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kpc HEALTH
Menifee Global Medical Center

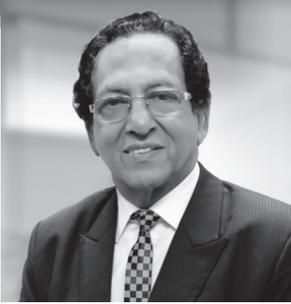


kpc HEALTH
Hemet Global Medical Center

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Welcome

THANK YOU FOR TRUSTING US



On behalf of our board of directors, medical staff, hospital administration, staff and volunteers, welcome to our hospital. Our goal is to provide you with quality, courteous service for your healthcare needs. If, at any time, you have any questions or needs with respect to your care, please do not hesitate to ask a member of our staff for assistance.

Thank you for choosing Hemet Global Medical Center and Menifee Global Medical Center to meet your healthcare needs.



Mission

Committed to Improving Community Health



Vision

Provide Accountable and Compassionate Care



Values

Collaboration
Communication
Compassion
Involvement
Quality
Respect
Service

In this patient guide, you will find information on the various hospital departments and available services. Please take a few minutes to review this guide and familiarize yourself with our services and staff. You may also find the information useful after your discharge from the hospital.

Please let us know if you have any comments about your care. Our entire staff is dedicated to making the experience of all patients, family members and guests at our medical center a positive one. If, during the course of your stay, any aspect of your care does not meet your expectations, please do not hesitate to let us know so that we may address your concern.

Thank you for giving us the opportunity to serve you. We look forward to serving your healthcare needs now and in the future.

Wishing you good health,

A handwritten signature in black ink, appearing to read 'K. Chaudhuri'.

Kali P. Chaudhuri, MD
Founder and Chairman

About Us

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE

Hemet Global Medical Center

- + 24-Hour Emergency Department
- + Cardiovascular Services including Cardiac Catheterization and Electrophysiology
- + Surgical Services including Orthopedic, Gynecological, Urological, Vascular, General Surgery and ENT
- + Critical and Intensive Care
- + Diagnostic Imaging including U.S., CT, MRI, X-Ray and I.R.
- + Laboratory Services
- + Maternity and Nursery
- + Oncology and Radiation Therapy
- + Physical Therapy
- + Speech and Occupational Therapy
- + Endoscopy
- + Addiction Recovery Services
- + 23-Bed Sub-Acute Unit
- + Newly Renovated 90-Bed Skilled Nursing Facility
- + Ambulatory Surgical Center – ASC
- + Primary Stroke Center

Campus Map



Hemet Global Medical Center

1117 E. Devonshire Ave.
Hemet, CA 92543
951-652-2811
hemetgmc.com



End of Life Option Act

KPC Health facilities have chosen to opt out of California's End of Life Option Act and will not participate in services or interventions that may end the life of a patient.



Menifee Global Medical Center

28400 McCall Blvd.
Menifee, CA 92585
951-679-8888
menifeegmc.com



Non-Discrimination Statement

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

Menifee Global Medical Center

- + 24-Hour Emergency Department
- + Cardiovascular Services
- + Surgical Services including Orthopedic, Gynecological, Urological, Neurosurgery, Eye, Retinal and General Surgery
- + Critical and Telemetry Care
- + Diagnostic Imaging including CT, Ultrasound, Nuclear Medicine and X-Ray
- + Laboratory Services
- + Physical Therapy
- + Speech and Occupational Therapy
- + Endoscopy
- + Global Medical Detox

Campus Map



Phone Directory

WE'RE HERE TO HELP YOU

Calling from inside the hospital? **Dial the EXTENSION only.**

HEMET GLOBAL MEDICAL CENTER

To call a department from outside the hospital, **dial 951-652-2811, then the extension.**

Admitting	6111	Nursing Administration	5530
Case Management	5146	Pathology	5063
Chaplain	5145	Patient Advocate	5233
Dietitian	6133	Patient Financial Services	5900
Emergency Department	5190	Pharmacy	6100
Human Resources	5800	Quality Services	5119
Information Desk	6116	Radiology	5008
Laboratory	5046	Security – Emergency Calls	300
Medical Records	5116	Security – Non-Emergency Calls	5102

MENIFEE GLOBAL MEDICAL CENTER

To call a department from outside the hospital, **dial 951-679-8888, then the extension.**

