

# Patient Guide

Spring 2024



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guide online.



**DESERT REGIONAL  
MEDICAL CENTER**



**HI-DESERT  
MEDICAL CENTER**



**JFK MEMORIAL  
HOSPITAL**



# Bristol Hospice

embracing a reverence for life

COACHELLA VALLEY

## Local Hospice Care Exceeding Expectations

THE PLACE OF THE BRIDGE®

Ask Your Case Manager About Us At Discharge

Please Contact Us At (760) 832-6056

[www.bristolhospice-coachellavalley.com](http://www.bristolhospice-coachellavalley.com)



## *Desert Rose Elder Care*

**Ask your discharge planner  
for Desert Rose by name.**

### **Assistance with Activities of Daily Living**

- Memory Care
- Meals
- Hospice Care
- Medication Supervision
- Respite Care
- Daily Activities
- Extended Care
- Housekeeping



License #366-40-4072

760-367-9175 • 73511 Sunnyside Drive, Twentynine Palms, CA 92277

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# ABOUT US

*Why We Are the Right Choice for Your Care*

## **Desert Care Network**

The compassionate, personalized care you already know is now backed by an even larger network of resources, expertise, innovation and locations across the desert region.

Desert Regional Medical Center joined with Hi-Desert Medical Center and JFK Memorial Hospital to create a new community of care: Desert Care Network.

With three hospitals, many specialty centers and one of the largest primary care networks in Desert Area, Desert Care Network sets a new standard of service and dedication to the health and well-being of the people of the desert region.

At Desert Care Network, we are committed to the mission, vision and values that inform the work we do providing life-saving care to those we serve in the Coachella Valley and Morongo Basin communities of California. Our “Community Built on Care” is dedicated to our mission, vision and values.



## **We Care About Your Care**

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

## **Our Mission**

To provide quality, compassionate care in the communities we serve.

## **Our Vision**

To consistently deliver the right care, in the right place, at the right time; and to be a premier organization to work, where patient care and saving lives remain our focus.

## **Our Values**

At Desert Care Network, our actions and behaviors define who we are, what we stand for and what we CARE about.

**Compassion and respect for others and each other, supporting our communities and advocating for our patients.**

**Acting with integrity and the highest ethical standards, always.**

**Results delivered through accountability and transparency**

**Embracing inclusiveness for all people in our workplace and in the communities we serve.**

## **CONTACT US:**

(844) 218-6273

[www.desertcarenetwork.com](http://www.desertcarenetwork.com)



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## DESERT REGIONAL MEDICAL CENTER

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Main (760) 323-6511  
Admissions (760) 323-6123  
Medical Records (760) 323-6331  
Patient Relations (760) 323-6312

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## HI-DESERT MEDICAL CENTER

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Main (760) 366-3711  
Admissions (760) 366-4361 or (760) 713-1172  
Billing (833) 784-5488  
Medical Records (760) 366-6145  
Patient Representative (760) 366-6466 or (760) 713-1172

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## JFK MEMORIAL HOSPITAL

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Main (760) 347-6191  
Admissions (760) 775-8100  
Billing (866) 904-6871  
Medical Records (760) 775-8044  
Quality Services (760) 775-8094



Calling from **INSIDE** the hospital?  
Dial the *last four* digits only. (At Hi-Desert Medical Center,  
please dial the whole number.)

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For more information on the resources available from Desert Care Network,  
visit [www.desertcarenetwork.com](http://www.desertcarenetwork.com).

# 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 any department director. You also have the right to file your complaint with either:

### **California Department of Public Health**

Website: [www.cdph.ca.gov](http://www.cdph.ca.gov), then click "I am looking for" and select "File a Complaint"

### **Office of Quality and Patient Safety**

The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org), then click "Report 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. 26). Our BioEthics Committee can help your team of support people make difficult decisions. For help, contact your nurse.



## 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
- 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 with Medicare's Care Compare tool, which uses HCAHPS results and other data: [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare).*

*You also can find information on hospitals at:*

- Accreditation Commission for Health Care: [www.achc.org](http://www.achc.org)
- DNV Healthcare: [www.dnvhealthcareportal.com/hospitals](http://www.dnvhealthcareportal.com/hospitals)
- The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)





## RAPID RESPONSE TEAM

*Special Support to Prevent Emergencies*

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

### **WHEN** to Call Rapid Response

#### **Call for help if you notice:**

- changes in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- very low urine output
- change in mental status or level of consciousness
- any change in the patient's

condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

Remember, it's also okay to call any time you are worried something might be wrong.

### **HOW** to Call Rapid Response

#### **Step 1:**

- **Desert Regional Medical Center:** Dial 44 from any hospital phone.
- **Hi-Desert Medical Center:** Dial 9, then (760) 713-1172 from any phone.
- **JFK Memorial Hospital:** Dial 44 on a hospital phone.

#### **Step 2:**

State your name, room number, patient's name and your concern.

#### **Step 3:**

The Rapid Response Team will be sent to your room.



# FAST FACTS ABOUT YOUR STAY



## *An A-Z Guide to the Most Frequently Asked Questions*

### **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 near your bed. If you have any questions on how to use the call button, ask a staff member to show you.

### **Cameras**

Cameras or photography in the hospital is not allowed without permission from administration.

### **Cellphones**

Cellphone usage is allowed throughout the hospital except in prohibited areas.

### **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.

### **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 are pleased to provide free interpreters. If you need this service, please tell your nurse.

