grab quickly, but a mistake could be serious.
- Flush any old medications, including used patches, down the toilet. Children and pets might get into medications that are thrown into the wastebasket, and some drugs actually become toxic after the expiration date.
- Don't chew, crush or break any capsules or tablets unless instructed. Some long-acting medications are absorbed too quickly when chewed, which could be unsafe. Other medications either won't be effective or could make you sick.
- To give liquid medication, use only the cup or other measuring device that came with it. Dosing errors can happen if you use a different cup or if you use the cup with other liquids because the cups often are different sizes or have different markings. Also, household teaspoons and tablespoons are not very accurate, which is important with some medications. Your pharmacist may give you a special oral syringe instead.

...IN THE HOSPITAL:

- Bring your medications and the list of your medications with you when you go to the hospital. Your doctors and nurses will need to know what you are taking.
- After your doctor has seen them, send your medications home with your family. While you are in the hospital you may not need the same medications.
- Tell your doctor you want to know the names of each medication and the reasons you are taking them. That way, if anyone tells you anything different, you'll know to ask questions, which might prevent errors.
- Look at all medicines before you take them. If it doesn't look like what you usually take, ask why. It might be a generic drug, or it might be the wrong drug. Ask the same questions you would ask if you were in the pharmacy.
- Do not let anyone give you medications without checking your hospital ID bracelet every time. This helps prevent you from getting someone else's medications.
- Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse and doctor if you have allergies.
- When you're ready to go home, have the doctor, nurse, or pharmacist go over each medication with you and a family member. Update your medication list from home if any prescriptions change or if new medications are added.

...AT THE DOCTOR'S OFFICE:

- Bring your medication list every time you go to your doctor's office, especially if you see more than one doctor. They might not know about the medications other doctors prescribed for you.
- Ask your doctor to explain what is written on any prescription, including the drug name and how often you should take it. Then when you take the prescription to the pharmacy, you can double-check the information on the label.
- Tell your doctor you want the purpose for the medication written on the prescription. Many drug names look alike when written poorly; knowing the purpose helps you and the pharmacist double-check the prescription.
- If your doctor gives you samples, make sure that he or she checks to be sure that there are no interactions with your other medications. Pharmacies have computers to check for drug interactions and allergies, but when your doctor gives you samples, this important check may be missed.

PATIENT RIGHTS AND RESPONSIBILITIES

I. PURPOSE:

The basic rights of human beings to independence of expression, decision and action, and concern for personal dignity in human relationships are always of great importance. During sickness, however, their presence or absence becomes a vital deciding factor in survival and recovery. Thus it becomes a prime responsibility of Sterling Surgical Hospital to endeavor to assure that these rights are preserved for its patients. For the neonate, child, adolescent, and elderly who are unable to express their needs, the rights and responsibilities of their parents and/or guardians are synonymous to all other patients. The needs expressed by these individuals will be managed appropriately to facilitate their return to health.

In providing care, the hospital has the right to expect behavior on the part of the patients and their relatives and friends which, considering the nature of the illness, is reasonable and responsible. This statement does not presume to be all-inclusive. It is intended to convey concern about the relationship between the hospital and its patients and to emphasize the need for the observance of the rights and responsibilities of patients.

II. POLICY:

Sterling Surgical Hospital and Medical Staff have adopted the following list of patient rights. This list shall include, but not be limited to the following:

- A. The patient or his/her designated representative, shall, whenever possible, be informed of the patient's rights and responsibilities in advance of furnishing or discontinuing patient care.
- B. The patient has the right to receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.
- C. The patient has the right to participate in the development and implementation of his/her plan of care.
- D. The patient has the right to make informed decisions regarding his or her care.
- E. The patient has the right to be informed of his/her health status, involved in care planning and treatment, and request or refuse treatment.
- F. The patient has the right to considerate and respectful care.
- G. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current and understandable information concerning diagnosis, treatment and prognosis. Except in emergencies when the patient lacks decision making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to:
 1. The identity of the physician who is primarily responsible for his or her care. He/she has the right to know the identity of other physicians, nurses and others involved in their care, as well as when those involved are students, residents, or other trainees. This may be accomplished via introduction or nametag. This includes other healthcare facilities and/or educational institutions authorized to participate in the patient's treatment.
 2. The nature and extent of the medical problem.
 3. The planned course of treatment.
 4. The prognosis, the chances of successful outcomes and the possible results of non-treatment.
 5. Alternatives to the treatment and procedure.
 6. Adequate instruction in self-care in the interim between visits to the hospital or to the physician.
 7. Alternatives for care or medical treatment where medically significant.
 8. Information necessary to give informed consent prior to the start of any procedure and/or treatment and the medical significance.
 9. The probable duration of the hospital stay and recuperative concerns.
 10. The immediate and long term financial implications of treatment choices, insofar as they are known.
 11. Right to participate in ethical issues that may arise in the provision of his/her care.
 12. Effective pain management.
 13. Receive information regarding organ and tissue procurement.
 14. The administration and removal of resuscitative services.
 15. The administration and removal of life sustaining treatment.
 16. Care at the cessation of life.
 17. The right to have a family member, significant other or patient designee, and the physician of choice to be notified of admission to the facility.
- H. The policies on patient rights and responsibilities shall also provide that patients who receive treatment for mental illness or developmental disability, in addition to the rights listed herein, have rights provided in Louisiana Mental Health Law.
- I. The patient has the right to expect that communication between the patient and the physician or the hospital should accommodate, where possible, the ethnic, cultural, spiritual and language variations of the patient. Included in this right is access to hospital or community resources, which will fulfill his/her spiritual, cultural, and psychosocial needs.
- J. The patient has the right to have an advanced directive (such as a living will, health care proxy, or durable mandate/power of attorney for healthcare) concerning treatment or have a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
- K. The patient has the right to every consideration of privacy with respect and recognition of their individuality. Care discussion, consultation, examination, and treatment shall be conducted so as to protect each patient's privacy.
- L. The patient has the right to expect reasonable personal safety of self and property during his/her hospital stay.
- M. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this

