Welcome to

Delray Medical Center

Patient & Family Guide

Key Information for Your Stay



PALM BEACH HEALTH NETWORK

DELRAY MEDICAL CENTER

Stronger Together. *For You*.

palmbeachhealthnetwork.com



Take Charge of Your Care

- Protect Your Health
- 5 Ways to Fight Infections
- Don't Ignore Pain
- Safety & Preparation
- Be Proactive
- Manage Your Medicines

Contents

Welcome 2
About Us 3
Phone Directory 4
Our Commitment to Care 5
Fast Facts About Your Stay 6
Special Section 9
Rights & Responsibilities 16
Advance Directives 18
Before You Leave 19
Understanding Your Bill 21
Hospital Resources 23
Staff Definitions 24

PALM BEACH HEALTH NETWORK
DELRAY MEDICAL CENTER

Stronger Together. *For You*.

Welcome

Thank You for Trusting Us

Dear Valued Patient,

Thank you for selecting Delray Medical Center for your healthcare needs. We are committed to providing safe, personalized, high-quality healthcare to our patients.

For more than 40 years, Delray Medical Center, a 536-bed acute care hospital, has served the communities of Southern Palm Beach County. Delray offers a wide array of specialized services, including a Level I Trauma Center, advanced cardiovascular care, orthopaedics, rehabilitation, a comprehensive stroke center, neurosciences, emergency care and more.

We are devoted to delivering care to you in a patient-friendly environment. You can expect your care team to round on you every hour during the day, and every two hours overnight. We care about your safety and want to anticipate your needs. During rounding, our staff will address your pain relief needs and offer bathroom assistance, repositioning and personal items.

In addition to hourly rounding, your nursing team will conduct a report at your bedside, in your presence, at each shift change to ensure proper communication of all important information and to introduce you to the oncoming nurse. Bedside report allows us to keep you better informed about the care we are providing, including a review of medications, tests and your overall progress.

If you have questions or concerns about your care or safety, please talk to any member of our hospital staff. The names of your care team will be prominently displayed on your white communication board at each shift. Should you need additional assistance, the department director or charge nurse will also visit with you during your stay with us.

You may receive a survey by telephone or in the mail after your stay. Your feedback will ensure we reward and recognize our team members as well as identify ways to improve our services so that we may continue to demonstrate high-quality care that you expect and deserve.

Mission Statement
Through collaborative teamwork, we will provide quality-driven, innovative, safe, customer-focused services that exceed expectations.



In Good Health,

Heather Havericak
Chief Executive Officer

About Us



Why We Are the Right Choice for Your Care

Our Values

In order to achieve our Mission and Vision, we follow mutually held values:

Work Environment Excellence:

- Our work environment is based upon teamwork, cooperation and continuous improvement. We encourage the participation and suggestions of each employee, patient, physician, volunteer and board member.
- Our greatest assets are our dedicated employees.
- Service Excellence is committed to Compassion, Connection, Communication and Competency.

Community Service:

- We recognize and respond to the needs of our community, which includes patients, physicians, employees and others presenting for services, to the best of our ability and resources.
- We are committed to making a difference in the quality of life in the community we serve.
- We provide efficient, professional services in a safe, caring and respectful manner.

Financial Viability:

- We are committed to maintaining our financial viability and to securing the resources necessary to meet the needs of our community.

Our Vision

To be recognized as the provider of choice where people come first.

Contact Us: 5352 Linton Blvd. • Delray Beach, FL 33484

561-498-4440 • palmbeachhealthnetwork.com

Phone Directory



Hospital Services

KEY NUMBERS
Main – Delray Medical Center
561-498-4440

Main – Pinecrest Rehabilitation Hospital 561-495-3066

DELRAY MEDICAL CENTER

Admitting
561-495-3125

Dietitian's Office
561-495-5166

Fair Oaks Pavilion (Mental Health Services)
561-495-3742

Food and Nutrition Services
561-495-8457

Health Information (Medical Records)
561-495-3113

Housekeeping (Environmental Services)
561-381-7064

Social Services/Case Management
561-495-3148

Human Resources
561-637-5350

Lecture and Support Groups
1-800-897-9789

Medical Detoxification Program
561-495-3742

DMC Imaging Palm Court
561-637-5300

Outpatient Treatment (Ambulatory Care Center)
561-495-3133

Patient Advocate
561-495-3108

Physician Referral
1-866-358-4DOC

Pinecrest Outpatient Therapy
561-495-9266

Pinecrest Rehabilitation Hospital
561-495-3059 (admissions)