### **Mail and Flowers**

Mail and packages will be delivered to you by a hospital volunteer. 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.



Florists deliver directly to patient rooms. Please note that flowers are prohibited in intensive care units.

### **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, pharmacy staff will maintain them and dispense as ordered.

### **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. If you cannot send your valuables



home, please speak with your nurse about storing them in the hospital safe. The hospital cannot be responsible for replacing personal belongings.

### **Telephones**

Telephones are provided in all patient rooms. To place a local call, dial 9 then the area code and phone number.

### **Tobacco-Free**

Our tobacco-free policy applies to employees, patients, visitors and physicians. Smoking, using electronic cigarettes or chewing tobacco is not allowed while on the medical center's property.



## Visitation Policy

Desert Care Network understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay unless that person's presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, contact the quality department.

## Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Visitors may be asked to leave a patient's room when a physician, nurse or other staff member enters to provide treatment.
- Be quiet and respectful of our patients.
- Ask your nurse before bringing food.
- Please observe proper handwashing, masking and infection control instructions before entering and leaving patient rooms.
- Use bathrooms in designated areas only.
- Follow the no-smoking policy.
- Respect limits placed on visits by our nurses.
- Be clean, and do not visit if you have any kind of infection.
- Do not sit on or use empty beds unless authorized by a nurse.

Visiting hours may vary by location.

## Visitor Passes

### Desert Regional Medical Center

Upon arrival to the hospital, please check in with Security at the main entrance to receive your visitor pass. The pass must be worn at all times in all areas of the hospital.

### Hi-Desert Medical Center

A visitor badge will be given to all visitors. Please check in with Security in the emergency room lobby. You can also get a visitor badge Monday through Friday from 7:00 a.m. to 5:00 p.m. in the main lobby from Security. This badge must be worn at all times in all areas of the hospital.

### JFK Memorial Hospital

When you visit, please pick up a visitor badge at any security desk. Visitor badges must be worn at all times in all areas of the hospital and returned when you leave.



# 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.

## 7 KEY WAYS TO TAKE CHARGE OF YOUR CARE

**SPEAK UP.** Ask questions and voice concerns. It's your body and you have the right to know (see p. 15).

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

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

**FIND A SUPPORT PERSON.** Pick someone to help speak up for your care and needs during your stay

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

**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](http://www.qualitycheck.org)** to learn more.

**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.



Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.





## 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.

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

### 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

## 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.



### Name Check >>>>

Always double check your name with staff to avoid errors.

## 5 WAYS TO FIGHT INFECTIONS

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!

#### CLEANING TIP:

Use soap and water or hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



**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, dressings, tubes and drains.** If a dressing on a wound, surgical site or IV gets wet or loose, tell your nurse. Also let your nurse know if a catheter or drainage tube becomes loose, comes out or does not seem to be draining well. Speak up if the area around the tube hurts or is hot to the touch.

**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.

**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.**



# DON'T IGNORE PAIN

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?

- |   |                                    |
|---|------------------------------------|
| <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 |

## 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

## 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

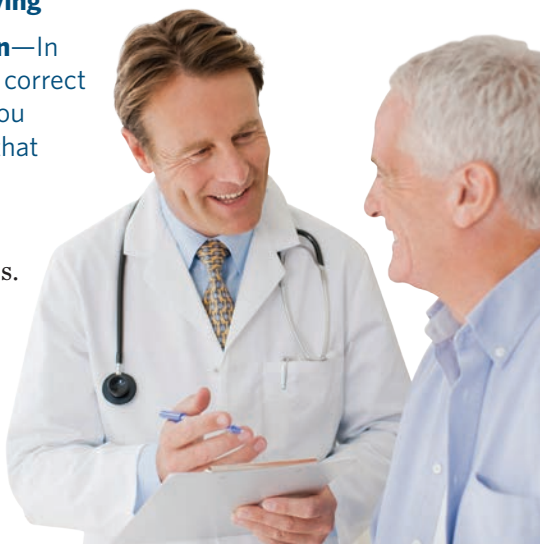
Before your procedure, make sure you and your surgical staff confirm:

- **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 your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.





## 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.



### 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

## 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? (see p. 26)

### 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.

## MANAGE YOUR MEDS

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?



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.



### PREVENT MEDICINE ERRORS

Be sure your doctors and nurses know:



- that your name matches the name on the medicine (using 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.

# RIGHTS & RESPONSIBILITIES



## *You Have the Right to the Best Care*

Please review the rights and responsibilities below to help us provide you with quality care.

### **You Have the Right to:**

- ▶ Impartial access to treatment or accommodations that are available or medically indicated, regardless of age, race, creed, sex, national origin, religion, physical or mental disability, sexual orientation, gender identity or expression, or sources of payment for care.
- ▶ Know the identity and professional status of individuals providing services, and to know which physician or other practitioner is primarily responsible for your care. This includes the right to know of the existence of any professional relationship to any other healthcare or educational institutions involved in your care.
- ▶ Obtain complete and current information concerning diagnosis (to the degree known), treatment, and any known prognosis or unanticipated outcomes. This information will be communicated in terms that are understood.
- ▶ Participate in decisions involving healthcare. To the degree possible, this should be based on a clear, concise explanation of your condition and of proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success. You will not be subjected to any procedure without your voluntary consent or that of your legally authorized representative (except in emergencies).
- ▶ Receive from your physician information necessary to give informed consent prior to the start of any procedure and/or treatment, as well as information about the specific procedure and/or treatment, the risks involved, the probable duration of incapacitation, alternatives for care or treatment, and benefits of the procedure and/or treatment. You also have the right to know the name of the person performing the procedures and/or treatment.
- ▶ In collaboration with the physician, make decisions involving your healthcare, including the right to accept medical care or to refuse treatment to the extent permissible by law, and to be informed of the medical consequences of such refusal.
- ▶ Have a completed advance directive (such as a living will

or durable power of attorney for healthcare) placed in the medical record with the expectation that the hospital staff and practitioners will honor the directive to the extent permitted by law and hospital policy.