information when it releases it to any other parties entitled to review information in these records. The confidentiality of the patient's disclosures, within the law, shall be accorded the patient. The right of confidentiality shall include the right of the patient to decide to participate in clinical training programs and/or the gathering of data for research purposes.

- N. The patient has the right to choose to participate in a research project either experimental or investigational; if the patient agrees to participate he/she will receive a full explanation of procedures to be followed during the research project. The patient will be informed, when applicable, of expected benefits, potential discomforts and risks, and alternative services. If the patient chooses not to take part, he/she will receive the most effective care the hospital otherwise provides. The level of this participation shall not be related to the nature of the source of payment for his or her care except provided by law or third party payer contracts.
- O. The patient, and their family when appropriate, has the right to be informed about outcomes of care including unanticipated outcomes.
- P. The patient has the right to exclude any family member from participating in his/her health care decisions.
- Q. The patient has the right to access protective services and to receive a written list of names, address and phone numbers of pertinent local and state advocacy groups.
- R. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law, within a reasonable time frame. These records shall remain confidential.
- S. The patient has the right to expect that, within its capacity and policies, the hospital will make reasonable response to the request of the patient for appropriate and medically indicated care and services. The hospital will provide evaluation, service and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
- T. The patient has the right to ask about and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
- U. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
- V. Communicate with people outside the hospital including receiving visitors, send and receive mail and the use of the telephone. Any restrictions are explained to the patient and family, and are determined with their participation. When the hospital restricts a patient's visitors, mail, telephone calls, or other forms of communication, the restrictions are evaluated for their therapeutic effectiveness.
- W. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the institution. The patient has the right to be informed of the hospital's charges for services and available payment methods.
- X. The patient has the right to receive upon admission a copy of the Patient Handbook and has the right to receive, upon request, a copy of the Sterling Surgical Hospital policy fully detailing all patient rights described above.
- Y. The patient has the right to receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's health care personnel.

PATIENT RESPONSIBILITIES

Provision of Information:	<p>The patient is responsible for:</p> <ol style="list-style-type: none">1. Providing information about his or her health including past illnesses, hospital stays, and use of medication.2. Asking questions when he/she does not understand information or instruction.3. Telling the physician if he/she believes that they cannot follow through with treatment.
Refusal of Treatment:	<p>The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.</p>
Hospital Charges:	<p>The patient is responsible for assuring that the financial obligations for his/her health care are fulfilled as promptly as possible including providing information for insurance and for working with the hospital to arrange payment when needed.</p>
Hospital Rules and Regulations:	<p>The patient is responsible for following hospital rules and regulations affecting patient care and conduct.</p>
Respect and Consideration:	<p>The patient and his or her visitors are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of the noise and number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.</p>
Personal Well Being:	<p>The patient is responsible for recognizing the effect of lifestyle on his or her personal health.</p>



Notice of Privacy Practices

Effective Date: September 23, 2013

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This notice will explain how Sterling Surgical Hospital may use and disclose your protected health information, our obligations related to the use and disclosure of your protected health information, and your rights related to any protected health information that we have about you. This notice applies to the health records that are generated in or by Sterling Surgical Hospital for the care and services you receive here. This hospital, physicians with staff privileges and personnel authorized to have access to your health records are subject to this notice. In addition, the hospital and physicians with staff privileges may share health information with each other for treatment, payment or health care operations described in this notice. As required by law, we are committed to protecting health information about you.

Physicians participating in your care at Sterling Surgical Hospital are not employees or agents of the hospital and are not acting for or on behalf of the hospital. They are independent contractors who are engaged in the private practice of medicine who have been granted privileges to use the hospital for the care of their patients. All medical decisions regarding your care and treatment at the hospital are made by such physicians and not by Sterling Surgical Hospital.

Your Health Information Rights:

Although your health record is the property of Sterling Surgical Hospital, you have the right to:

- Request a restriction or limitation on the health information we use or disclose about you for treatment, payment or health care operations. We are required to agree to your request **only** if (1) except as otherwise

required by law, the disclosure is to your health plan and the purpose is related to payment or health care operations (and not treatment purposes) **and** (2) your information pertains solely to health care services for which you have paid in full. **For other requests, we are not required to agree.** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment. Any request to restrict uses or disclosure must be made in writing to the Hospital Privacy Office. Your request must indicate: What information you want limited; whether you want to limit our use, disclosure or both; and to whom you want the limit to apply.