Admitting	7008	Laboratory	7293
Case Management	7122	Medical Records	7499
Chaplain	7353	Patient Financial Services	5900
Dietitian	7415	Pharmacy	7454
Emergency Department	7373	Quality Services	7265
Gift Shop	7270	Radiology	7569
Human Resources	5800	Security – Emergency Calls	300
Information Desk	7325	Security – Non-Emergency Calls	7377

Our Commitment to Care

PATIENT SATISFACTION MATTERS TO US



How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Quality Services at 951-652-2811, ext. 5119. You also have the right to file your complaint with either:

+ State Department of Health Services

625 E. Carnegie Dr.
San Bernardino, CA 92408
909-388-7170

+ Office of Quality and Patient Safety The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click "Report a Patient Safety Event"



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 (see p. 23). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact Case Management at ext. 5146.

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



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
- + pain management and staff responsiveness
- + overall quality of the hospital environment

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
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org

Fast Facts About Your Stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

ATM

An ATM is located inside the cafeteria at Hemet Global Medical Center and inside the front lobby at Menifee Global Medical Center.



Cafeteria

Hemet Global Medical Center

Monday – Friday:

Breakfast: 7:00 a.m. – 10:00 a.m.

Lunch and Dinner: 11:00 a.m. – 6:00 p.m.

Saturday – Sunday:

Breakfast: 8:00 a.m. – 10:00 a.m.

Lunch: 11:00 a.m. – 1:00 p.m.

Menifee Global Medical Center

Monday – Friday:

Breakfast: 7:30 a.m. – 9:30 a.m.

Lunch: 11:00 a.m. – 1:30 p.m.

Saturday – Sunday:

Breakfast: 7:00 a.m. – 8:30 a.m.

Lunch: 11:00 a.m. – 12:30 p.m.

Calling Your Nurse

The intercom system in your room is mounted on the wall above the bedside table. This system is used for direct voice contact with the staff members at the nursing station. Extending

from the intercom is a pillow speaker that can be clipped to your bed.

To call the nursing station, press the top bar marked “NURSE” and a staff member will respond via the intercom. When the nursing staff member answers, please make your request in a normal speaking voice.

Cell Phones

Cell phone usage is permitted. If you want to use a charger, please contact your nursing staff so the cord can be checked by the Engineering department.

Electrical Appliances

Electrical appliances including hair dryers, curling irons, radios, heating pads, portable heaters, fans, VCRs, computers and other devices are not permitted in patient rooms. Any other electrical appliances must be checked by Engineering before you use them.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Interpreters

We provide professional medical interpreter services to limited-



English-proficient and hearing-impaired patients through CyraCom Language Solutions. These translation services facilitate communication between providers, patients, family and visitors. Services are available in-person or via phone, video, mobile app or written text. Hundreds of languages are available 24/7. For a list of languages and more information, visit cyracom.com.

Mail and Flowers

Mail and packages will be delivered to you by a hospital volunteer. Individual florists deliver flowers to patient rooms. Please note that flowers are prohibited in intensive care units. Any mail received after your discharge will be forwarded to your home address. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

Pastoral Care

The hospital chaplain is available to all patients and their families. Please contact your nurse to request these services.

Personal Belongings and Valuables

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost. The hospital cannot be responsible for replacement of personal belongings.



Public Restrooms

For everyone's health and safety, visitors should not use patient bathrooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

Fast Facts About Your Stay continued

Quiet Time

Quiet Time is observed on all nursing floors from 8:00 p.m. – 8:00 a.m.



Smoking

We are a smoke-free hospital. Smoking is prohibited on the hospital campus. Please ask your doctor if a nicotine patch or other medicine might be helpful during your hospital stay. For cessation help, call 800-NO-BUTTS.

TV

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime, which is 10:00 p.m. Channel listings are located on p. 13.

Vending Machines

Hemet Global Medical Center

Vending machines offering beverages and snacks are located inside of the cafeteria.

Menifee Global Medical Center

Vending machines are located directly outside the cafeteria, in the special waiting room located on the first floor, and outside the Emergency Room in the Atrium. There also are soda vending machines on every floor.





Patient Meal Service

Hemet Global Medical Center

The Ordering Process

Upon admittance, your doctor will order a special diet plan for you. Each morning on your breakfast tray, you will find a menu for you to complete for that day's lunch and dinner, and the next day's breakfast. Please complete your selections during your breakfast.