- ▶ Expect that the care provided would not be discontinued based on the presence of an advance directive.
- ▶ Expect that all communications and records pertaining to care will be treated as confidential. The medical record/computer information will be retrieved only by individuals involved in your treatment, monitoring its quality, and/or by other individuals only on their written authorization or that of a legally authorized representative within a reasonable period of time.
- ▶ Review and/or request a copy of the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- ▶ Personal privacy within the limits of the law, and to expect that any discussion or consultation involving care will be conducted discreetly, and that individuals not directly involved in your care will not be present without your permission.
- ▶ Be interviewed and examined in surroundings designed to provide reasonable audiovisual privacy.
- ▶ Have a family member or representative of choice and your own physician notified promptly of your admission to the hospital.
- ▶ The hospital's reasonable response to your requests and needs for treatment or service within the hospital's capacity, its stated mission, and applicable law and regulation.
- ▶ Considerate and respectful care that will include consideration of the psychosocial, spiritual and cultural variables that influence the perceptions of illness.
- ▶ Receive care in a safe setting and to be free from all forms of abuse or harassment.
- ▶ Request and have a chaperone present during sensitive physical examinations and treatments.
- ▶ Appropriate assessment and management of pain, and to be involved in the planning and treatment of pain.
- ▶ Be free from restraints of any form that are not medically necessary or are used as a

### CONCERNS?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact the Risk Manager at ext. 6387 at Desert Regional, or call (760) 366-6466 at Hi-Desert.





means of coercion, discipline, convenience or retaliation by the staff.

- ▶ Information at the time of admission about your rights and responsibilities, and mechanisms for the initiation, review and, when possible, resolution of complaints concerning care.
- ▶ Voice complaints about your care, and to have those complaints reviewed and, when possible, resolved.
- ▶ Receive comfort, dignity and pain management while supporting your and your family's psychosocial and spiritual concerns regarding dying and the expression of grief.
- ▶ Have a guardian, next of kin or a legally authorized responsible person exercise the rights delineated on your behalf to the extent permitted by law. (Incompetent patients in accordance with the law have been found by their physician to be medically incapable of understanding the proposed treatment or procedure, are unable to communicate wishes regarding treatment, or are minors.)
- ▶ Have your designated representative participate in the discussion of ethical issues that arise in your care.
- ▶ Be transferred when medically appropriate, or to refuse transfer to another facility.
- ▶ Expect reasonable continuity of care and to be informed by the responsible practitioner or designee of any continuing healthcare requirements following discharge from the hospital.
- ▶ Be informed and consent to all experimental research studies on human subjects if the hospital proposes to engage in experimental research studies which may affect your care or treatment. You have the right to refuse to participate in such research projects.
- ▶ Expect unrestricted access to communication. Sometimes, however, it may be necessary to restrict visitors, mail, telephone calls or other forms of

communication as a component of care to prevent injury or deterioration of your condition, damage to the environment, or infringement on the rights of others. Communication restrictions will be explained in a language that you understand. All restrictions will be evaluated for their therapeutic effectiveness.

- ▶ Receive pastoral care and other spiritual services.
- ▶ Examine and receive an explanation of your hospital bill regardless of source of payment.
- ▶ Know what hospital rules and regulations apply to your conduct as a patient.
- ▶ Access protective services.
- ▶ Be informed of the purpose of the patient assessment data collection process.
- ▶ Have any patient assessment information that is collected remain confidential and secure.

- ▶ Be informed that the patient assessment information will not be disclosed to others except for legitimate purposes allowed by the Federal Privacy Act and federal and state regulations.
- ▶ Refuse to answer patient assessment data questions.
- ▶ See, review and request changes on the patient assessment instrument and other protected health information.

All physicians performing services at Desert Care Network hospitals are independent practitioners and not agents or employees of the hospital. Except as expressly provided herein, there are other warranties, express or implied. Desert Care Network disclaims any express, statutory or implied warranties, including but not limited to warranties of merchantability or fitness for a particular purpose.



Medical Evaluations  
and Clinical Treatment

Advanced Skilled Nursing Care

Post-Acute Level Rehab  
Therapy

Patient and Family Education,  
Counseling and Resources

Functional Mobility Training

Dietary Guidelines

ManorCare   
Health Services

74-350 Country Club Drive  
Palm Desert, CA 92260  
*(Located Between Portola & Cook Street)*

**760-341-0261**



HCR ManorCare   
Health Services

Recover in Indio's #1 Choice in Patient Rehab



*Comprehensive Care*  
for Mind, Body and Spirit

We Are  
a 5-Star  
Facility

**DESERT SPRINGS**  
HEALTHCARE AND WELLNESS CENTRE

Dedicated to Providing 24/7 Expert Care in Indio Using the Latest Technology  
Our Experienced Physicians and Care Teams Specialize in Short- and Long-Term Recovery