- Request that we communicate with you about medical matters in a certain way or at a certain location. To request confidential communications, you must make your request in writing to the Hospital Privacy Office. Your request must specify how and where you wish to be contacted. We will accommodate reasonable requests.

- Obtain an accounting of disclosures of your health information as provided by law. An accounting of disclosures is a list of certain disclosures we make of your health information for purposes other than treatment, payment or health care operations where an authorization was not required. Disclosures that we make with your authorization will not be listed. Requests cannot be made for periods longer than six years. You have the right to receive a free accounting of disclosures every twelve months. We may charge you for additional lists.

- Inspect and obtain a copy of your health record as required by law. If you request a copy, the state-allowed fee may be assessed for the cost associated with your request.

- Request that we amend your health record as provided by law. Your request must be in writing using the form you may obtain from the Health Information Manager. We reserve the right to accept or reject your request as provided by law and will inform you if we are unable to grant your request to amend your health record.

- Obtain a paper copy of this notice of privacy practices.

- Revoke your authorization to use or disclose health information except to the extent that action has already been taken in reliance on your authorization.

Our Responsibilities:

In addition to the responsibilities stated above, we are also required to:

- Protect the privacy of your health information.

- Provide you with notice of our legal duties and privacy practices.

- Notify you following a breach of your unsecured protected health information, subject to certain exceptions under the law.

- Abide by the terms of this notice.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain, including information created or received before the change. Should our information practices change, we are not required to notify you but we will have the revised notice available upon request at the hospital. The revised notice will also be posted in the hospital and on our website.

We will not use or disclose your health information without your authorization, except as described in this notice.

Uses and Disclosures: With a few exceptions, we are required to obtain your authorization for the use or disclosure of your information. We have listed below some of the reasons why we might use or disclose your health information and some examples of the types of uses or disclosures. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information should fall within one of these categories.

For Treatment: We may use health information about you to provide you treatment or services. We may disclose health information about you to doctors, nurses, technicians, medical students or other personnel who are involved in taking care of you at the hospital. We may share information about you to coordinate different treatments, such as prescriptions, lab work and x-rays. We may also provide your physician or a subsequent health care provider with copies of various reports to assist in treating you once you are discharged from care at the hospital.

For Payment: We may use and disclose health information about your treatment and services to bill and collect payment from you, your insurance company or a third party payer. For example, a bill may be sent to you or a third party payer that includes information that identifies you, your

diagnosis, the procedures performed and the supplies used.

For Health Care Operations: We may use the information in your health record to assess the care and outcome in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and services we provide.

Business Associates: Some services provided at the hospital may be through agreements with business associates. Examples include answering services and copy services. When these services are contracted, we may disclose your health information to our business associates so that they can perform the job we've asked them to do. However, to protect your health information, business associates are required by federal law to appropriately safeguard your information.

Directory: Unless you notify us that you object, we will use your name, location in the hospital, general condition and religious affiliation for directory purposes while you are a patient at the hospital. This information may be provided to members of the clergy and, except for religious affiliation, to other people who ask for you by name.

Future Communications: We may communicate to you via newsletters, mail outs or other means regarding treatment options, health related information, disease management programs, wellness programs, research projects or other community based initiatives or activities in which our hospital is participating.

Research: We may use or disclose health information for research studies but only when they meet all federal and state requirements to protect your privacy (such as using only de-identified data whenever possible).

Notification: We may use or disclose information about you to a friend or family member who is involved in your care or who helps pay for your care, or to notify or assist in notifying a family member, personal representative, or another person responsible for your care of your whereabouts and general condition.

Fundraising: We may contact you as part of a fundraising effort; however, you have the right to elect not to receive such communications.

State Specific Requirements: Many states have requirements for reporting including population-based activities related to

improving health or reducing health care costs. Some states have separate privacy laws that may apply additional legal requirements. If the state privacy laws are more stringent than federal privacy laws, the state law preempts the federal law.

Health Information Exchange: Federal and state laws may permit us to participate in organizations with other health care providers, insurers, and/or other health care industry participants and their subcontractors to share your information among themselves to accomplish goals that may include, but not be limited to, improving the accuracy and increasing the availability of your health records, decreasing the time needed to access your information, aggregating and comparing your information for quality improvement purposes, and such other purposes as may be permitted by law.

Required or Allowed by Law: We will disclose health information about you when required or allowed to do so by federal, state or local law.

The following are some additional examples of how we may use or disclose health information about you:

- To remind you that you have an appointment with us.
- To assess your satisfaction with our services.
- For conducting training programs or reviewing competence of health care providers.
- To provide limited information to locate a missing person or report a crime.
- In connection with judicial or administrative proceedings such as in response to a court order, search warrant or subpoena.

As permitted by law, we may also use and disclose health information to the following types of entities:

- Food and Drug Administration
- Public Health or Legal Authorities charged with preventing or controlling disease, injury or disability
- Correctional Institutions
- Workers Compensation Agents
- Organ and Tissue Donation Organizations
- Military Command Authorities
- Health Oversight Agencies
- Funeral Directors and Coroners
- National Security and Intelligence Agencies
- Protective Services for the President and Others

- A person or persons able to prevent or lessen a serious threat to health or safety

When disclosing information, primarily appointment reminders, satisfaction assessments and billing/collecting efforts, we may leave messages on your answering machine or voice mail.