An Ambassador will pick up your completed menu when he or she returns to remove your breakfast tray. If you require assistance, please tell your Ambassador.

Meal Delivery Hours

Breakfast: 7:15 a.m. – 9:00 a.m.
Lunch: Noon – 2:00 p.m.
Dinner: 5:00 p.m. – 7:00 p.m.

Menifee Global Medical Center

The Ordering Process

Upon admittance, your doctor will order a special diet plan for you. Once your diet order is received by the Dietary department, your meal preferences and selections will be taken by one of our Patient Ambassadors for the next meal. Our Patient Ambassadors will deliver your meals to you.

Meal Delivery Hours

Breakfast: 7:15 a.m. – 9:00 a.m.
Lunch: 12:15 p.m. – 2:00 p.m.
Dinner: 5:15 p.m. – 7:00 p.m.

Questions?



During your stay, your doctor may change your diet based on your medical needs. If you have special requests or needs, please contact:

- **Hemet Global Medical Center:** Diet Office at ext. 6136
- **Menifee Global Medical Center:** Patient Ambassador at ext. 7443



Flu Season

Anyone experiencing cold or flu-like symptoms (e.g., cough, fever, chills, body aches, runny nose, sore throat) is asked to not visit. Additionally, anyone who has not received the flu vaccine is asked to wear a mask while visiting.

Visitor Hours

Hemet Global Medical Center

General: 8:00 a.m. – 8:00 p.m. Two visitors at a time are allowed at the bedside. Visitors must be age 14 or older. Visitors to the ICU must be age 18 or older.

Maternity: 8:00 a.m. – 8:00 p.m. If you have a shared room, visiting hours may be restricted. No more than two visitors at a time are allowed. Visitors must be age 14, unless they are siblings. Siblings are allowed to visit the Maternity unit as long as they do not have symptoms of a cold or other respiratory infection. Siblings or family members under age 14 are not permitted in the labor and delivery area.

Intensive Care Unit: Any time except for patient care hours of 6:00 a.m. – 8:30 a.m. and 6:00 p.m. – 8:30 p.m. Immediate family only, no more than two visitors at a time. No one under age 18 permitted.

Day Surgery: 5:30 a.m. – 6:30 p.m. Immediate family only.

Menifee Global Medical Center

General: 8:00 a.m. – 8:00 p.m. Two visitors at a time are allowed at the bedside. Visitors must be age 14 or older.

Critical Care Unit: Any time except for patient care hours of 7:00 a.m. – 8:30 a.m. and 7:00 p.m. – 8:30 p.m. Immediate family only. No more than two visitors at a time. No one under age 18 permitted.

Day Surgery: 5:30 a.m. – 6:30 p.m. Immediate family only.

TV Channels

Hemet Global Medical Center

2 KCBS	13 CNN	26 DISCOVERY
4 KNBC	14 ESPN	28 TLC
5 KTLA	16 USA	30 FREEFORM
7 KABC	22 TNT	32 AMC
9 KCAL	23 TBS	34 GALAVISION (ESPAÑOL)
11 FOX 11	24 FOX NEWS	36 UNIVISION (ESPAÑOL)

Menifee Global Medical Center

2 CBS	10 TNT	18 ESPN
3 C-SPAN	11 FOX	19 DISCOVERY
4 NBC	12 AMC	20 DISNEY
5 KTLA	13 MYTV13	21 GOLF
6 PBS	14 KWHY	22 TLC
7 ABC	15 KMEX	23 HISTORY
8 USA	16 HN	24 TCM
9 KCAL	17 CNN	25 TOON

Quick Quiz!



By the age of 65, how many years of the average American's life is spent in front of the TV?

2 years

5 years

9 years

12 years

Answer: With 4 hours of viewing each day or 28 hours a week, by age 65 TV-viewing time can equal roughly 9 years!

7 Key Ways to Take Charge

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

1. Speak Up

Ask questions and voice concerns. It's your body and you have the right to know.

2. Pay Attention

Always double-check that you are getting the right treatments and medicines from the right hospital staff.

3. Educate Yourself

Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

4. Find a Support Person

Pick someone to help speak up for your care and needs during your stay.

5. Know Your Medicines

Understand what your medicines treat, why you need them and how to take them for the best results.