High Quality, Cost-Effective, Compassionate Care  
Medicare/Medi-Cal and Most Insurances Accepted



[www.desertspringshc.com](http://www.desertspringshc.com)  
**760-347-6000**  
82-262 Valencia Ave., Indio, CA 92201  
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- GERD

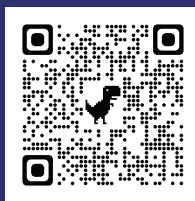
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### **Subacute Unit**

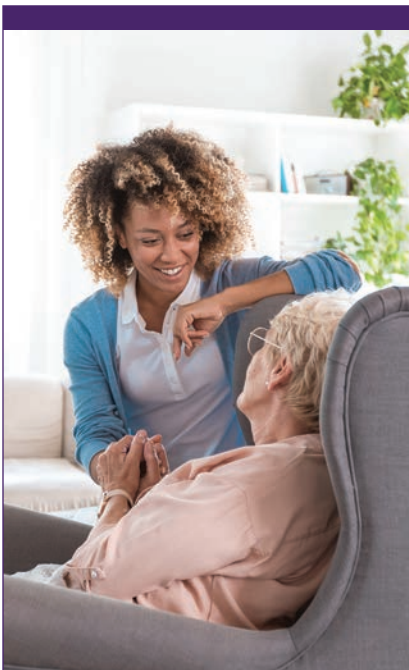
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## Sheridan Care: Providing In-Home Care for Loved Ones

At Sheridan Care, we understand every senior is unique. We provide a wide range of caregiving services designed to meet the diverse needs of our individual clients. We specialize in helping clients remain independent and safe, in the comfort of their own homes, through perfect-match caregiving.

### Services Include:

- Joyful companionship
- Medication reminders
- Concierge service
- Errands, shopping, doctor appointments
- Enhanced meal planning
- No-cost assessment



## Make sure you understand:

- What your medicines treat
- Why you need them
- How to take them



*Questions about your meds? Talk to your doctor or nurse.*



## Hospital Patient Responsibilities

The care that you receive depends partially on your participation and actions as a patient in the hospital environment. Therefore, in addition to your rights as a patient, you have certain responsibilities as well. As your healthcare providers, we believe that you, as our patient, and/or your significant other(s) have the responsibility to:

- ▶ Provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- ▶ Report perceived risks in your care and unexpected changes in your condition to the physician(s) and other healthcare providers.
- ▶ Report any perceived or identified safety issues related to your care or the physical environment to your physician(s) and other healthcare providers.
- ▶ Ask questions when you do not understand what you have been told about your care or what you are expected to do regarding your care.
- ▶ Follow your treatment plan established by your physician, including the instructions of nurses and other healthcare professionals as they carry out your physician's orders.
- ▶ Participate in decisions regarding your medical care, including the planning and implementation of your plan of care.



### Questions?

If you have questions about your patient rights and responsibilities, contact the Risk Manager at ext. 6387 at Desert Regional, or call (760) 366-6466 at Hi-Desert.

- ▶ Ensure the facility has a copy of your advance directive.
- ▶ Accept responsibility for your actions should you refuse treatment or not follow your physician's orders.
- ▶ Assure that the financial obligations of your hospital care are fulfilled as promptly as possible.
- ▶ Follow hospital policies and procedures.
- ▶ Be considerate of the rights of other patients and hospital personnel.
- ▶ Be respectful of your personal property and that of other persons in the hospital.



# YOUR PRIVACY MATTERS

## *Privacy and Health Information*

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

### **Who Must Follow This Law?**

- ▶ most doctors, nurses, pharmacies, hospitals, other healthcare providers and staff, and their business associates or vendors
- ▶ health insurance companies, HMOs and most employer group health plans
- ▶ certain government programs that pay for healthcare, such as Medicare and Medicaid

### **What Information Is Protected?**

- ▶ any identifying or health information in your medical records
- ▶ conversations your doctor has with nurses and others regarding your care
- ▶ information about you in your health insurer's computer system
- ▶ financial and billing information in your medical record

- ▶ most other health information about you held by those who must follow this law

### **What Rights Do You Have Over Your Health Information?**

*Providers and health insurers must comply with your right to:*

- ▶ ask to see and get a copy of your health records
- ▶ have corrections added to your health information
- ▶ receive a notice that tells you how your health information may be used and shared
- ▶ decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ▶ get a report on when and why your health information was shared
- ▶ request that those who must follow this law restrict how they use or share your health information
- ▶ file a complaint

Source: U.S. Department of Health & Human Services  
Office for Civil Rights

## What Are the Rules and Limits on Who Can See and Receive Your Health Information?

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

- ▶ for your treatment and care coordination
- ▶ to pay doctors and hospitals for your healthcare
- ▶ with your family, friends or others you identify who are involved with your healthcare unless you object
- ▶ to make sure doctors give good care and nursing homes are clean and safe
- ▶ to protect the public's health, such as by reporting when the flu is in your area

- ▶ to make required reports to the police, such as reporting gunshot wounds

*Without your written permission, your provider cannot:*

- ▶ give your health information to your employer
- ▶ use or share your health information for marketing or advertising purposes
- ▶ share notes about mental health evaluation or counseling with anyone outside your care team

### Right to Complain

If you believe your rights are being denied, you can file a complaint with your provider or health insurer, or with the U.S. government at [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf).