We can use or disclose your health information without authorization when there is an emergency, when we are required by law to use or disclose certain information, or when there are substantial communication barriers to obtaining authorization from you.

Authorization Required: We must obtain your written authorization to use or disclose psychotherapy notes, use or disclose your protected health information for marketing purposes or sell your protected health information.

Other uses and disclosures of protected health information not covered by this notice of privacy practices or the laws that apply to us will be made only with your written authorization. If you provide us written authorization to use or disclose information, you can change your mind and revoke your authorization in writing at any time. If you revoke your authorization, we will no longer use or disclose your private information. However, we will not be able to take back any disclosures made prior to the date of your written notice of revocation.

For More Information or to Report a Problem:

If you have questions or would like additional information, please contact the director of Quality Assurance at 985-690-8212. If you believe we have not properly protected your privacy or have not adhered to the information contained in this notice of privacy practices, you may file a complaint with the Health Information Manager or file a written complaint with the Secretary of the Department of Health and Human Services.

There will be no retaliation for filing a complaint.

PREVENTING INFECTIONS IN THE HOSPITAL

WHAT YOU CAN DO

Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help prevent infections from developing while you are in the hospital:

BEFORE YOUR SURGERY:

- Shower before surgery with mild shower soap (example: Dial, Lever 2000)
- Ask questions about your care so that you can fully understand your plan of care.
- If you have diabetes, talk to your doctor about the best way to control your blood sugar, before, during and after your hospital stay. High blood sugar increases the risk of developing an infection.
- If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.
- Let your MD know if you have had any recent skin infections.

DURING YOUR HOSPITAL STAY:

- Wash your hands carefully after handling any type of soiled material. This is especially important after you have gone to the bathroom.
- Since you are a part of your healthcare team, do not be afraid to remind doctors and nurses about washing their hands before working with you.
- If you have an intravenous catheter (IV), keep the skin around the dressing clean and dry. Tell your nurse right away if the dressing works loose or gets wet.
- If you have a dressing on a wound, let your nurse know right away if the dressing works loose or gets wet.
- If you have any type of catheter or drainage tube (drain), let your nurse know promptly if it becomes loose or dislodged.
- Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed.

DON'T BE AFRAID TO ASK FOR HELP, ADVICE OR PAIN MEDICATIONS!

IF POSSIBLE, ASK YOUR FRIENDS AND RELATIVES NOT TO VISIT IF THEY FEEL ILL.

PREVENTION OF PATIENT FALLS

HELP US PREVENT YOU FROM FALLING IN THE HOSPITAL

ACCIDENTAL FALLS MAY OCCUR IN THE HOSPITAL. THESE ACCIDENTS ARE AS DISTRESSING TO THE HOSPITAL AS THEY ARE TO THE PATIENT. PLEASE READ THIS INFORMATION CAREFULLY TO LEARN HOW YOU CAN HELP PREVENT FALLING.

YOU MAY FALL IN THE HOSPITAL FOR THE FOLLOWING REASONS:

- Tranquilizers, sleeping tablets, pain relievers, blood pressure pills, or diuretics may make you dizzy and disoriented.
- Your illness, enemas, laxatives, long periods without food, or tests your doctor ordered may leave you weak and unsteady.
- The hospital may seem foreign and unfamiliar to you – especially when you wake up at night.

Some falls, such as those associated with illness or therapy cannot be avoided. However, by following these guidelines, you, your family and friends can help reduce your risk of falling.

PLEASE FOLLOW THESE GUIDELINES:

1. Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember you are more likely to faint or feel dizzy after sitting or lying for a long time. If you must get up without waiting for help, sit up in bed awhile before standing up, rise carefully, and slowly begin to walk.
2. Make sure you wear nonskid slippers whenever you walk in the hospital. Rubber-soled or crepe-soled slippers are recommended.
3. Remain lying or seated while waiting for assistance. Though minutes may feel like hours, please be patient; someone will answer your call as soon as possible.
4. Do not tamper with side rails or restraints that may be in use. If restraints need adjustment, ask the nurse. Side rails and restraints are reminders to stay in bed and are designed to ensure your safety and protection.
5. Always follow your doctor's orders and the nurses' instructions regarding whether you must stay in bed, require assistance to get to the bathroom, etc.

NOTE: Hospital staff members cannot remain constantly at a patient's bedside. If family members are not available to sit with a patient, the patient and/or family members are responsible for arranging for and paying for a private duty nurse and/or sitters.

HELP US HELP YOU REDUCE YOUR RISK OF FALLING

FOOD AND DRUG INTERACTIONS

Follow the guidelines on this sheet, unless you are given specific instructions by your doctor.

LEGEND:

TYRAMINE – containing foods – Aged cheeses, Anchovies, Avocados, bananas, beer, broad beans, canned figs, caffeine-containing beverages, chicken or beef livers, chocolate, coffee, Fava beans, Italian green beans, mushrooms, meat prepared with a tenderizer, meat extracts including commercial soups, aged meats (like salami, pepperoni, summer sausage), papaya, pickled herring, raisins, red wines, sherry, sour cream, soy sauce, vanilla, yeast preparations and yogurt.