6. Check Before You Go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

7. Participate in Your Care

You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



Protect Your Health

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Remember!

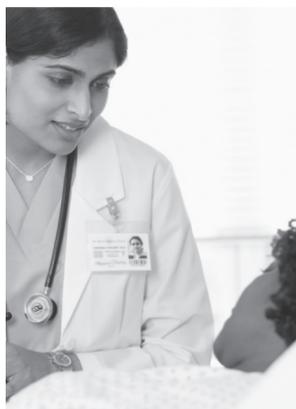
Don't forget to tell the staff who you've picked to be your support person.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:

- + ask questions you might not think of and write down information
- + double-check your medicines and treatments
- + watch for signs your condition is getting worse and ask for help



Name Check

Always double-check your name with staff to avoid errors.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.

Pay Attention to Your Care

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

You can play an active role in your care with these tips:

- + Tell your nurse if something doesn't seem right.
- + Know what time you normally get medicine, and tell your nurse if you don't get it.
- + Request drawings or illustrations to help you learn about your condition.
- + Read and understand all medical forms before signing. Ask if you need information explained.
- + If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- + Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- + Talk to your doctor and family about whether you want life-saving actions taken.



You Are Key

You are the most important member of your healthcare team.

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

And Remember, Take Charge of Your Communication



Ask About Jargon: If you hear a medical term you don't understand, ask what it means.

Teach Back: After you get instructions or an explanation, repeat back what you thought you heard, so you can double-check that you understood.

Take Notes: Write down any key facts your doctor tells you so you won't forget.

5 Ways to Fight Infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing “Happy Birthday”).



For Visitors

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

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

- 1. Clean your hands.** Please always remember to wash your hands, and remind your healthcare workers to do so also. Wash your hands:
 - after touching hospital objects or surfaces
 - before eating
 - after using the restroom
- 2. Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!
- 3. Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.
- 4. Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.
- 5. Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Don't Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

No one knows how much pain you are in but you. Tell your doctor or nurse when you feel pain or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse.

- + Where does it hurt?
- + When does it hurt?
- + Does it keep you from doing things—like sleeping, dressing, eating?

Which words describe your pain?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> aching | <input type="checkbox"/> pressure |
| <input type="checkbox"/> bloating | <input type="checkbox"/> pulling |
| <input type="checkbox"/> burning | <input type="checkbox"/> radiating |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> searing |
| <input type="checkbox"/> constant | <input type="checkbox"/> sharp |
| <input type="checkbox"/> cramping | <input type="checkbox"/> shooting |
| <input type="checkbox"/> cutting | <input type="checkbox"/> soreness |
| <input type="checkbox"/> dull | <input type="checkbox"/> stabbing |
| <input type="checkbox"/> numbing | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> pressing | <input type="checkbox"/> tightness |



You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

How bad is it on this pain scale? Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

Stay Safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Surgery Reminder

Ask your surgeon to take a "time out" to check:

- you're the right person
- getting the right surgery
- on the right body part

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- + your name
- + the type of surgery you are having
- + the body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

To keep yourself safe:

- + Use the nurse call button for help getting out of bed.
- + Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- + Wear nonslip socks or footwear.
- + Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

Manage Your Medicines

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take: For a medicine tracker, see p. 36.

- + What is the name of my medicine?
Generic name?
- + Why am I taking it? How will it help?
When will it start working?
- + What dose? How often? How long?
- + What is the best time (morning, night, etc.)
or way to take it (with food, with water)?
- + What are possible side effects?
What do I do if they happen?
- + Are there any foods, drinks or activities
to avoid?
- + What do I do if I miss a dose?



Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine. (Hospital staff may scan your ID bracelet to double-check.)

Remember, Take Charge of Your Medicines



Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Using Antibiotics Safely

TAKE STEPS TO IMPROVE HOW THESE MEDICINES WORK



Learn More

When your doctor prescribes an antibiotic, it's important to make sure you're taking the right dose for the right amount of time. Visit www.cdc.gov/antibiotic-use for tips on using antibiotics after discharge.

Antibiotics can be life-saving medicines, but using them incorrectly can harm your body. Taking antibiotics when you shouldn't can lead to antibiotic resistance. This means the medicines that used to work to fight off harmful bugs won't work anymore.