# PREVENT HOSPITAL INFECTIONS



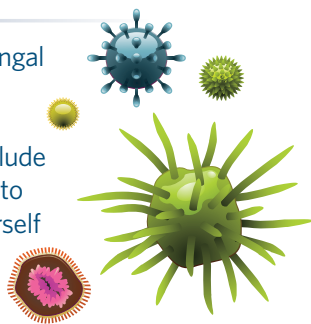
*Take Steps to Reduce Your Risk During Your Stay*

According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients gets a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

<b>Type</b>	<b>How It Starts</b>
<b>Catheter-Associated Urinary Tract Infection (UTI)</b>	Germs enter your urinary tract while using a tube to drain urine
<b>Surgical Site Infection</b>	Germs affect the site of your surgery—either on your skin or internally
<b>Central Line-Associated Bloodstream Infection</b>	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin
<b>Ventilator-Associated Pneumonia</b>	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe

## Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection but doesn't respond to usual treatments. This means these bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli and VRE. Superbugs spread from person to person through touching hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



Symptoms	Prevention
<ul style="list-style-type: none"><li>■ fever</li><li>■ burning</li><li>■ pain</li><li>■ bloody or frequent urination</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ keep urine bag below level of bladder to prevent backflow, and ask for it to be emptied regularly</li><li>■ don't tug, pull, twist or bend the tube</li><li>■ secure catheter to your leg and ask every day if it's still needed</li></ul>
<ul style="list-style-type: none"><li>■ redness</li><li>■ pain</li><li>■ drainage of cloudy fluid</li><li>■ fever</li></ul>	<ul style="list-style-type: none"><li>■ do not shave surgery site (irritation increases risk of infection)</li><li>■ clean hands before touching area</li><li>■ don't let visitors touch or dress your wound</li><li>■ ask your nurse to show you how to care for your wound</li></ul>
<ul style="list-style-type: none"><li>■ red skin and soreness at site</li><li>■ fever</li><li>■ chills</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ speak up if your bandage comes loose, looks wet or dirty, or if your skin looks red or feels sore</li><li>■ avoid touching tube or letting visitors touch tube</li><li>■ ask that tube be removed as soon as possible</li></ul>
<ul style="list-style-type: none"><li>■ cough</li><li>■ mucus</li><li>■ fever</li><li>■ chills</li><li>■ shortness of breath</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ ask if it's safe to raise the head of your bed</li><li>■ know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened</li><li>■ ask that tube be removed as soon as possible</li></ul>





## 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 the admissions department or your 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.

### **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 obtain the forms you need, speak with your nurse or visit [www.desertcarenetwork.com/patients/legal-ethical-decisions](http://www.desertcarenetwork.com/patients/legal-ethical-decisions).





## SUPPORT FOR CAREGIVERS

*How to Play a Role in Your Loved One's Recovery*

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 for and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care both 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—financial plan, transportation, scheduling, etc.

- **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.



### 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:

### RESOURCES

- National Alliance for Caregiving  
[www.caregiving.org](http://www.caregiving.org)
- Caregiver Action Network  
[www.caregiveraction.org](http://www.caregiveraction.org)
- Family Caregiver Alliance  
[www.caregiver.org](http://www.caregiver.org)



# Before You Leave *the Hospital*

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

## CHECKLIST FOR DISCHARGE

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

- Discharge summary.** This includes why you were in 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 good 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 that you have a plan to get them filled.
- Local resources.** Ask your discharge planner for help finding local support groups or other after-care services.
- 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
- 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



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

## 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/care-compare](http://www.medicare.gov/care-compare)
- [www.qualitycheck.org](http://www.qualitycheck.org)

## 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 discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



## TOP 10 QUESTIONS TO ASK BEFORE DISCHARGE

1. Who can I call right after I leave the hospital if I have questions or concerns?  
\_\_\_\_\_
2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?  
\_\_\_\_\_
3. What are key warning signs I need to watch out for? Who do I call if they happen?  
\_\_\_\_\_
4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?  
\_\_\_\_\_
5. What kinds of activities and foods are limited? For how long?  
\_\_\_\_\_
6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?  
\_\_\_\_\_
7. Are my new medicines safe to take with my other medicines, vitamins or supplements?  
\_\_\_\_\_
8. Do I know how and when to take my medicines and how I will get prescriptions filled?  
\_\_\_\_\_
9. Who will provide the extra personal, home or healthcare services I may need?  
\_\_\_\_\_
10. Who can help me if I have concerns about medical costs?  
\_\_\_\_\_



### **Need Medical Equipment or Supplies?**

Medicare may cover the cost of some durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.) if it is medically necessary and comes from an approved supplier. To find suppliers in your area, call 800-MEDICARE (800-633-4227) or visit [www.medicare.gov/medical-equipment-suppliers](http://www.medicare.gov/medical-equipment-suppliers).





## *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.

**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. May include: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing usually are not standard.

**Assisted Living**—communities with individual units or apartments for seniors who need help with daily activities and healthcare, including bathing, dressing, getting on and off the toilet or out of bed, taking medicines and managing health conditions. Social activities and transportation to medical

appointments may be provided. 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. Includes: 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 homes. Includes: 24-hour help with pain control, symptom management and emotional and spiritual support.

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

- Eldercare Locator  
[eldercare.acl.gov](http://eldercare.acl.gov)
- National Respite Network and Resource Center  
[www.archrespite.org](http://www.archrespite.org)

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



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



## UNDERSTANDING YOUR BILL

*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 may receive bills for doctors, surgeons and specialists separately from the hospital.