HISTAMINE – containing foods like: tuna, parmesan cheese, eggplant, spinach, tomato, sauerkraut and liver.

FOODS HIGH IN POTASSIUM – Apricots, artichokes, asparagus, avocado, bamboo shoots, banana, broccoli, brussel sprouts, cantaloupe, carrots, celery, chocolate, dates, dried beans, dried fruit, figs, greens, honeydew, milk, oranges, orange juice, potatoes, prunes, prune juice, pumpkin, raisins, rhubarb, spinach, squash, tomatoes, tomato juice.

FOODS HIGH IN CALCIUM – Dairy products (yogurt, cheese milk, etc.), pink salmon, sardines, greens (mustard, turnip, collard, spinach).

ANTICOAGULANTS	PATIENT INSTRUCTIONS
warfarin (Coumadin)	Do not change dietary habits or supplements once stabilized on warfarin. Be consistent with foods high in Vitamin K, such as beef liver, pork liver, green tea and leafy vegetables. Cooking oils with silicone additives may decrease effectiveness of medication. Take at the same time each day.
ANTICONVULSANTS	PATIENT INSTRUCTIONS
phenobarbital	Foods high in Vitamin C can displace the drug from binding sites resulting in increased urinary excretion, which could decrease the anticonvulsant effect. Avoid taking with fresh fruits that are high in Vitamin C. Do not stop abruptly. Avoid alcohol & other depressants (e.g. narcotics, antihistamines).
phenytoin (Dilantin)	Take with food or milk. Charcoal-broiled foods effect drug levels. Avoid taking with foods high in Vitamin C. Do not take at the same time as calcium containing antacids. Do not stop abruptly. Avoid alcohol & other depressants (e.g. narcotics, antihistamines).
ANTI-GOUT	PATIENT INSTRUCTIONS
allopurinol (Zyloprim)	Drink plenty of liquids. Avoid large doses of Vitamin C. To minimize stomach upset, take after meals.
GASTROINTESTINAL	PATIENT INSTRUCTIONS
cimetidine (Tagamet) ranitidine (Zantac) famotidine (Pepcid) nizatidine (Axid)	Take with or immediately after meal, Take one-half to one hour before antacids. Avoid alcohol & other depressants (e.g. narcotics, antihistamines)
metoclopramide (Region)	Take one-half hour before meals. Avoid narcotics, antihistamines.
lansoprazole (Prevacid)	Take one hour before meal.
omeprazole (Phlosec)	Take before meal.
pantoprazole (Protonix)	Take with or without food.

GASTROINTESTINAL (Cont.)	PATIENT INSTRUCTIONS
esomeprazole (Nexium)	Take at least one hour before meal.
misoprostol (Cytotec)	Take with food. Take last dose at bedtime. Avoid magnesium containing antacids.
sucralfate (Carafate)	Take one hour before meals & at bedtime. Do not take antacids one-half hour before dose of Carafate.
MISCELLANEOUS	PATIENT INSTRUCTIONS
psyllium (Metamucil)	Take with large amount of fluid.
DSS (Colace)	Take with 8 oz. of water.
alendronate (Fosamax)	Take at least 30 minutes before the first food, beverage or medication of the day with water. Avoid lying down for 30 minutes.
ticlopidine (Ticlid)	Take with food.
Clopidogrel (Plavix)	Take with or without food.
levodopa (Doper, Sinemet)	Avoid excessive amounts of protein. Take with food. Avoid Vitamin B6.
prednisone (Deltasone)	Follow directions on label.
donepezil (Aricept)	Take with or without food.
rivastigmine (Exelon)	Take with food.
theophylline (Slo-bid, Theo-Dur)	Take with food or milk to avoid stomach upset. Avoid caffeine-containing foods such as: tea, coffee, coca cola & chocolate. Also avoid charcoal-broiled foods in excessive amounts.
levothyroxine (Synthroid)	Take on empty stomach. Do not stop abruptly.
montelukast (Singular)	Do not stop abruptly.
ANTI- INFECTIVES	PATIENT INSTRUCTIONS
ampicillin, amoxicillin augmentin, penicillin	Take on empty stomach one hour before or two hours after a meal.
cefaclor (Ceclor), cephalexin (Keflex, Keftab), cefuroxime (Ceftin), cefpodoxime (Vantin)	May take with food or milk if stomach upset occurs.
ciprofloxacin (Cipro), lomefloxacin (Maxaquin) norfloxacin, levofloxacin (Levaquin), gatifloxacin (Tequin)	May take with food. Avoid concomitant antacid use.
doxycycline	Take with or without food.
azithromycin (Zithromax), clarithromycin (Biaxin), erythromycin	Take on empty stomach one hour before or two hours after a meal. Avoid concomitant antacid use.
nitrofurantoin (Macrochantin)	Take with food. Alcohol may make you very ill. May discolor urine.
fluconazole (Diflucan)	May take with food.
metronidazole (Flagyl)	Take with food to decrease gastric irritation . Alcohol within 48 hours before or after will make you very ill. May cause urine discoloration and metallic taste.
sufisoxazole (Gantrisin), sufamethoxazole (Gantanol, Bactrim, Septra), sufadiazine, sulfasalazine (Azulfidine, etc.)	Take on empty stomach one hour before or two hours after a meal with a full glass of water. Drink plenty of fluids. Avoid concomitant antacid use. Take with food if gastric irritation occurs. Avoid long exposure to sunlight.
CHOLESTEROL LOWERING	PATIENT INSTRUCTIONS
cholestyramine (Questran)	Do not take in dry form. Mix with water or other fluid (soups, apple juice or pineapple juice). Take at meal time.
simvastatin (Zocor)	Can be taken without regard to meals, take in the evening.
pravastatin (Pravachol)	Can be taken anytime of the day without regard to meals.
atorvastatin (Upitor)	Can be taken anytime of the day with or without food.

ORAL HYPOGLYCEMICS	PATIENT INSTRUCTIONS
glimepiride (Ameryl)	Take with first main meal, take 30 – 60 mins. before meal. Avoid alcohol consumption.
glipizide (Glucotrol)	Take with breakfast.
rosiglitazone (Avandia), pioglitazone (Actos)	Can be given without regards to meals.
repagloide (Prandin)	Take 15 – 30 minutes before a meal. If you skip a meal, skip the dose for that meal.
glybunde (Micronase, DiaBeta)	Take with breakfast or the first main meal.
Metformin (Glucophage)	Take with food. Alcohol may make you very ill.
DIURETICS	PATIENT INSTRUCTIONS
bumetanide (Bumex), furosemide (Lasix), torsemide (Demadex)	May be taken with food or milk.
hydrochlorothiazide (HydroDIURIL)	May be taken with food or milk.
triamterene (Dyrenium)	Take in the morning after meal. Avoid food high in potassium or use of salt substitute.
spironolactone (Aldactone)	Take with meals or milk.
metolazone (Zaroxolyn)	May be taken with food or milk.
CARDIAC	PATIENT INSTRUCTIONS
clonidine (Catapres), hydralazine (Apresoline)	Take with food.
isosorbide mononitrate (ISMO, Imdur), isosorbide dinitrate	Avoid alcohol, take with a full glass of water on an empty stomach.
BETA- BLOCKERS	PATIENT INSTRUCTIONS
propranolol (Inderal), metoprolol (Lopressor)	Take with food, at the same time each day.
atenolol (Tenormin)	Can be taken without regard to meals.
ANGIOTENSIN CONVERTING ENZYME INHIBITORS	PATIENT INSTRUCTIONS
captopril (Capoten)	Take one hour before meals. Avoid salt substitutes containing potassium.
fosinopril (Monopril)	Take with or without food. Avoid salt substitutes containing potassium.
quinapril (Accupril)	Take one hour before meals, avoid high fat meals. Avoid salt substitutes containing potassium.
lisinopril (Prinivil, Zestril), enalapril (Vasotec), benazepril; (Lotensin), rampril (Altace)	Take with or without food. Avoid salt substitutes containing potassium.
ANGIOTENSIN II RECEPTOR BLOCKERS	PATIENT INSTRUCTIONS
losartan (Cozaar), valsartan (Diovan), iversatan (Avapro) candesartan (Atacand)	Take with or without regard to meals.
CALCIUM CHANNEL BLOCKERS	PATIENT INSTRUCTIONS
nifedipine (Procardia), appail	Take without regard to meals. Do not take with grapefruit juice.
diltiazem (Cardizem)	Take in the morning on empty stomach. Do not take with grapefruit juice.
amlodipine (Norvasc), verapamil (Calan)	Take without regard to meals. Do not take with grapefruit juice.
ANTI-ARRHYTHMICS	PATIENT INSTRUCTIONS
digoxin (Lanoxin)	Take without regard to meals. Avoid taking with foods high in bran. Take 1 hour before or 2 hours after antacids.
quinidine	Take with meals.
disopyramide (Norpac), flecainide (Tambocor), propafenone (Rythmol), amiodarone (Cordarone)	Take without regard to meals.
NARCOTIC ANALGESICS	PATIENT INSTRUCTIONS
esgic, pioncet, vicodin, lorcet, lortao, percocet, tylenol #3, darvocet n 100, zydone	If stomach upset occurs, take with food. Avoid alcohol.