While you're in the hospital, your doctor will review your medicines, including antibiotics, regularly. He or she may change the dose or stop giving you the antibiotic if you don't need it anymore. If you're taking antibiotics outside the hospital, it's important to finish them unless your doctor gives you different instructions. This helps to make sure the antibiotics will help you if you ever need them again.

You also can improve antibiotic use after you're discharged. Start by taking these steps:

- ✦ **Wash your hands.** This is one of the best ways to prevent the spread of germs that cause infections and keep yourself and your family healthy.
- ✦ **Ask about symptom relief.** Talk to your doctor about how to relieve symptoms of your illness so you can feel better.
- ✦ **Only take antibiotics for infections caused by bacteria.** Antibiotics don't help illnesses caused by viruses, like colds and the flu.
- ✦ **Ask about watchful waiting.** Some bacterial infections can get better without antibiotics. Your doctor may recommend waiting a few days to see if you get better before giving you antibiotics.
- ✦ **Take antibiotics as prescribed.** Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your doctor.

Advance Directives

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your healthcare proxy also can do this if you'd like.



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 Case Management at ext. 5146.



Choose Your Care

Fill out advance directives, so your wishes are met and your loved ones are sure of what you want.

For the Caregiver

YOU ARE A VALUABLE PARTNER IN YOUR LOVED ONE'S RECOVERY



Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

- National Alliance for Caregiving
www.caregiving.org
- Family Caregiver Alliance
www.caregiver.org
- Caregiver Action Network
www.caregiveraction.org

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

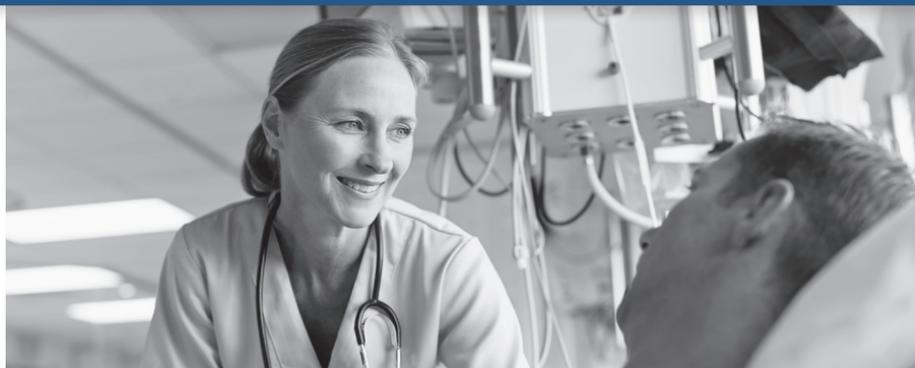
What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- + **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen including financial planning, transportation and scheduling.
- + **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- + **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down as well as the name and contact number to call.

Before You Leave the Hospital

SPECIAL FEATURE



A successful recovery starts with a solid plan before you go.

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, review the following with your nurse:

- + your discharge summary and discharge plan
- + your complete medicine list and instructions
- + your upcoming appointments
- + what to do if you don't feel well

A Reason to Plan Early



If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

Checklist for Discharge

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL



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. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Teach-Back Method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Make sure you have the following information before you leave the hospital.

- Discharge summary**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- Prescriptions**—Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- Follow-up care instructions**—Beyond medicine, these can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (like how to get into bed)
 - who to call with questions
- After-hospital services**—Know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing, toileting
 - Home care: cooking, cleaning, laundry, shopping
 - Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- Local resources**—Ask your discharge planner for help finding local after-care services or other support groups.

After-Hospital Care

QUICK GUIDE TO RECOVERY OPTIONS FOR AFTER YOUR STAY

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

Home Care—Care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

Independent Living—Communities with individual, private apartments or homes. Can include: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing usually are not standard.

Assisted Living—Individual units or apartments, usually in a long-term care facility. Can include: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

Nursing Home—Long-term care facility for those who don't need

a hospital, but can't be cared for at home. Can include: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

Hospice—Care program that provides support for terminally ill patients and families in hospitals, facilities or private homes. Can include: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- + Eldercare Locator
eldercare.acl.gov
- + National Respite Network and Resource Center
www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.

Check Your Coverage



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.

Treatment After Discharge

KEEP YOUR HEALTH ON TRACK



After you leave the hospital, you may have to change how often you take current medicines or new ones. It's important to fill any new prescriptions right away and take all your medicines exactly as your doctor recommends. If you don't, your health condition may get worse, and you could end up back in the hospital.



