

MISSION

Catholic Healthcare West and its sponsoring Congregations are committed to furthering the healing ministry of Jesus.

Our mission is to deliver compassionate, high-quality, affordable health services; provide direct services to our sisters and brothers who are poor and disenfranchised and to advocate on their behalf; and partner with others in the community to improve the quality of life.

PATIENT’S RESPONSIBILITIES:

As a patient you have the following responsibilities:

A responsibility to actively participate in decisions regarding your health care.

A responsibility to be as accurate and complete as possible when you are asked for information about your medical history.

A responsibility to be honest and direct about everything that happens to you as a patient.

A responsibility to let your doctor or nurse know if you are concerned about a treatment, or if you feel you cannot or will not follow a certain treatment plan.

A responsibility to notify a doctor or nurse at once if you notice or think you notice a change in your health.

A responsibility to notify your doctor or nurse at once if you have any concern about your hospital care.

A responsibility to follow your doctor’s advice and to let your doctor determine your level of activity, diet, and health care requirements.

A responsibility to ask promptly for clarification if you do not understand what is asked of you, or why it is asked.

A responsibility to be considerate of other patients. (Noise and smoking can be irritating to other patients.)

A responsibility to use hospital property and equipment only for their intended use.

A responsibility to examine your bill and make arrangements for payment.

As a patient at this hospital, we expect that you will ask your doctor or nurse what to expect regarding pain and pain

management; discuss pain relief options with your doctor or nurse; work with your doctor and nurse to develop a pain management plan; ask for pain relief when pain first begins; help your doctor and nurse assess your pain; tell your doctor or nurse if your pain is not relieved; and tell your doctor or nurse about any worries you have about taking pain medication.

Your Role in the Patient Safety Program.

You are an important part of the health care team. As such, there are a few simple things that you can do to help us provide you with the very best possible care:

Take an active role in your care. Please do not hesitate to ask questions about tests, medications, or treatments.

Please let the staff know if you have any allergies or sensitivities to medications or environment.

A hospital identification band has been provided for your safety. This helps the staff be sure that they are providing care to the correct person. Please wear the band at all times. Notify a staff member if you should lose your band or if it falls off. If you are being cared for in a setting (some outpatient areas) that do not use an armband, staff will ask you to identify yourself before giving you medications or treatments.

A call bell has been placed at your bedside. Please keep this call bell within your reach and use the bell to call for assistance.

You may be placed on special safety precautions, perhaps to prevent a fall or the spread of an infection. Staff will explain these precautions to you. Your cooperation in these precautions is appreciated.

Smoking:

In consideration of your health, and the health of others, St. Elizabeth Community Hospital is a smoke-free facility. Your Physician will need to write an order allowing you to smoke in accordance with established criteria. Smoking can only occur outside of the buildings in designated smoking areas.

St. Elizabeth Community Hospital discourages you from smoking since it is hazardous to your health. Various options are available to assist you in not smoking while you are under our care including nicotine patches and staff support. We can also refer you to follow-up assistance with the American Cancer Society.

You have the right to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
7. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients’ rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
20. Examine and receive an explanation of the hospital’s bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling:

St. Elizabeth Community Hospital
2550 Sister Mary Columba Drive
Red Bluff, CA 96080
(530) 529-8000
23. File a complaint with the state Department of Health Services regardless of whether you use the hospital’s grievance process. The state Department of Health Service’s phone number and address is:

1367 East Lassen Ave.
#B-1
Chico, CA 95973
(800) 554-0350
May leave voice message after hours

You also have the right to contact Joint Commission concerning safety and quality of care issues at:

The Joint Commission Complaint Hotline:
1-800-994-6610

For Generations St. Elizabeth Community Hospital has been strongly committed to providing the best care.

Drug, Food, and Herbal Interactions

This information has been prepared for you by Nutrition, Pharmacy & Nursing Departments at St. Elizabeth Community Hospital. It contains important information about some common interactions that may occur between food, herbs and drugs you may be taking. Because several medications, foods, dietary supplements and herbs can react with one another, it is important to consult your healthcare provider before taking any medications or supplements (whether prescription or over-the-counter). This handout does not attempt to discuss all possible herb-drug interactions. For further information, please call a St. Elizabeth’s Registered Dietitian 529-8114 or your family physician.

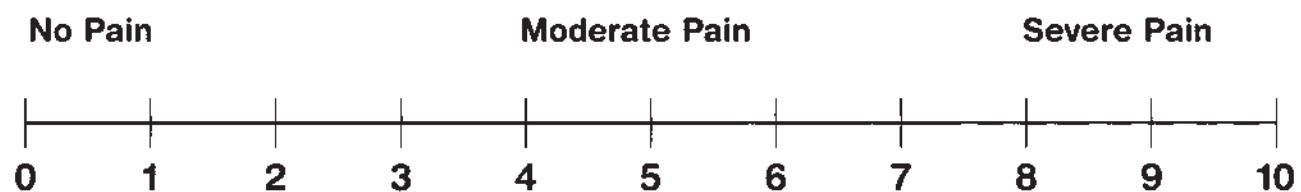
Herb*	Possible Side Effects	Possible Interactions
Black Cohosh	Headache, dizziness, perspiration, visual disturbance, constipation, nausea, vomiting, low blood pressure, slow heartbeat and liver damage. May increase risk of spread existing breast cancer.	May increase effect of: Beta-Blockers: metoprolol (Lopressor or Toprol), propranolol (Inderal) Calcium-Channel Blockers: diltiazem (Cardizem, or Tiazac) or Verapamil (Isoptin or Calan)
Coenzyme Q 10	Stomach upset, heartburn, rash, fatigue, low blood sugar, loss of appetite and increase eye sensitivity to light.	Chemotherapy: May lower or increase effect. Warfarin (Coumadin): May decrease effect.
Echinacea	Stomach upset, allergic reactions, muscle aches, and drowsiness.	May interfere with immunosuppressant therapy.
Evening Primrose	Headache, nausea, loose stools and seizures.	Warfarin (Coumadin): May increase effect Thorazine (Chlorpromazine), Mellaril (Thioridazine), Stelazine (Trifluoperazine), Prolixin (fluphenazine): Possible seizures.
Feverfew	Mouth ulcers, bleeding gums, taste loss, photosensitive and allergy.	Plavix (clopidogrel), Aspirin , warfarin (Coumadin), Motrin or Advil (ibuprofen), Naprosyn or Aleve (naproxen): Possible increased risk of bleeding.
Garlic	Stomach upset, bad breath, body odor, allergy, and bleeding.	Plavix (clopidogrel), Aspirin , warfarin (Coumadin), Motrin or Advil (ibuprofen), Naprosyn or Aleve (naproxen): Possible increased risk of bleeding.
Ginseng (Asian)	Allergic reactions, stomach upset, difficult sleeping, nervousness, headache, blurred vision, drowsiness and breast tenderness.	Plavix (clopidogrel), Aspirin , warfarin (Coumadin), Motrin or Advil (ibuprofen), Naproxyn or Aleve (naproxen): Possible increased risk of bleeding Increased effect of diabetic drugs (may lower blood sugar). Lanoxin (digoxin): May increase effect.
Green Tea	Contains caffeine, insomnia, incontinence, increased blood sugar, anemia	Ephedrine: May cause very high blood pressure. Nicotine , Ventolin (albuterol), theophylline: May increase the effects. Antabuse (disulfiram), oral contraceptives , hormone replacement therapy , Cipro (ciprofloxacin) Luvox (norflaxacin), Tagamet (cimetidine), Verapamil , mexiletine: May increase the effects of caffeine. Clozaril (clozapine), dipyridamole: May increase the effects
Saw Palmetto	Stomach upset, vomiting, bad bread, constipation, diarrhea, headache, bleeding, and changes in sexual dysfunction	Plavix (clopidogrel), Aspirin , warfarin (Coumadin), Motrin or Advil (ibuprofen), Naprosyn or Aleve (naproxen): Possible increased risk of bleeding. Proscar , Propecia (finasteride), Eulexin (flutamide) change of effectiveness.
St. John’s Wort	Photosensitivity, dry mouth, dizziness, fatigue, headache, and stomach upset.	Warfarin (Coumadin): May decrease effects. HIV drugs: May alter effects Antidepressants: May increase side effects Cordarone: May decrease effectiveness Methadone: May decrease effectiveness

*Avoid use during pregnancy or if contemplating pregnancy.

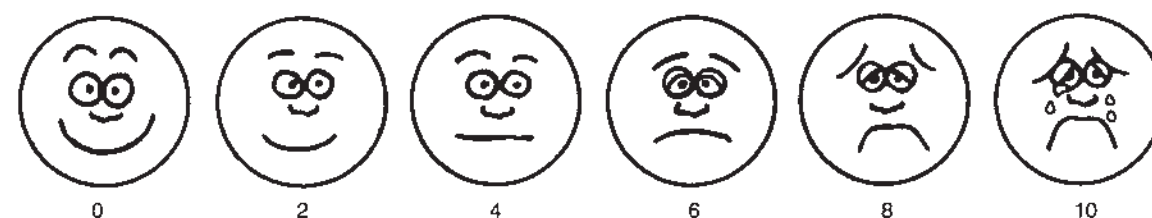
Avoid grapefruit & grapefruit juice when taking the following medications: Amiodarone (Cordarone), Benzopiazepines (i.e. Xanax, Valium, Halcion, Serax), Calcium Channel Blockers (i.e. Novasc, Cardizem, Plendil, Procardia, Adalat), Carbamazepine (Tegretol), Cyclosporine (Sandimmune, Noral), Statins (i.e. Lipitor, Mevacor, Zocor), Tacrolimus (Prograf).

Pain Level Scale

CHOOSE A NUMBER FROM 0 TO 10 THAT BEST DESCRIBES YOUR PAIN



CHOOSE THE FACE THAT BEST DESCRIBES HOW YOU FEEL



No one should have to live with pain.
 There are medications that really work.
 The doctor or nurse can't help you unless you tell them about the pain.

Healthcare is a partnership between patients and caregivers. Participation of patients and family members in their healthcare often results in a more informed patient. It is important to us at St. Elizabeth Community Hospital that you are involved in your care and understand the reasons for the things that are being done for you. Please feel free to ask us questions if you have any questions regarding your care or your condition. It is our goal that you understand the care that is given to you.

Please tell your nurse if you have any concerns about patient safety or the care and treatment provided to you. You may also ask to speak with the nursing supervisor or call the Quality Management Office at 529-8180 if you have concerns about the care or treatment that is being given to you.

PATIENT RIGHTS

As a patient at this hospital, you can expect....

- Your reports of pain will be believed,
- A quick response,
- A staff committed to pain prevention and management,
- Information about pain and relief measures.

PATIENT RESPONSIBILITIES

As a patient at this hospital, we expect that you will....

- Ask you doctor or nurse what to expect regarding pain and pain management,
- Discuss pain relief options with your doctors and nurses,
- Work with your doctor and nurse to develop a pain management plan,
- Ask for pain relief when pain first begins,
- Help your doctor and nurse assess your pain,
- Tell your doctor or nurse if your pain is not relieved, and
- Tell your doctor or nurse about any worries you have about taking pain medication.

WHAT IS USED TO TREAT ACUTE PAIN?

Narcotics like morphine and dilaudid may be used to treat acute pain. Other drugs and therapies, such as anti-inflammatory, antidepressant or anti-seizure medications, are sometimes used to treat pain as well as injections of anesthetics or cortisone, electrical stimulation, physical therapy, relaxation techniques or surgery.

Today, Tomorrow...Forever 1907-2007

Dear Valued Patient:


Welcome to St. Elizabeth Community Hospital. We appreciate you choosing us for your health care needs and the confidence you have placed in us and in our ability to serve you. We are stongly committed to make your experience with us a positive one. We welcome any of your comments or suggestions that may help us to better serve you. We realize that a hospital stay may be a difficult time for patients and their loved ones. But we want to make sure that we are doing all we can to help you feel comfortable, secure and well informed during your stay. It is also important to us to help your loved ones assist in your recovery.

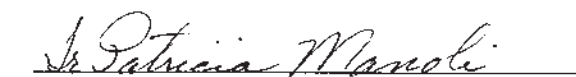
This letter also serves to advise you of your rights as a patient. California and Federal law gives every competent adult, 18 years or older, the right to make his or her own health care dicisions. Including the right to decide what medical care or treatment to accept, reject or discontinue. If you do not wish to receive certain types of treatment, you have the right to make these desires known to your doctor, hospital or other health care providers, and have these rights respected. Futhermore, you have the right to be told about the nature of your illness in terms that you can understand, the general nature of the proposed treatments, the risks of failing to undergo these treatments and any alternative procedures that may be available to you.

St. Elizabeth Community Hospital is a Catholic hospital committed to respecting your dignity and providing a holistic approach to healing. We honor your right to formulate a written Advance Health Care Directive which allows you to state your choices about medical treatment and/or designate someone (your "agent") to make decisions about your medical treatment, should you be unable to make these decisions or choices yourself. We ensure that our health care professionals and designated representatives will honor your Advance Health Care Directive. Provided they are within the limits of the law, and are consistent with the Ethical and Religious Directives of Catholic Health Care Services, and are within the hospital's scope of services.

While you are a patient here at St. Elizabeth Community Hospital, we encourage you to verbalize any questions or concerns you may have about your care. We would appreciate the opportunity to resolve any concerns immediately so that you can focus on healing. If you have any concerns please contact your nurse, or ask to speak with the nurse director. If your concerns are not fully resolved, please do not hesitate to phone the Vice President of Patient Care Services at 529-8020.

We hope that your experience here at St. Elizabeth is one of gracious hospitality, respect, compassion and excellence demonstrated by all who care for you.


 Jon Halfhide
 President, St. Elizabeth Community Hospital


 Sr. Patricia Manoli
 Director Mission Integration