NON-NARCOTIC ANALGESICS	PATIENT INSTRUCTIONS
aspirin	Take with food or after meals. Take with a full glass of water.
ibuprofen	Take with food or milk or antacids other than sodium bicarbonate.
diclofenac (Voltaren), ketorolac (Toradol), nabumetone (Relafen)	Take without regard to meals.
naproxen (Naprosyn), celecoxib Celebrex), rofecoxib (Vioxx)	Take with food.
Acetaminophen	Take without regard to meals.
tramadol (Ultram)	May be taken without regard to food. Avoid alcohol or other CNS depressants.
ANTI-NAUSEA	PATIENT INSTRUCTIONS
promethazine (Phenergan)	Take before meals.
hydroxyzine (Vistaril), ondansetron (Zofran)	Take without regard to meals.
ANTI-DEPRESSANTS	PATIENT INSTRUCTIONS
amitriptyline (Elavil)	Avoid alcohol.
mirtazapine (Remeron) trazadone (Desyrel)	Take without regard to meals.
sertraline (Zoloft)	Take with food; avoid alcohol.
bupropion (Wellbutrin//Zyban)	Minimize alcohol consumption or if possible avoid completely.
venlafaxine (Effexor)	Take with food.
fluoxetine (Prozac), paroxetine (Paxil), fluvoxamine (Luvox), citalopram (Celexa)	Take without regard to meals.
ANTI-PSYCHOTICS	PATIENT INSTRUCTIONS
olanzapine (Zyprexa)	Take without regard to meals.
MISCELLANEOUS	PATIENT INSTRUCTIONS
phenazopyridine (Pyridium)	May cause stomach upset, take after meals. May cause urine discoloration.
sildenafil (Viagra)	If taken with a high-fat meal, the rate of absorption may be reduced and can delay the onset of effect.
hyoscyamine (Levsin)	Take 30 minutes before meals. Avoid alcohol & medicines that can cause drowsiness.
epoetin alfa (Procrit, Epogen)	Continue to follow the diet and/or dialysis prescribed by your doctor even if you start to feel better.
Urimar-T	Take with food to minimize gastrointestinal upset. Drink sufficient fluids to insure adequate urine flow.

*PLEASE CONSULT YOUR PHYSICIAN OR PHARMACIST BEFORE TAKING ANTI-INFECTIVES AND BIRTH CONTROL PILLS. PLEASE CONSULT YOUR PHYSICIAN OR PHARMACIST BEFORE TAKING ANY HERBAL SUPPLEMENTS. PLEASE CONTACT YOUR PHYSICIAN IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING SPECIFIC INTERACTIONS.

NONDISCRIMINATION POLICY FOR THE GENERAL PUBLIC

As a recipient of Federal financial assistance, Sterling Surgical Hospital does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Sterling Surgical Hospital directly or through a contractor or any other entity with which Sterling Surgical Hospital arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84 and 91.

In case of questions, please contact:

Provider Name	STERLING SURGICAL HOSPITAL
Contact Section 504 Coordinator	TERRI MCCOY, RN
Telephone number:	985-690-8212

STERLING SURGICAL HOSPITAL GRIEVANCE/COMPLAINT POLICY

Sterling Surgical Hospital is committed to making your stay as pleasant as possible. Grievances and complaints will be addressed in a timely manner.

- You have the right to be informed of available resources for resolving disputes, grievances, and conflicts within our hospital
- You have the right to make an oral or written grievance
- You have the right to have your grievance/complaint resolved as soon as possible and in a courteous and reasonable manner
- You have the right to know the name of the person to contact to file a complaint:

Director of QA
989 Robert Blvd.
Slidell, LA 70458
(985) 690-8212 Phone
(985) 690-8214 Fax

or

Administrator
989 Robert Blvd.
Slidell, LA 70458
(985) 690-8200 Phone
(985) 690-8201 Fax

- You have the right to have a complaint/grievance resolved at the point of service whenever possible
- You have the right to bypass our grievance/complaint procedure and file directly with the Department of Health and Hospitals

Department of Health and Hospitals
P O Box 3736
Baton Rouge, La 70821
(225) 342-0138 Phone
(225) 342-5292 Fax

- You have the right to immediate attention in situations that place a client or visitor in immediate danger
- All grievances/complaints will be reviewed, investigated, and resolved within a reasonable period of time according to the nature of the grievance. No grievance should remain unresolved after 10 days from the date received except when extension of time is agreed to by the patient or visitor or when it appears that no mediating effort will resolve the grievance
- You have the right to request and be given the results of the resolution in writing.

NOTICE OF CONTRACTED SERVICE PROVIDERS

Sterling Surgical Hospital, complying with the provisions of La. R.S. 22:1880, is pleased to inform our patients of entities contracted to provide services to our facility.

DISCLOSURE LIST OF ALL HOSPITAL-CONTRACTED SERVICE PROVIDERS

- | | |
|----------------------|---|
| 1. Anesthesiology: | YPS Anesthesia Services
200 Greenleaves Blvd, Ste 6
Mandeville, LA 70448
Phone: 1-800-554-2695
Contact: Patient Billing |
| 2. Pathology: | Clinical Pathology Laboratories
520 Elmwood Park Blvd, Suite 130
New Orleans, LA
Phone: 504-733-0585
Contact: Patient Billing |
| 3. Radiology: | Regional Radiology, LLC
P.O. Box 1608
Kenner, LA 70063
Phone: 985-898-4505
Contact: Melinda Lockhart |
| 4. Hospitalist(s): | John Barton, MD
1570 Lindberg Drive
Slidell, LA
(985) 643-5242
Contact: Office Manager |
| 5. Intensivist(s): | N/A |
| 6. Neonatologist(s): | N/A |

If you have any further questions regarding the information contained in this Notice of Contracted Service Providers, please feel free to contact the specified entity and/or your health insurance company as to whether the physician is contracted with your health insurance plan and what may be your responsibility for payment of any amount not paid by your insurance company.

NOTICE OF CONTRACTED INSURANCE PROVIDERS

Sterling Surgical Hospital, complying with the provisions of La. R.S. 22:1880, is pleased to inform you that our facility is contracted as a participating provider with the following insurance plans:

<u>Insurance Plan</u>	<u>Effective Date:</u>
Blue Cross of Louisiana HMO	11/2011
Blue Cross of Louisiana PPO (Traditional, LA State Employees, Federal)	11/2011
Humana (Commercial)	11/2011
Humana HMO Risk Plan (65 Plans)	11/2011
Medicaid of Louisiana	08/2003
Medicare	08/2003
Peoples Health Network (Ophthalmology only)	05/2012

Sterling Surgical Hospital negotiates with all other non-contracted insurance providers on a case-by-case basis. Our financial representatives are available to discuss your particular benefits/costs with you prior to any services being rendered.

BALANCE BILLING DISCLOSURE NOTICE

Healthcare services may be provided to you at a network healthcare facility by facility-based physicians who are not in your health plan. You may be responsible for payment of all or part of the fees for those out-of-network services in addition to applicable amounts due for co-payments, coinsurance, deductibles, and non-covered services. Specific information about in-network and out-of-network facility-based physicians can be found at the website address of your health plan or by calling the Customer Service telephone number of your health plan.

If you have any further questions regarding our Notice of Contracted Insurance Providers and/or Balance Billing Disclosure Notice, please feel free to contact our hospital Business Office at 985-690-8200. Sterling Surgical Hospital welcomes you as a valued patient and looks forward to providing for your healthcare needs.

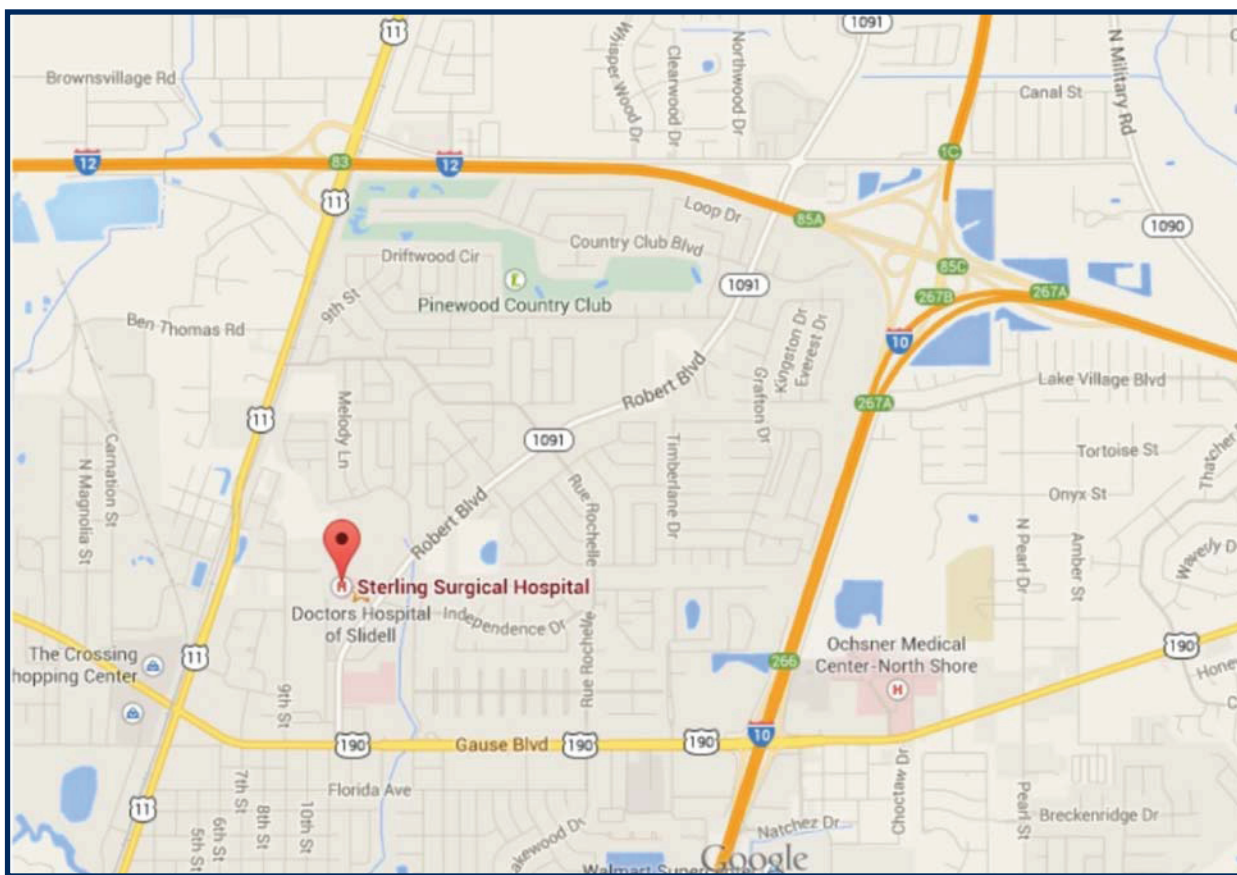
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The Surgery You Need in the Setting You Want

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