Pain Medicine

Remember to take your pain medicine as prescribed. Be sure to take the right amount at the right time, and don't take it longer than you need to. When you're done, follow the instructions on the label to correctly throw out any leftover medicine.



Talk to Your Doctor

If you have trouble taking your medicines, talk to your doctor.

Taking Medicines at Home

Before you leave the hospital, ask a family member or friend to pick up your prescription at the pharmacy. Then remember these tips:

- + **Connect doses with daily activities**—like when you eat a meal or go to bed.
- + **Put medicines where you'll see them**—for example, on the dinner table if you need to take them with food, or by your toothbrush if you need to take them in the morning.
- + **Use daily dosing containers**—to sort your medicines for the week.
- + **Keep a written or electronic schedule**—so you know which medicine to take next.
- + **Refill your prescription**—and set up reminders on your phone or calendar for the next refill.

What Keeps You From Taking Your Medicine?



"I am confused about how or when to take my medicine." You can ask your doctor or pharmacist questions at any time—they are there to help you.

"I don't think it's helping. I don't see or feel a difference." Some medicines don't have effects you can see, but it's important to keep taking them so your health stays on track.

"It's too expensive." Ask your doctor if a generic medicine is available. These are cheaper and often work the same.

These are normal concerns, so don't be afraid to talk to your doctor.

Hospital Resources

FIND OUT MORE ABOUT OUR SERVICES

Global Medical Detox

Global Medical Detox, located on the third floor of Menifee Global Medical Center, is a detox program that helps transition patients to a treatment program. With a goal of long-term recovery, patients receive detox treatments from medical staff. Some services include:

- + 24/7 registered nurses and emergency care
- + Physicians certified by the American Board of Addiction Medicine
- + Drug-specific detox protocols
- + Diagnostic lab testing

Patients also receive supportive care services from counselors. They help prepare patients for their treatment program. Some supportive care services include:

- + One-on-one counseling
- + Psychosocial evaluation
- + Education about addiction
- + Comprehensive discharge plan

While at Global Medical Detox, patients enjoy all private rooms with pleasant views, meals and snacks, and pick-up/drop-off service. To start your recovery today, call 866-284-8724.

Community Resources

The following contacts are a sampling of services available in

Riverside County. Many of the resources listed below will be able to connect you with resources to meet your personal needs.

211 Riverside County

Comprehensive referral and resource service: 211

Blindness Support Services

Provides home assessment and linkage to resources to promote independence for individuals with visual impairment: 951-341-9244

Center on Deafness

Information and referral source for individuals with hearing impairment: 951-275-5000

Riverside County Office on Aging

Connecting individuals to information about aging, living with disability, long-term services and support Resources and referrals: 1-800-510-2020

Adult Protective Services

Hotline: 1-800-491-7123

Child Protective Services/DPSS

Hotline: 1-800-442-4918

Domestic Violence Crisis Line

951-683-0829
1-800-339-7233

24-Hour Crisis/Suicide Prevention Hotline

1-800-339-7233

Opioid Pain Medicines

SPOTLIGHT ON HEALTH

Know the Risks and Tips for Safe Use

Opioids are medicines that help relieve pain. They affect your brain by blocking or reducing pain signals and interacting with its reward system. They're available legally as prescription painkillers like hydrocodone and oxycodone, and illegally as heroin. Prescription opioids can be very addictive and dangerous if they're not used properly.

Side Effects

You can experience side effects from prescription opioids, even when you take them as directed by your doctor. Opioid painkillers can cause:

- + constipation
- + nausea, vomiting and dry mouth
- + confusion
- + depression
- + fatigue and dizziness
- + itching and sweating

Long-term use can lead to side effects like:

- + tolerance
- + dependence
- + increased sensitivity to pain
- + addiction
- + overdose

Safe Use

If you're prescribed an opioid painkiller during your hospital stay, be sure you know the possible risks. Talk to your doctor about safe use, and remember the following tips:

- + Take opioid painkillers exactly as prescribed.
- + Make a plan with your doctor that covers your questions and concerns, when you need to follow up with him or her, and other ways to manage pain.
- + Don't drink alcohol while you're taking opioid painkillers, and ask your doctor for a list of medicines to avoid.
- + Never share your opioid painkillers, and never use another person's.
- + Store your prescriptions in a secure place that others can't access.
- + Throw away any leftover pills safely—visit www.fda.gov/drugs/resourcesforyou to find out how.