### 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% of a bill, while you have to pay the remaining 20%.

### 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.

### 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.

## Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will send a claim to them. Later, you will receive 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 may 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

## Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

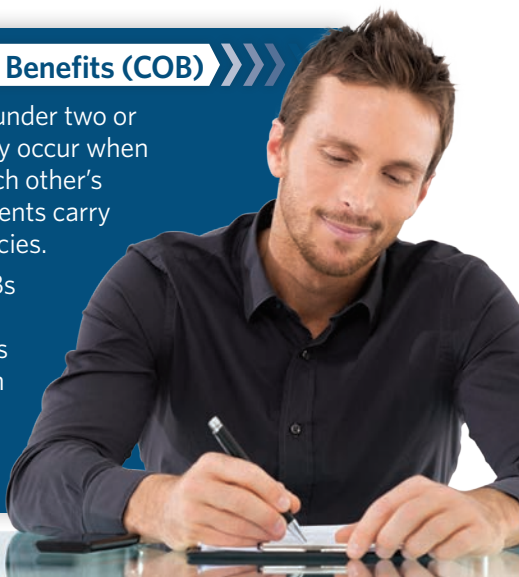
the hospital. Self-pay patients have the right to receive a "good faith" estimate before a planned hospital stay. To learn more, visit [www.cms.gov/nosurprises](http://www.cms.gov/nosurprises).

When the first bill arrives, call the hospital's financial services department to set up a payment plan 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. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.





## ADULT VACCINES

*Which Vaccines You Need to Protect Your Health*

Vaccines work with your immune system to help protect you and others around 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.

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

**COVID-19 Vaccine**—The COVID-19 vaccines and boosters can help protect you from the virus and reduce community spread. Talk to your doctor or visit [www.cdc.gov/coronavirus/2019-ncov/vaccines](https://www.cdc.gov/coronavirus/2019-ncov/vaccines) to find out which vaccines you need, how many doses and when.

**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.

### **Shingles or Herpes Zoster Vaccine**

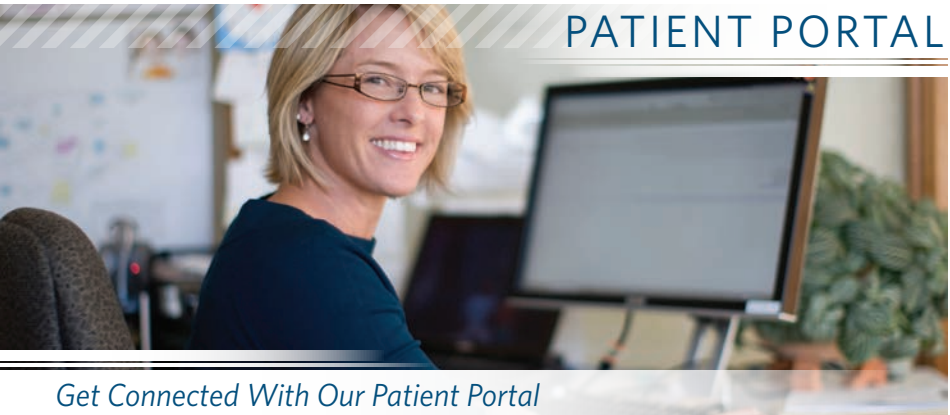
—The CDC recommends a shingles vaccine called Shingrix for all adults age 50 and older—even if you've already had shingles or received the older vaccine. You'll need two doses, two to six months apart.

### **Pneumococcal Vaccines**

—Pneumococcal vaccines can prevent serious infections like pneumonia and meningitis. If you are over age 65, ask your doctor which pneumococcal vaccine(s) might work best for you.

### **Feeling Unsure?**

It's okay to have questions about new vaccines. But make sure you rely on sources that tell you the truth—like a doctor you trust or reliable websites like the CDC ([www.cdc.gov](https://www.cdc.gov)) or the World Health Organization ([www.who.int](https://www.who.int)). Social media is often not a reliable source for vaccine information.



## *Get Connected With Our Patient Portal*

### **A Secure Online Home to Access Your Hospital Information**

You can have online access to your hospital inpatient records—test results, medications, diagnoses and discharge instructions—through our secure Patient Portal. This information usually is available a few days after you are discharged.

### **It's Quick to Set Up an Account**

Ask a staff member or stop by Registration to begin setting up your account. You will need to provide your email address. Then, you will receive an email with a link to the Portal so you can finish setting up your account on your smartphone or computer.

### **Easy to Use and Convenient**

The Portal has user-friendly navigation, and you can access it anytime from your smartphone or a computer with internet access.

Once you set up your account, bookmark the website to make it easier to view, download and share your information. When information is added, or if there has been a change to your Portal account (such as password, username or other contact information), we will send you an email.

### **It's Free**

The Patient Portal is free—provided by Desert Care Network to help you become a healthier, more informed patient. To learn more about how to get an account, ask a staff member or visit [www.desertcarenetwork.com/portal](http://www.desertcarenetwork.com/portal).



## SPOTLIGHT ON HEALTH: Stop Smoking

*Reduce Your Chances of Returning to the Hospital*

No matter how long you've been a smoker, it's never too late to set aside this unhealthy habit. The benefits start right away and last a lifetime:

- **20 MINUTES** after quitting, your heart rate and blood pressure drop.
- **2 WEEKS TO 3 MONTHS** after quitting, your circulation improves and your lungs work better.
- **1 YEAR** after quitting, your risk of heart disease is half that of a smoker.
- **2 TO 5 YEARS** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 YEARS** after quitting, your risk of lung cancer is half that of a smoker.
- **15 YEARS** after quitting, your risk of heart disease is the same as a nonsmoker's.

### More Benefits

When you quit smoking, you:

- save money
- breathe better and cough less
- have whiter teeth and fresher breath
- set a good example for your loved ones
- reduce your chances of being hospitalized again

Cigarette smoking is the No. 1 preventable cause of death in the U.S. Quitting is hard, but you can do it. There are now more former smokers than current smokers nationwide.



Quitting smoking even 12 hours before surgery will help with healing. Smoking after surgery stresses your heart, raises your blood pressure, and reduces oxygen, which your blood and tissues need in order to recover.

### E-Cigarettes & Smokeless Tobacco

These are not safe alternatives to tobacco cigarettes. E-cigarettes are used to breathe in an aerosol containing nicotine. It's also known as vaping. The chemicals in the aerosol can cause lung damage and lung disease. Smokeless tobacco, including chewing tobacco and snuff, also cause multiple health problems, including mouth, throat and pancreatic cancer.



## Ready, Set, Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait them out.

The good news is that they become weaker and less frequent the longer you go without smoking.

When a craving hits, take a walk, call a friend or do something else you enjoy.



## Here's How You Can S.T.A.R.T.

**S**ET a quit date.

**T**ELL your family, friends and coworkers that you plan to quit, and ask for their support.

**A**NTICIPATE the challenges you'll face.

**R**EMOVE cigarettes and other tobacco products from your house, car and workplace.

**T**ALK to your doctor about getting help to quit—including medicines or products that can help, and other tools and resources like those found at the sites below:

- American Cancer Society:  
[www.cancer.org](http://www.cancer.org)
- National Cancer Institute:  
[www.smokefree.gov](http://www.smokefree.gov)

## 3 Tips to Help You Quit

### 1. Fight the Urge

Don't let yourself think that you can have just one cigarette, and don't use smoking as a reward. If you do give in, don't throw in the towel. Start again and make tomorrow your new first day to quit.

### 2. Get Moving

Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

### 3. Keep Your Mouth Busy

Try toothpicks, celery, sugarless gum or sugar-free lollipops. Avoid nicotine-containing products like lip balms and drinks. They are not FDA approved and can be dangerous to children and pets. If you use nicotine-containing gum or lozenges, be sure to store them safely.



# FOOD & DRUG INTERACTIONS



*Learn More About the Medicines You Take*

Foods can have unwanted—and sometimes unsafe—effects on your medicines. This chart lists common drug and food interactions. If you have questions, talk to your doctor or pharmacist.

CLASS	Rx MEDICINE	TIPS
<b>Analgesics (pain relievers)</b>	<b>Percocet</b> <i>(acetaminophen/oxycodone)</i> <b>Tylenol #3</b> <i>(acetaminophen/codeine)</i> <b>Norco, Vicodin</b> <i>(acetaminophen/hydrocodone)</i>	Take with food. Take only the prescribed amount. Do not take with alcohol or benzodiazepines (anxiety medicine). Avoid Tylenol (acetaminophen)-containing products. It's unsafe to take more than 4,000 mg of acetaminophen in 24 hours.
<b>Anti-arrhythmics (irregular heart beat)</b>	<b>Cordarone, Pacerone</b> <i>(amiodarone)</i>	Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.
<b>Antibiotics</b>	<b>Ampicillin</b> <b>Penicillin</b>	Take on an empty stomach for best absorption.
	<b>Cipro</b> <i>(ciprofloxacin)</i> <b>Doxycycline</b> <b>Tetracycline</b> <b>Levaquin</b> <i>(levofloxacin)</i>	To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.
	<b>Flagyl</b> <i>(metronidazole)</i> <b>Tindamax</b> <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.
	<b>Griseofulvin</b>	Take with fatty food (ice cream, whole milk or cheese) for better absorption.
<b>Anticoagulants (blood thinners)</b>	<b>Coumadin, Jantoven</b> <i>(warfarin)</i>	Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.

CLASS	Rx MEDICINE	TIPS
Antidepressants	<b>Paxil</b> ( <i>paroxetine</i> ) <b>Prozac</b> ( <i>fluoxetine</i> ) <b>Zoloft</b> ( <i>sertraline</i> ) <b>Lexapro</b> ( <i>escitalopram</i> ) <b>Celexa</b> ( <i>citalopram</i> )	Avoid drinking alcohol; avoid use of nicotine or tobacco products.
Antipsychotics	<b>Clozaril</b> ( <i>clozapine</i> )	Avoid alcohol, caffeine and nicotine.
	<b>Abilify</b> ( <i>aripiprazole</i> ) <b>Seroquel</b> ( <i>quetiapine</i> )	Avoid drinking alcohol and grapefruit juice.
	<b>Geodon</b> ( <i>ziprasidone</i> )	Avoid drinking alcohol and grapefruit juice. Take with a meal for best absorption.
Anti-seizure	<b>Dilantin</b> ( <i>phenytoin</i> )	Take on an empty stomach at the same time every day. Avoid calcium or antacids within 2 hours of taking medicine.
	<b>Carbatrol, Tegretol</b> ( <i>carbamazepine</i> )	Avoid eating grapefruit and drinking grapefruit juice and alcohol.
	<b>Depakote</b> ( <i>divalproex</i> ) <b>Lamictal</b> ( <i>lamotrigine</i> ) <b>Lyrica</b> ( <i>pregabalin</i> ) <b>Topamax</b> ( <i>topiramate</i> ) <b>Zarontin</b> ( <i>ethosuximide</i> )	Take at the same time daily with food. Avoid drinking alcohol.
Cholesterol	<b>Lipitor</b> ( <i>atorvastatin</i> ) <b>Mevacor</b> ( <i>lovastatin</i> ) <b>Zocor</b> ( <i>simvastatin</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.
Diabetes	<b>Glucophage</b> ( <i>metformin</i> ) <b>DiaBeta</b> ( <i>glyburide</i> ) <b>Glucotrol</b> ( <i>glipizide</i> ) <b>Amaryl</b> ( <i>glimepiride</i> )	Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.
Gastrointestinal	<b>Reglan</b> ( <i>metoclopramide</i> )	Avoid drinking or limit alcohol. Take 30 minutes before meals.
	<b>Nexium</b> ( <i>esomeprazole</i> ) <b>Prilosec</b> ( <i>omeprazole</i> ) <b>Protonix</b> ( <i>pantoprazole</i> )	Take at least 1 hour before meals.
	<b>Tagamet</b> ( <i>cimetidine</i> )	Avoid drinking alcohol and using nicotine.
Gout*	<b>Colcrys</b> ( <i>colchicine</i> )	Avoid eating grapefruit and drinking grapefruit juice.
	<b>Zyloprim</b> ( <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.	

## FOOD & DRUG INTERACTIONS *continued*

CLASS	Rx MEDICINE	TIPS
High Blood Pressure	<b>ACE Inhibitors</b> <b>Monopril</b> ( <i>fosinopril</i> ) <b>Prinivil, Zestril</b> ( <i>lisinopril</i> ) <b>Vasotec</b> ( <i>enalopril</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).
	<b>Beta Blockers</b> <b>Coreg</b> ( <i>carvedilol</i> )	Take with meals to help reduce side effects.
	<b>Lopressor</b> ( <i>metoprolol tartrate</i> )	Take with or immediately after meals. Avoid alcohol. Do not take calcium products within 2 hours of taking medicine.
	<b>Tenormin</b> ( <i>atenolol</i> )	Avoid drinking orange juice. Do not take calcium products within 2 hours of taking medicine.
	<b>Calcium Channel Blockers</b> <b>Calan</b> ( <i>verapamil</i> ) <b>Cardizem</b> ( <i>diltiazem</i> ) <b>Plendil</b> ( <i>felodipine</i> ) <b>Procardia</b> ( <i>nifedipine</i> )	Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice.  Limit caffeine when taking Calan.
	<b>Diuretics</b> <b>Aldactone</b> ( <i>spironolactone</i> ) <b>Dyrenium</b> ( <i>triamterene</i> ) <b>Midamor</b> ( <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).
Immunosuppressants	<b>Neoral, Sandimmune</b> ( <i>cyclosporine</i> ) <b>Prograf</b> ( <i>tacrolimus</i> ) <b>Rapamune</b> ( <i>sirolimus</i> )	Avoid alcohol. Avoid eating grapefruit and drinking grapefruit juice. Avoid large amounts of foods containing high levels of potassium.
MAO Inhibitors	<b>Eldepryl, Zelapar, Emsam</b> ( <i>selegiline</i> ) <b>Marplan</b> ( <i>isocarboxazid</i> ) <b>Nardil</b> ( <i>phenelzine</i> ) <b>Parnate</b> ( <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	<b>Bisphosphonates</b> <b>Fosamax</b> ( <i>alendronate</i> ) <b>Boniva</b> ( <i>ibandronate</i> ) <b>Atelvia, Actonel</b> ( <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	<b>Levoxy, Synthroid, Unithroid, Tirosint</b> ( <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. Check with your doctor before drinking grapefruit juice or eating grapefruit.



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# VARICOSE VEINS AND WOUND CARE



- The prevalence of venous ulcers in the U.S. is approximately 600,000 annually.
- In the U.S., it is estimated that venous ulcers cause the loss of 2 million working days per year.
- Most venous ulcers take approximately 11 months to heal completely unless the underlying venous reflux disease is assessed and treated.
- Patients who have had their underlying venous reflux disease treated with VenaSeal™ have had their venous ulcers healed in 3 months or less on average.

## The Desert Vein and Vascular Institute Advantage

- Call our office, and a vascular specialist will see your patient within 48 hours.
- We will complete an ultrasound and determine the extent of venous reflux disease.
- We will treat your eligible patient with VenaSeal™ by one of our board-certified vascular surgeons.
- We'll return your patient back to you.

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## The Desert Vein and Vascular Institute Advantage

- All procedures are performed by board-certified vascular specialists with the highest level of training in varicose vein treatments.
- Our doctors have collectively helped over 8,000 varicose vein patients and have performed more VenaSeal™ procedures than any other practice in the U.S.

## The VenaSeal™ Advantage

- The only procedure that uses a proprietary medical adhesive to close the vein.
- Takes only 20 minutes to perform.
- Using only local anesthesia, patient discomfort associated with multiple needle sticks is avoided.
- Virtually painless non-surgical treatment option for varicose veins.
- Effective as a long-term treatment option for varicose veins.
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