Risk Management
561-495-3555

Sleep Disorders Center
561-495-3171

Trauma Services
561-495-3166

Volunteer Services
561-637-5108

Women's Care Center
561-495-3683

Wound Treatment Center
561-495-3412

Palm Court
561-637-5300

PINECREST REHABILITATION HOSPITAL

Admissions
561-495-3059

Admitting
561-495-3013

Case Management PRH
561-495-3066

Outpatient Therapy Scheduling
561-495-9266

Pinecrest Nursing Station
561-495-3040

Phone Tip

Calling from INSIDE the hospital? Dial the last four digits only.

Our Commitment to Care



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 at:

- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org



Care Experience 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 leader if you have any questions or concerns about your care. If at any time you feel we are not meeting your expectations, dial 0 and ask the hospital operator to contact the nursing manager for your unit. To speak to someone during the evening or on weekends, dial 0 and ask the hospital operator to contact the nursing supervisor. They will gladly assist

Agency for Healthcare Administration
2727 Mahan Dr.
Tallahassee, FL 32308
888-419-3456

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
Email: patientsafetyreport@jointcommission.org
www.jointcommission.org

After Your Stay

Once you leave our care, we may ask you to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital

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

Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions

Bed Rails

For your protection and safety, the side rails on your bed may be raised. If the side rails are up, please press the nurse call button for help before getting out of bed.

The Bee Award

Recognizes Ancillary and Allied Health employees for "Being Exceptional Everyday" while providing outstanding care as recognized by our patients and their families.

Cafeteria

M-F: Breakfast 6:30-10:30am
Lunch 11:30-2pm
Weekends:7am-10:30am

Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located on the bed rails. If you have any questions on how to use the call button, ask a staff member to show you. Your nurse also has a phone number to call them directly. It will be listed on the white information board in your room.

DAISY Award

You may nominate a nurse who exhibits extraordinary caring and compassion for a DAISY Award. Feel free to ask for a DAISY Award nomination form if you would like to recognize a deserving nurse.

Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling irons, razors, heating pads, portable heaters, computers or other electric devices.

Environmental Services

Please feel free to contact Environmental Services 24/7 for any housekeeping services at ext. 7064.

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.

Flowers

Flowers can be sent to all patient rooms except the critical care units.

Gift-Giving Policy

Our policies prohibit employees from accepting or giving gifts. The best way to express your appreciation for a staff member is by nominating him or her for a DAISY Award or sending a letter to the Administrator. Letters may be mailed to: ATTN: Administration, 5352 Linton Blvd., Delray Beach, FL 33484.

Hearing Impaired

Delray Medical Center and Pinecrest Rehabilitation Hospital are equipped with a Telecommunications Device for the Deaf (TDD) to aid the hearing impaired with telephone communication. Patient phones with voice amplification devices also are available. For more information about these services, please contact your nurse.

Hurricane Preparedness

In the event a hurricane should hit this area, our facility has taken measures to help ensure continuous care for our patients. Please note: Delray Medical Center and Pinecrest Rehabilitation Hospital are NOT emergency shelters. Visitors will not be permitted to stay after a hurricane warning has been issued. A listing of area shelters is available. It also includes hurricane preparedness information and safety tips for your convenience.

Interpreter Services

Interpreters are available for patients needing this service. Public Telephone offers interpretation services 24 hours a day. Please ask your nurse for assistance.

Lobby Café

M-F: Breakfast 7am-6pm
Weekends:7am-2pm
(Closed on major holidays)

Lost and Found

Although Delray Medical Center and Pinecrest Rehabilitation Hospital cannot assume responsibility for any items brought into the hospital, every effort will be made to find lost items. Please report any lost items to your nurse.

Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home.

Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions

Please take outgoing mail to the nursing station or give it to your attending nurse.

An email message also can be sent to patients at Delray Medical Center and Pinecrest Rehabilitation Hospital. Visit www.delraymedicalctr.com, click on "Our Services" and then "Online Services." Find the icon that says "Cheer Cards." Simply fill out the form and click the send button. The message will be hand-delivered to the patient.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

My Health Rec

My Health Rec allows you to view, download and transmit your up-to-date health information online. You can view lab results, access health records and pay bills online. To set up an account, talk to your nurse. For help setting up your account, call the support line 24/7 at 833-496-1024.

Parking

Parking is available at the Main Tower Entrance, the Emergency Room, Outpatient Surgery and Pinecrest Rehabilitation Hospital. Additional parking is available in the parking garage, in front of the Main Tower, and in the Emergency Room and Pinecrest parking lots.

Pastoral Care

Delray Medical Center and Pinecrest Rehabilitation Hospital have clergy members from various denominations available to provide spiritual guidance and support for you and your family members. To contact them, dial the Information Desk at ext. 4111, or check with your nurse. Your own clergy also are welcome to visit you during your stay.

Patient Meals

If you have any questions about your diet, please call ext. 8457 and a representative from Food and Nutrition Services will be available to help you. Special meals, such as kosher or vegetarian, are available upon request. Guest trays for visitors are available upon request for a fee.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Delray Medical Center cannot be responsible for replacing personal belongings.

Purposeful Hourly Rounding. Because We Care.

Because we want you to receive excellent care, we are going to round every hour. We will not wake you if you are sleeping, unless your physician has asked us to do so. During this time, we will check your pain and your comfort, and ask if you need to use the bathroom.

Telephone

Local Calls

There is no charge for local phone calls. To make a local call, dial 9, wait for a dial tone, then dial the desired number.

Long Distance Calls

You can use a calling card for long-distance calls. You also can charge long-distance calls to your home phone or credit card, or you can call collect. Long-distance cannot be billed to your room.

To make a long-distance call, dial 0 and ask the hospital operator for a long-distance carrier or overseas operator.

Other Phone Features

To reach your doctor, contact your nurse. Family members may call the doctor's office directly. The operators cannot page doctors for patients.

To put a "DO NOT DISTURB" on your phone, dial 0 for the hospital operator and request this service.

To use your telephone, press the "on/off" button that is located just below the earpiece. Press the on/off button before dialing and again to end your call.

Subway Hours

M-F: 8am-9pm
Weekends: 8am-9pm
(closed major holidays)

Television

Each bed has a color television, which can be controlled from your bed or from your pillow speaker. Television service is provided free to patients.

Vending Machines

Snacks are available in the vending area next to the dining room.

CONTINUED ON NEXT PAGE

Stronger TOGETHER



Delray Medical Center encourages our family members and visitors to also care for themselves while their loved one is hospitalized. This can be a very stressful time for everyone, so remember to take care of yourself.

Visitor Guidelines

Family Presence and Participation Guidelines

Delray Medical Center welcomes:

- One partner in care for inpatients
- Two partners in care for pediatric patients
- One partner in care for emergency room patients
- One partner in care for patients undergoing surgery or a procedure
- One partner in care for patients having an outpatient or therapy visit

We kindly ask that you follow the check in guidelines that include:

- Care partners will check in at entry points (main lobby, outpatient surgery, or emergency room)
- Care partners will remain in the unit/area with their loved one

Better Together Partnering with Families

As a family member or friend who has been identified by a patient as a care partner, you are an integral member of the health care team. TOGETHER with the patient, doctors, nurses and other staff, your involvement will ensure better care, safety and outcomes. You have an important role as a spokesperson, advocate and supporter, especially if your loved one or friend, the patient, is too sick or overwhelmed to "speak up" for themselves.

Trust your knowledge and insights about your loved one's values, daily life and medical history. How you participate will be based on their preferences and needs, and will vary from situation to situation. The following suggestions are offered to guide you as you work TOGETHER as part of the team.

Talk about your role with your loved one. Introduce ourself to staff and describe your relationship to the atient and how you'd like to participate in their care.

Observe change (physical, behavioral, emotional) in the patient and report them to health care providers. Ask staff what observations they would like you to share.

Gather helpful information (current medications, medical history, other healthcare providers and insurance) and bring it all to the hospital.

Ensure that you are present, if possible, at times when information will be shared and decisions need to be made. Keep your schedule for coming to the hospital manageable. Let staff members know how to reach you and be sure you know whom to contact for information when you are away from the bedside.

Tell staff if you have any concerns about the patient's condition or safety or if you are uncomfortable because "something just doesn't feel right".

Help with decision-making about care and treatment. Be a second set of eyes and ears for the patient. Ask questions and take notes. Encourage your loved one to participate in decision-making to the extent he or she chooses.

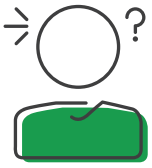
Enlist help from staff members with whom you are comfortable so they can support you and your loved one as you participate in care and decision-making.

Ready yourself for the transition to home or community care. Before you leave the hospital, make sure your questions and those of the patient have been answered. Know what will be needed afterwards (medications, treatment, equipment, follow-up appointments) and what changes in the patient's condition should be reported to health care providers.

Take **Charge** of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

You're in charge.



You are the center of your healthcare team. Know what's happening every step of the way.

Always double-check.



Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

PARTICIPATE in your **CARE**

Know your medicines.



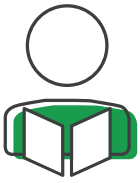
Understand what they treat, why you need them and how to take them for the best results.

Speak up.



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

Educate yourself.



Learn about your medical condition, tests and treatment options.

Find a support person.



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

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.**

Protect Your Health

Take Charge of Your Care

Speak Up

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

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.



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.



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

5 Ways to Fight Infections

Take Charge of Your Care

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.**
   - 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.



Cleaning Tip

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



About Antibiotics

While you're in the hospital, your doctor will review and make changes to your medicines—including antibiotics. This helps to make sure you're taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.

Don't Ignore Pain

Take Charge of Your Care

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, 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?

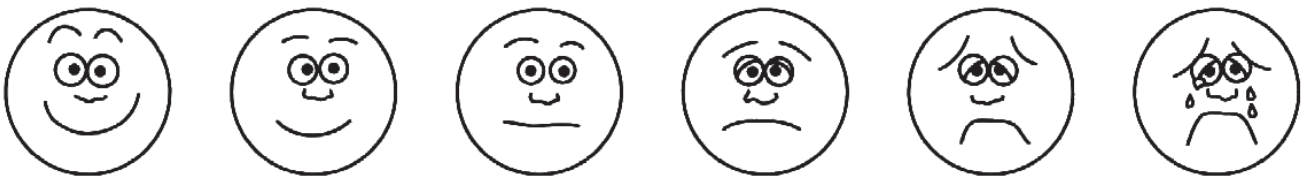
Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor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



Which words describe your pain?

- ☐ aching
- ☐ bloating
- ☐ burning
- ☐ comes and goes
- ☐ constant
- ☐ cramping
- ☐ cutting
- ☐ dull
- ☐ numbing
- ☐ pressing
- ☐ pressure
- ☐ pulling
- ☐ radiating
- ☐ searing
- ☐ sharp
- ☐ shooting
- ☐ soreness
- ☐ stabbing
- ☐ throbbing
- ☐ tightness

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

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Safety & Preparation

Take Charge of Your Care

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.



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.



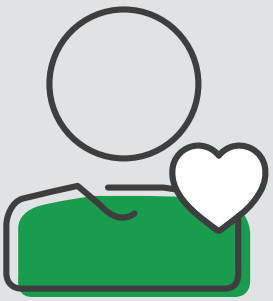


Ask Questions

Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.

Be Proactive

Take Charge of Your Care



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

Choose a Support Person/Care Partner

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



You Are Key
You are the most important member of your healthcare team. Make sure you:

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

Pay Attention to Your Care

- 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.

Manage Your Medicines

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:

- 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?

My Medications List

MEDICATION NAME	QUANTITY/DOSAGE	SIDE EFFECTS

Prevent Medicine Errors

Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- 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.



Take Care of Your Meds

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.

Rights & Responsibilities



You Have the Right to the Best Care

Florida law (F.S. 381.026) requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider or healthcare facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities follows:

You Have the Right to:

- Be treated with courtesy and respect, with appreciation of your individual dignity and with protection of your need for privacy
- Prompt and reasonable response to questions and requests
- Know the identity and professional status of the individuals providing your medical services and care
- Know what patient support services are available, including whether an interpreter is available if you do not speak English or experience hearing difficulties
- Know what rules and regulations apply to your conduct as a patient
- Care that includes consideration of the psychosocial, spiritual and cultural variable that may influence your illness
- Be provided with information about advance directives, living wills or durable powers of attorney for healthcare decision-making, as well as other healthcare decision-making options
- Be given information by your healthcare provider about diagnosis, planned course of treatment, alternatives, risks, benefits and prognosis to enable you to make treatment decisions.
- Accept or refuse medical care or treatment, except as otherwise provided by law to be informed of the medical consequences of such refusal; if you refuse, the hospital may end its relationship with you after reasonable notice
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care
- Know, upon request and in advance of treatment, whether or not your healthcare provider or healthcare facility accepts Medicare assignment and the Medicare rate if you are eligible for Medicare
- Receive, upon request and prior to treatment, an estimate of charges of medical care. Such estimates shall not preclude the healthcare or healthcare facility from exceeding the estimate or assessing additional charges based upon changes in your condition or additional services that may be needed or necessary
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have charges explained

- Impartial access to medical treatment or accommodations regardless of race, gender, national or ethnic origin, religion, sexual orientation, physical or mental impairment or source of payment
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- Know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research
- Express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of your healthcare provider or healthcare facility which served you and to the appropriate state licensing agency
- Contact Guest Management if you wish to express a concern/grievance or should you have any questions about how to file a complaint to management. Your right to register a complaint will not result in any type of retribution now or in the future
- Appropriate assessment and management of pain
- Expect reasonable safety with regard to Tenet Healthcare practices and its environment
- Report any suspected abuse or neglect to administration and expect to receive a quick and reasonable response
- An organizational system for the consideration of ethical issues concerning your care and to be included in the ethical decisions regarding your care
- Children and adolescents may not be at a developmental stage to make appropriate decisions regarding their medical care. Therefore, in addition to the rights set forth above, the child has the right to:
  - Set aside time each day to play based on their medical condition and developmental stage
  - A room and playroom as their "safe, non-threatening" environment
  - Take a favorite toy with them to any treatment or procedure
  - Visits by brothers, sisters and friends during certain times of the day and have a parent or guardian with them at all times
  - An age-appropriate level of explanation for procedures and treatments done by staff
  - Have procedures and treatments explained to their parents/guardians prior to provision of those procedures and treatments
  - Access to educational services when treatment necessitates a significant absence from school

You Are Responsible for:

- Providing your healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health
- Reporting unexpected changes in your health conditions to your healthcare provider
- Reporting to your healthcare provider whether or not you understand a possible planned course of action and what is expected of you
- Gaining an understanding of your illness and recommended treatments, and for cooperating with your treatment plan as recommended by your healthcare provider
- Keeping appointments and, when you are unable to do so for any reason, notifying your healthcare provider or healthcare facility
- Your actions and the resultant consequences if you refuse treatment or do not follow your health provider's instructions
- Assuring that your financial obligations of your healthcare are fulfilled as promptly as possible
- Helping to facilitate the safe delivery of care by reporting any perceived risks in your care
- Following healthcare facility rules and regulations pertaining to patient care and conduct designed for your safety and the consideration of others

Patient Visitation Rights

Each patient (or his/her Support Person) will be informed in writing of their visitation rights, including:

- Patient's right to receive the visitors whom he/she designates, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member or a friend
- Patient's right to withdraw or deny such consent at any time
- Justified clinical restrictions which may be imposed on a patient's visitation rights
- All visitor's designated by the patient (or Support Person when appropriate) shall enjoy full and equal visitation privileges consistent with patient preferences. Delray Medical Center does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

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 or the same person to help manage your finances if you cannot.

Ethics Committee

The focus of the hospital's Ethics Committee is to gather information pertaining to medical and ethical issues referred for review.

The committee is responsible for, but not limited to, the following functions:

- serving in an advisory capacity and/or as a resource to persons involved in medical ethical decision-making
- retrospectively reviewing decisions having medical ethical implications
- serving as an institutional resource for development and revision of institutional policies related to medical ethical issues
- evaluating compliance with hospital policies related to medical ethical issues
- directing education programs on medical ethical issues
- providing forums for discussion within the hospital regarding medical ethical issues

Any patient, significant other, surrogate, proxy, legally appointed guardian, doctor, nurse or other healthcare provider who is directly involved in a patient's care may request a consultation from the Ethics Committee. After evaluation of the request, it will be determined whether or not it is appropriate to convene the formal Ethics Committee.

Fill Out Your Forms

Make sure you submit advance directives each time you go to the hospital, so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact our Risk Management Department at 561-495-3351.



Consultations

Depending upon the plan of care designed by your doctor, other doctors specializing in other areas of medicine may be involved in your care during your hospital stay.

Before You Leave the Hospital

Checklist for Discharge

Discharge summary

This includes why you were in the hospital, who cared for you and your procedures and medicines.



Medicine list

This may be part of your discharge summary. It should include new and existing prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.



New prescriptions

Check that your pharmacy has your new prescriptions, and that you have a plan to get them filled and picked up.



Local resources

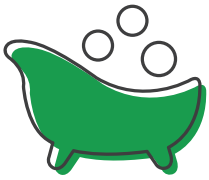
Ask your discharge planner for help finding local after-care services or other support groups that you may need.



After-hospital services

Know if you'll need support in these areas and make a plan for getting it:

- **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



Follow-up care instructions

Beyond medicine, this 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

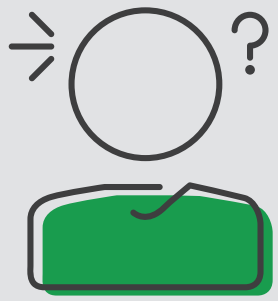


Planning Ahead

Before You Leave

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Try the teach-back method.

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

Plan Early

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

To begin, ask to speak with your discharge planner, and review the following:

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

Our anticipated discharge time is 11:00 a.m., Monday through Sunday.

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

Discharge Preparation Checklist

Before I leave the care facility, the following tasks should be completed:

- ☐ I have been involved in decisions about what will take place after I leave the facility.
- ☐ I understand where I am going after I leave this facility and what will happen to me once I arrive.
- ☐ I have the name and phone number of a person I should contact if a problem arises after my discharge.
- ☐ I understand what my medicines are, the purpose of them, how to obtain them and how to take them.
- ☐ I understand the potential side effects of my medicines and whom I should call if I experience them.
- ☐ I understand what symptoms I need to watch for and whom to call should I notice them.
- ☐ I understand how to keep my health problems from becoming worse.
- ☐ My doctor or nurse has answered my most important questions prior to leaving the facility.
- ☐ My family or someone close to me knows that I am coming home and what I will need once I leave the facility.
- ☐ If I am going directly home, I have scheduled a follow-up appointment with my doctor, and I have transportation to this appointment.

Understanding Your Bill



Commonly Confused Terms

- Deductible: The amount you owe each year before your insurance begins making payments.
- Co-payment: A flat fee you pay for a specific service, usually due at the time of service.
- Coinsurance: The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.

Keeping Track

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

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself. Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.

CONTINUED ON NEXT PAGE

Understanding Your Bill CONTINUED



Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

Financial Counseling

Financial counseling personnel are available to answer questions and review your insurance coverage with you while you are in the hospital. In addition, the financial counselor will help you identify any alternate payment sources/ arrangements if necessary.

Hospital Resources

Find Out More About Our Hospital's Offerings



Delray Medical Center Campus Directory

Delray Medical Center
5352 Linton Blvd.
Delray Beach, FL 33484
561-498-4440

The Emergency Center in Lake Worth
6250 Lantana Rd.
Lake Worth, FL 33463
561-963-9909

Fair Oaks Pavilion Psychiatric and Substance Abuse Treatment for Adults
5440 Linton Blvd.
Delray Beach, FL 33484
561-495-3737

Hospice and Palliative Care Unit
5360 Linton Blvd.
Delray Beach, FL 33484
561-637-5180

Outpatient Laboratory Services
are located inside the Main Patient Tower, 5352 Linton Blvd., Delray Beach, FL 33484, 561-637-5422.

Pinecrest Rehabilitation Hospital and Outpatient Physical Therapy
5360 Linton Blvd.
Delray Beach, FL 33484
561-495-0400

Pinecrest Outpatient Therapy
5360 Linton Blvd.
Delray Beach, FL 33484
561-495-9266

Trauma Center
Trauma After Care Clinic
5352 Linton Blvd.
Delray Beach, FL 33484
561-495-3166

Wound Treatment Center
For the treatment of persistent, non-healing wounds
Palm Court Plaza
5130 Linton Blvd., Suite D-3
Delray Beach, FL 33484
561-495-3412

Services Available on the Delray Medical Center Campus

- Cardiovascular Care: Electrophysiology, Interventional Cardiology, Valve Surgery, Watchman and Transcatheter Aortic Valve Replacement (TAVR)
- Center for Advanced Orthopaedics
- Comprehensive Stroke Center
- Deep Brain Stimulation
- Diagnostic Imaging
- Emergency Center Lake Worth
- Endovascular Surgery/Robotics
- Fair Oaks Behavioral Health Services
- FAU Medical Residency Program
- Hospice
- Level I Trauma Center
- Neurosciences
- Oncology
- Outpatient Services
- Pinecrest Rehabilitation Hospital
- Robotics
- Suite Dreams Sleep Disorder Center
- Surgery/Minimally Invasive Surgery
- Surgical Weight Loss
- Urology
- Wound Treatment Center
- 24-Hour Emergency Care/ InQuickER
- Focused Ultrasound for Movement Disorders

Notes

Staff Definitions



Our dedicated and skilled professional staff members are here to help speed your recovery and maintain essential healthcare services. Many will serve you directly, while others work behind the scenes providing important support services. All hospital personnel wear Delray Medical Center/Pinecrest Rehabilitation Hospital identification.

Doctors

Your attending doctor or hospitalist will supervise your care and treatment, working closely with appropriate specialists. All tests, medicines, nutritional needs and other details about your case will be administered according to your doctor's instructions. A house doctor is on duty 24 hours a day to respond to emergency needs. Should you need to contact your doctor, please let your nurse know or have a family member contact the doctor's office directly.

Nursing Team

Administrative Director: Supervises the clinical managers, registered nurses, licensed practical nurses and other patient care staff on the unit and develops patient care programs, policies and procedures.

Clinical Manager: Provides assistance for the unit director and is responsible for the daily activities of the unit.

Registered Nurse (RN): Responsible for developing a plan of care by assessing and prioritizing patient care needs. RNs also direct any care you may receive from a Licensed Practical Nurse (LPN) or Certified Nursing Assistant (CNA).

Certified Nursing Assistant/Care Partner: Assists patients with various healthcare needs under the supervision of a registered nurse.

Assistant Nurse Manager: Responsible for all nursing care provided during the 12-hour shift on patient care units.

Case Nurse Manager: Works with your doctor and the rest of your team to coordinate your care both during your hospital stay and, as needed, with discharge planning.

Quality Improvement: A trained nurse who specializes in the patient care process and outcome management.

Support Team Members

Dietitian: A registered dietitian assesses your needs, addresses special dietary concerns and provides nutritional education as needed.

Occupational Therapist: A licensed occupational therapist who evaluates your fine-motor skills, cognitive competence and ability to perform activities of daily living.

Physical Therapist: A licensed physical therapist will evaluate your muscle strength and ability to walk and get in and out of bed.

Pharmacist: A licensed pharmacist monitors all administered medicines for proper dosage, drug interactions and side effects.

Respiratory Therapist: A trained therapist who assists with breathing techniques and treatments.

Social Worker: Provides assistance with community resource referrals, and development and implementation of discharge plans.

Speech Therapist: A licensed speech therapist will evaluate your cognition, memory, problem-solving skills and ability to swallow food of different consistencies.

Wound/Ostomy Care Coordinator: Provides consultation, education and treatment for all types of wounds and ostomies, including patients at high risk for developing wounds.

PALM BEACH
HEALTH NETWORK
DELRAY MEDICAL CENTER

Stronger Together. *For You*.

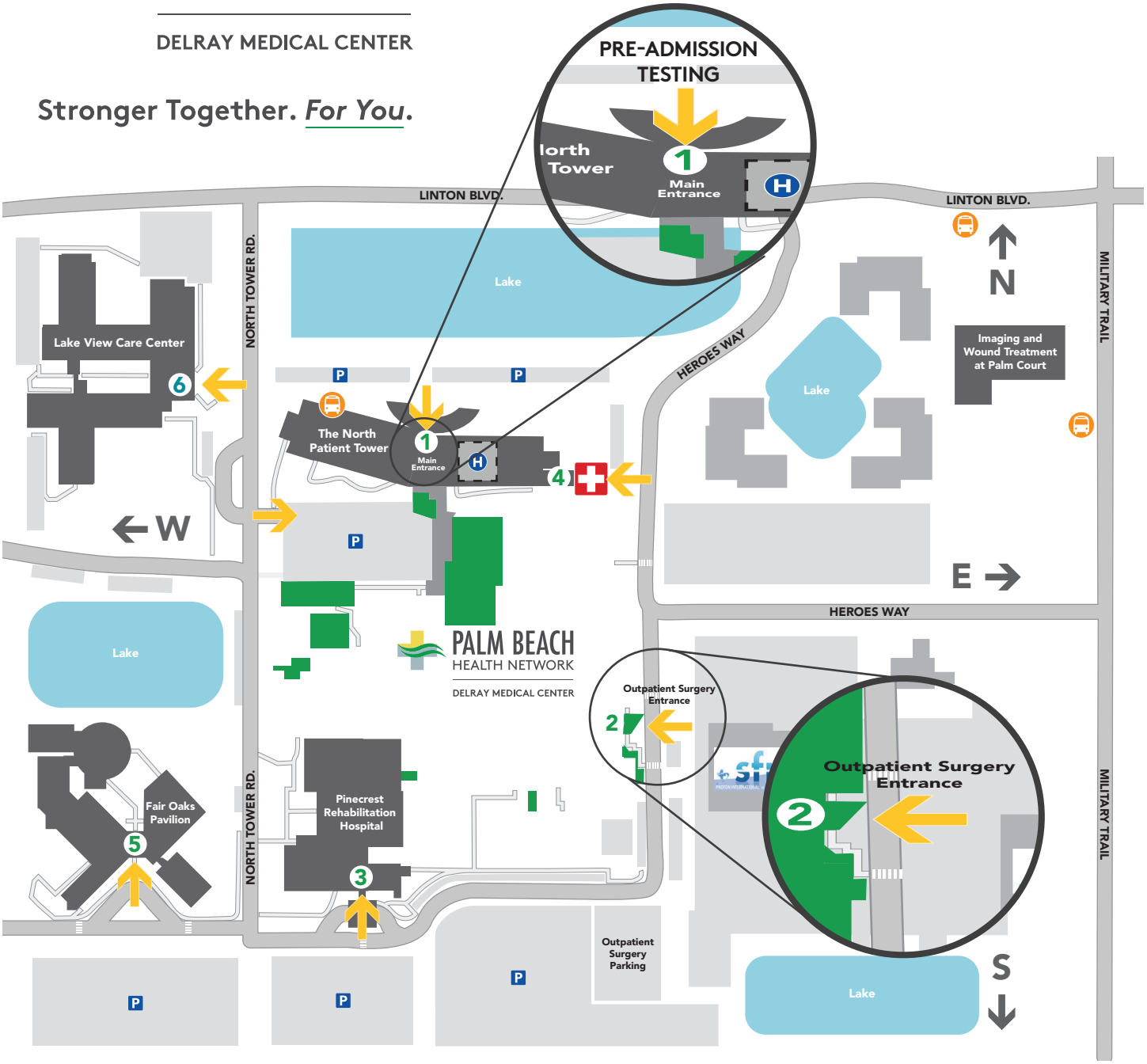
PATIENT NOTES

PALM BEACH HEALTH NETWORK

DELRAY MEDICAL CENTER

Stronger Together. *For You*.

Campus Map



1. Main Entrance
2. East Entrance
3. Pinecrest Rehabilitation Hospital Entrance
4. Emergency Department Entrance
5. Fair Oaks Pavilion Entrance
6. Lake View Care Center

Emergency Department

Parking

Bus Stop

Helipad

Entrances

Waiting Rooms & Wifi Available

palmbeachhealthnetwork.com