If you or someone you know may be struggling with addiction, don't wait to get help. Call 1-800-662-HELP (4357) or visit findtreatment.samhsa.gov.

Adult Vaccines

SPOTLIGHT ON HEALTH

Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn't as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

Influenza Vaccine—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

Zoster or Herpes Zoster Vaccine—The FDA recently approved a new vaccine to protect against shingles. This vaccine is two doses and recommended for all adults age 50 and older—even if you've already had shingles or received the one-dose vaccine. You'll need two doses of the new vaccine, two to six months apart.

Pneumococcal Vaccines—Even if you already received one pneumonia vaccine, you may still need another:

Pneumococcal conjugate or PCV13: You need one dose of this vaccine if you are age 65 or older and didn't receive it at a younger age. It's best to get this one before the PPSV23 vaccine. Wait at least 12 months if you receive the PPSV23 first.

Pneumococcal polysaccharide or PPSV23: If you are age 65 or older, you need one dose of this vaccine, ideally 12 months after receiving the PCV13 vaccine.



Talk to Your Doctor

Your doctor is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy) and where you travel.

Food & Medicine Safety

LEARN MORE ABOUT THE MEDICINES YOU TAKE

Eating or drinking certain foods can cause your body to absorb medicine slower or faster. This can make medicine less effective or cause troubling side effects. The chart below lists some common drug-food interactions, but it does not include every medicine or food interaction. Ask your doctor or pharmacist about possible interactions between food, vitamins and supplements before taking any prescription or over-the-counter medicines.

DRUG CLASS	Rx MEDICINE	TIPS
Analgesics (pain relievers)	Percocet (<i>acetaminophen/ oxycodone</i>) Tylenol #3 (<i>acetaminophen/ codeine</i>) Norco, Vicodin (<i>acetaminophen/ hydrocodone</i>)	Avoid drinking alcohol. Take with food to reduce upset stomach. Avoid over-the-counter Tylenol (acetaminophen)-containing products. It's unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor's order.
Anti-arrhythmics (irregular heart beat)	Cordarone, Pacerone (<i>amiodarone</i>)	Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.
Antibiotics	Ampicillin Penicillin	Take on an empty stomach for best absorption.
	Cipro (<i>ciprofloxacin</i>) Doxycycline Tetracycline Levaquin (<i>levofloxacin</i>)	To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.
	Flagyl (<i>metronidazole</i>) Tindamax (<i>tinidazole</i>)	Avoid alcohol while taking and for 3 days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.
	Griseofulvin	Take with fatty food (ice cream, whole milk or cheese) for better absorption.
Anti-coagulants (blood thinners)	Coumadin, Jantoven (<i>warfarin</i>)	Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.
Antidepressants	Paxil (<i>paroxetine</i>) Prozac (<i>fluoxetine</i>) Zoloft (<i>sertraline</i>) Lexapro (<i>escitalopram</i>) Celexa (<i>citalopram</i>)	Avoid drinking alcohol; avoid use of nicotine or tobacco products.

DRUG CLASS	Rx MEDICINE	TIPS
Antipsychotics	Clozaril (<i>clozapine</i>)	Avoid drinking alcohol and caffeine.
	Abilify (<i>aripiprazole</i>)	Avoid drinking alcohol and grapefruit juice.
	Seroquel (<i>quetiapine</i>)	
Anti-seizure	Geodon (<i>ziprasidone</i>)	Take with a meal for best absorption.
	Dilantin (<i>phenytoin</i>)	Take on an empty stomach at the same time every day. Avoid calcium or antacids within 2 hours of taking medicine.
	Carbatrol, Tegretol (<i>carbamazepine</i>)	Avoid eating grapefruit and drinking grapefruit juice.
	Depakote (<i>divalproex</i>)	Avoid drinking alcohol.
	Lamictal (<i>lamotrigine</i>) Lyrica (<i>pregabalin</i>) Topamax (<i>topiramate</i>) Zarontin (<i>ethosuximide</i>)	
Cholesterol	Lipitor (<i>atorvastatin</i>)	Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.
	Mevacor (<i>lovastatin</i>)	
	Zocor (<i>simvastatin</i>)	
Diabetes Drugs	Glucophage (<i>metformin</i>)	Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.
	DiaBeta (<i>glyburide</i>)	
	Glucotrol (<i>glipizide</i>)	
	Amaryl (<i>glimepiride</i>)	
Gastrointestinal Drugs	Reglan (<i>metoclopramide</i>)	Avoid drinking or limit alcohol. Take 30 minutes before meals.
	Nexium (<i>esomeprazole</i>)	Take at least 1 hour before meals.
	Prilosec (<i>omeprazole</i>)	
	Protonix (<i>pantoprazole</i>)	
	Tagamet (<i>cimetidine</i>) Zantac (<i>ranitidine</i>)	Avoid drinking alcohol, caffeine and nicotine.
Gout Medications*	Colcrys (<i>colchicine</i>)	Avoid eating grapefruit and drinking grapefruit juice.
	Zyloprim (<i>allopurinol</i>)	Take after meals.
	*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.	
High Blood Pressure	ACE Inhibitors Monopril (<i>fosinopril</i>) Prinvil, Zestril (<i>lisinopril</i>) Vasotec (<i>enalapril</i>)	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).

Food & Medicine Safety continued

DRUG CLASS	Rx MEDICINE	TIPS		
High Blood Pressure (continued)	Calcium Channel Blockers Calan (<i>verapamil</i>) Cardizem (<i>diltiazem</i>) Plendil (<i>felodipine</i>) Procardia (<i>nifedipine</i>)	Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice. Limit caffeine when taking Calan.		
	Beta Blockers Tenormin (<i>atenolol</i>)	Avoid drinking orange juice. Do not take calcium products within 2 hours of taking medicine.		
	Lopressor (<i>metoprolol tartrate</i>)	Take with or immediately after meals. Do not take calcium products within 2 hours of taking medicine.		
	Coreg (<i>carvedilol</i>)	Take with meals to help reduce side effects.		
	Diuretics Aldactone (<i>spironolactone</i>) Dyrenium (<i>triamterene</i>) Midamor (<i>amiloride</i>)	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).		
	Immunosuppressant Drugs	Neoral, Sandimmune (<i>cyclosporine</i>) Prograf (<i>tacrolimus</i>) Rapamune (<i>sirolimus</i>)	Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges /orange juice, potatoes with skin, spinach).	
MAO Inhibitors		Eldepryl, Zelapar, Emsam (<i>selegiline</i>) Marplan (<i>isocarboxazid</i>) Nardil (<i>phenelzine</i>) Parnate (<i>tranylcypromine</i>)	Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea).	
		Osteoporosis	Bisphosphonates Fosamax (<i>alendronate</i>) Boniva (<i>ibandronate</i>) Atelvia, Actonel (<i>risedronate</i>)	Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for 1 hour after taking.
	Thyroid Hormones		Levoxyl, Synthroid, Unithroid, Tirosint (<i>levothyroxine</i>)	Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within 4 hours of taking medicine.

Patient Portal

ACCESS YOUR MEDICAL RECORDS ONLINE

We believe that every patient should have easy, instant access to his or her health information at any time. We are pleased to present this opportunity through the use of a secure internet portal.

Accessing your health information is easier than ever by using this online portal. You will be able to see a quick health summary, send messages, make appointments and so much more.

How to Sign Up

Step 1: Make sure we have your correct email address so we may send you an invitation. (We typically get this from you in our hospital registration process.)

Step 2: Click on the registration link in the email you receive from noreply@followmyhealth.com. (Don't see it? Please check your email spam folder.)

Step 3: Create your portal login using a unique username and password.

Step 4: Enter the invitation code provided in email (see step 2) and click "Agree" on the release of information.

Already have a FollowMyHealth account?

Click the link in your invitation email and log in with your existing account.



Access on the Go

There is a FollowMyHealth app available from most app providers. Download the app to your phone or tablet for easy access to your health information.

Medicine Tracker

KNOW WHAT YOU TAKE

Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're safe to take together. Include over-the-counter medicines, vitamins and supplements.

MEDICINE 1	Drug name	What does it treat?	Dose
	How to take it (With food, on an empty stomach, etc.)	When to take it (Time of day, morning, night, etc.)	Notes (Prescribing doctor, pharmacy, side effects)

MEDICINE 2	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

MEDICINE 3	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

MEDICINE 4	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

MEDICINE 5	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

MEDICINE 6	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes