



1101 Medical Center Boulevard
Marrero, LA 70072
(504) 347-5511
www.wjmc.org

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Welcome

Welcome to West Jefferson Medical Center. During your visit, please let us know if there is anything that we can do to make your stay more comfortable.

Patient satisfaction is a priority to us at West Jefferson Medical Center. It is our goal to meet or exceed our patients' and their families' expectations whenever possible. Patient satisfaction monitoring is important to our doctors, nurses and the entire hospital family caring for you or your loved one. As the chief executive officer, I would like patients and families to know that this goal is foremost in my mind with regards to patient care and quality outcomes.

West Jefferson is assisted in monitoring patient satisfaction by Quality Data Management, Inc. (QDM). QDM is a leader in delivering quality and process improvement systems to the healthcare industry. This monitoring process assists our hospital in achieving a balanced set of measurements to help us improve healthcare outcomes, including enhanced patient satisfaction.

West Jefferson Medical Center uses data collected during the survey process to set priorities and drive improvements. We communicate our patient satisfaction scores and quality improvement plans to our Board of Directors, Medical Staff, employees and business partners, as well as the families we serve. Our goals in this area relate to organizational and departmental quality initiatives. This is why it is so important that patients participate in the telephone survey whenever possible.

While our traditions and core values are important to us, we are equally proud that we have the latest in medical technology available to offer our patients. Accredited by the Joint Commission on Health Care Organizations (JCAHO) since we opened in 1960, we continue to grow to meet the needs of our community. Equally important are the human elements of our care. We aspire to always treat you with the dignity, respect and privacy you deserve. We encourage you to discuss your needs with your doctors, your nurses, and other members of your health care team.

In this binder you will learn more about the Medical Center. We welcome your comments on our programs and services.

Nancy R. Cassagne CPA, F.A.C.H.E.
Chief Executive Officer

Our Mission / Vision / Values

Mission

West Jefferson Medical Center, a community hospital, is dedicated to quality patient care provided in a comforting and cost-effective manner.

Vision

West Jefferson Medical Center, a community hospital, is dedicated to quality patient care provided in a comforting and cost-effective manner.

Core Values

West Jefferson Medical Center is committed to doing the *right thing right* the first time.

- Attitude
- Awareness
- Commitment
- Communication
- Ownership

Key Telephone Numbers

Behavioral Medicine Center (Outpatient)	391-2440
Behavioral Medicine Center (Wichers)	349-1660
Billing Information	349-1282
Breast Care Center & Women's Imaging	349-6085
Business & Industry Program	349-1336
Business Office	349-1200
Cancer Center	349-6535
Cardiac Rehabilitation Program	349-6180
Cardiology Department	349-2260
Case Management	349-1875
Centralized Scheduling	349-6300
Chaplain – Hospital Wide	349-6319
Chaplain – Oncology	349-6889
Community Relations/Public Relations	349-2051
Compliance Hotline	(866) 725-0641
Compliance/Risk Management	349-1114
Critical Care Courtesy Desk	349-2408
Cyberknife®	349-1480
Diabetes Services	349-2222
Elder Plus/Seniors Program	349-6262
Executive Office	349-1100
Family Birth Place	349-1301
Financial Counselor	349-2487
Fitness Center - Marrero	348-0055
Fitness Center - Oakwood	349-6908
Floral Shop (we deliver in the Hospital)	349-6741
Gift Shop (we deliver in Hospital)	349-1124
Guest Services	349-1134
Health & Care Emporium	349-1964
Human Resources	349-1170
Hyperbaric Medicine Center / Wound Care (Outpatient)	349-6558
Nursing Services	349-1600
Operator	0
Patient Room Information	349-1120
Patient Food Service	349-3663 (FOOD)
Physical, Speech and Occupational Therapy	349-6140
Pulmonary Rehab Center	349-2340
Registration (Central)	349-1366
Registration (ED)	349-1215
Security	349-1850 or 0
Sleep Disorder Center	349-6966
Social Services	349-1875
Volunteer Services/Auxiliary	349-1125/1136
WJ Rehab Connection – WJ Medical Plaza	349-6140

Room Accommodations

Your Room

Your private or semi-private room assignment at West Jefferson Medical Center is based upon your admitting diagnosis and the bed availability on the day of your admission.

Your Hospital Bed

Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home.

Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications.

Room Temperature

All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff.

During the Night

Please stay in bed after you have been prepared for the night. Strange surroundings and sleeping medications may create a hazard if you get out of bed. For assistance during the night, use your nurse call button.

Television

Television sets are provided free of charge. Please be considerate of other patients by playing television sets softly and by turning off your set at bedtime.

GetWellNetwork®

The GetWellNetwork interactive patient system enables you and your family to impact the healthcare process as well as continue many routine aspects of your daily life. Using the system will allow you to enhance understanding of your health condition and plan of care as well as enjoy a brief respite. By turning on the television in your room and pressing the MENU button on the remote control keyboard or pillow speaker, you will be able to:

- Obtain information regarding your care and condition
- Deliver real-time feedback about your hospital stay
- Access information about hospital services and facilities
- Email family and friends
- Watch late Hollywood movies on-demand
- Play arcade-type video games
- Surf the internet and more...

You are encouraged to become familiar with the GetWellNetwork and become an active participant in your own health, safety and comfort.

Telephones

Patients may receive calls in their rooms from 7 a.m. to 9 p.m. Local calls may be made at any time from the room by dialing 9 and the telephone number.

Long distance long distance calls cannot be charged to your room. You can make a credit card call or charge a long distance call to your home number by dialing 9 + 0 + area code + number

Cell phone use is prohibited in the Critical Care areas.

Special Services

West Jefferson Medical Center offers a variety of special services to make your stay as pleasant and comfortable as possible. You are welcome to take advantage of the following services:

Mail

Letters and packages for patients are delivered each morning. Letters and parcels that arrive after you have been discharged are forwarded to your home.

E-Cards

E-Cards (electronic greeting cards) are available to be sent to in-patients. Go to the hospital's website, www.wjmc.org, and click on the Send an E-card link. Complete the simple form and your E-card will be delivered to the in-patient the next business day by the Guest Services Department.

Wireless Access Code

Wireless access is available within the hospital for your personal computer use.

User: WJMCGUEST

Code: 20596

For help call: x2457 or 349-2457

Elder Plus®

Elder Plus is a package of benefits for members 50 years of age or older. Call 349-6262 for more information.

Newspapers

Newspapers may be purchased at the entrance to the hospital and in the Gift Shop on the first floor.

For the Hearing Impaired

A telecommunications device is available to help hearing impaired patients. Arrangements can also be made to have a person who uses sign language help a hearing-impaired or deaf patient.

Interpreters

The hospital has access to interpreters for a number of foreign languages if a patient should require it. Please inform the nurse of the need for an interpreter.

Spiritual Needs

The Spiritual Care Department provides a spiritual presence for patients, family members, and staff in our hospital. Interfaith chaplains are available for guidance, support and counsel. Each chaplain is trained to provide this care in a manner sensitive to the patient's and family members' religious traditions. One chaplain is assigned to minister to all our patients, while another chaplain specializes in ministering to our oncology patients. They make visits on the units to meet patients and their families. Chaplains are available weekdays from 8a.m. until 4:30p.m. Call **349-6319** to reach the hospital chaplain and **349-6889** to reach the oncology chaplain.

A Roman Catholic priest, assigned by the Archdiocese, is available for our patient's sacramental needs upon request. Extraordinary Ministers of the Eucharistic offer personal visits and communion. To arrange a visit call Guest Services at 349-1134 or ask your nurse to contact the hospital operator for requests in the evening or on weekends.

A patient's own clergy is always welcome at the hospital if the patient is able to have visitors and the nursing unit's circumstances permit it.

A chapel for private prayer and meditation is located on the 2nd floor near the surgery and critical care waiting areas. It is open 24 hours a day.

Parking Shuttle Service

Our parking shuttle operates non-stop every weekday. This is a free service for patients and visitors and can be provided as needed after hours by contacting the hospital operator. The shuttle picks up at the following designated stops on the campus grounds: Main Lobby – Hospital Atrium, Physician's Center, Fitness Center, Public Parking Garage entrance – first floor, and the Permit Parking Lot.

Food and Nutrition

Dietary Services

The Staff of the Food Services Department makes every effort to provide you with appetizing and nutritious meals during your stay.

Inpatients will be visited daily by a Food Service Representative to allow you to make your meal selections. You will be able to select from the daily “Chef’s Feature” or, if you prefer, the alternate meal. All foods are prepared according to your physician’s diet prescription. Visitors should check with the nursing staff before bringing food or drinks to patients. Your tray will arrive on the unit at a designated time and be served by your Food Service Representative.

A supply of milk, juice and crackers is kept on the unit. If you are in need of a snack, please check with your nurse.

Guest trays are available and can be ordered by speaking to your Food Service Representative or by calling extension 3663 (FOOD). A cash payment is due at the time of delivery.

Prices are: Breakfast – \$5 Lunch – \$7
Dinner – \$7

Pediatric patients have a complimentary “Chef’s Feature” parent tray available for each meal.

We hope your stay is a pleasant experience. If you have any questions or concerns, please feel free to contact us at extension **3663** (FOOD).

Café Jefferson

Hours are:

Monday – Friday / Weekends and Holidays

Breakfast 6:30 a.m. to 9:30 a.m.

Lunch 11 a.m. to 2 p.m.

Snack Break 2 p.m. to 5 p.m.

Dinner 5 p.m. to 7 p.m.

Located on the first floor.

Vending Machines

Vending machines are located on the first floor near the cafeteria. There are additional vending machines located on the 2nd floor near the ICU/CCU waiting room, 3 West and 4 West. These machines are available 24 hours a day, seven days a week.

A Microwave is available in the vending area on the first floor.

Patient Rights / Advance Directives

***Please refer to the Patient Rights booklet you received upon admission for specific details.**

West Jefferson Medical Center provides services without regard to race, color, religion, national origin, sex, disability, age or economic status.

West Jefferson Medical Center also recognizes that you, as a patient, have the following rights:

◆ **Information**

You have the right to obtain information from your physician concerning your diagnosis, treatment, and prognosis (your predicted outcome) in understandable terms. You have the right, within the limits of the law, to personal privacy and confidentiality of information. As necessary, information will be made available (at your request) to an appropriate person on your behalf. You also have the right to know the name of the physician coordinating your care.

◆ **Consent**

You have the right to receive from your physician information necessary for you to give consent prior to any procedure and/or treatment. Except in emergencies, this information includes:

- the specific procedure and/or treatment
- the medically significant risks involved
- the probable duration of incapacitation
- medically significant alternatives
- the name of the person performing the procedure

◆ **Understanding to Your Satisfaction**

You are responsible for understanding your health status to your satisfaction. We encourage you to ask questions.

◆ **Service, Transfer, or Continuity of Care**

You have the right to expect that, within its capacity, the hospital will provide evaluation, service, and/or referral as indicated by the urgency of your care. When medically permissible, you may be transferred to another facility after you have received complete information concerning the needs for, and alternatives to, such a transfer. Should you have any questions about your continuing care, speak with your physician.

Your Responsibilities as a Patient

◆ **Communication**

You are responsible for:

- being honest and direct about everything relating to your care
- advising those treating you whether or not you are willing and able to follow certain treatment plans
- reporting any changes in your health to your physician and on-duty nurse

◆ **Medications**

You have the right to know about the medications that are given to you while in the hospital. If you have any questions about any of your medications ask your doctor or nurse for information or request the assistance of a pharmacist.

We encourage you to ask your nurse for information that may assist you during your stay. We want you to share your concerns with us.

For additional information on Patient Rights, contact the Social Services Department at **349-1875**.

Your Right to Living Wills and Other Declarations

Advance Directives

Advance Directives are documents that allow you to state your health care preferences while you are able to communicate them in the event you become incapacitated. These documents are called a Living Will Declaration or Declaration. Such documents can also name another person, called the person's agent or proxy, to make medical decisions on your behalf, if you are unable to make them for yourself. These documents are called Durable Power of Attorney for Health Care or Health Care Proxy. Your decision, either to make or not make such an advance directive, will be respected by your health care providers. These documents can also be revoked at any time, should the person making them change his/her mind.

Who May Execute a Living Will?

Any adult person can make a written Declaration instructing his/her physician to withhold or withdraw life-sustaining procedures in the event he/she should have a terminal and irreversible medical condition, or be in a continual profound comatose state with no reasonable chance of recovery with the following stipulations: The written Declaration must be signed by the person making it in the presence of two witnesses, who must also sign the declaration and not be related to the person making the Declaration. You may also make an oral Declaration to your physician about your wishes.

Who Else May Execute a Living Will?

If a person has not previously made a Declaration, the laws allow for other persons the right to make a Declaration on an adult patient's behalf to withhold or withdraw life-sustaining procedures should the patient be comatose, incompetent, or otherwise physically or mentally incapable of communication and be diagnosed and certified as having a terminal and irreversible condition, or be in a continual profound comatose state with no reasonable chance of recovery.

Other Specific Directions

A person may add other specific provisions to the Living Will in the area above the signature. For example, he/she may want to include instruction for tissue or organ donation.

More About a “Living Will”

Living Will and Power of Attorney forms are available to you at West Jefferson Medical Center. For more information, contact the Social Services Department, **349-1875**. You may also contact the Elder Plus® program at **349-6262**, or speak with your doctor or nurse about this.

**The Joint Privacy Notice you received upon admission will provide you with additional rights.*

Expressing Your Concerns

You and your family have the right to have your compliments, concerns and complaints addressed in a timely manner. Sharing your concerns and complaints will not compromise your access to care treatment and services. The best person to help you is often your primary nurse. If your nurse is unable to resolve your complaint you can report your concern or complaint by calling:

Monday – Friday 8:00 a.m. – 5:00 p.m.

- Nursing Administration 504-349-1600
- Guest Services 504-349-1134

After hours and weekends call the operator and ask for the House Supervisor. All attempts will be made to resolve the issue in a timely manner.

If your concern or complaint was not adequately addressed during your stay with us, you or your representative can submit your concern or complaint to the Grievance Committee for review.

Please submit a grievance in writing:

The Grievance Committee
Suite N205
1101 Medical Center Blvd.
Marrero, La. 70072

Or by telephone: 504-349-1134

If you feel that your concerns have not been addressed or resolved, you may contact the Joint Commission's Office of Quality Management at 1-800-994-6610 or email at complaint@jointgcommission.org

In addition, you and your representative have the right to lodge a concern or complaint with the Louisiana Department of Health and Hospitals.

To submit a complaint in writing:

Department of Health and Hospital

500 Laurel St..

Baton Rouge, La. 70801

Or by telephone: 1-866-280-7737

You may also contact the Center for Medicare/Medicaid Services at 1-800-MEDICARE (1-800-633-4227)

Safety and Security

Smoking

Smoking is strictly prohibited throughout the hospital. Designated smoking areas are located outside of the Medical Center's buildings.

Fire Drills

The hospital is a fire-resistant building, and the staff is trained in fire protection. The hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. In the event of an actual fire, please follow the directions of the staff.

Oxygen

Special regulations are in effect when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room or area (inside or outside) where oxygen is in use or on standby.

Wheelchairs

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

Medications

All medications you take while you are in the hospital are prescribed by your doctor, dispensed by the Hospital Pharmacy, and administered by a nurse. In rare instances, your doctor may allow you to take your medicines that are brought from home. If you have any questions, or are having a reaction to your medication, please notify your primary care nurse.

Patient Personal Items, Valuables, and Lost Items

The hospital is not responsible for the loss of personal items such as eyeglasses, dentures, hearing aids, etc. Please take care with such items; place them in proper containers when not in use. Do not leave items on food trays, in paper cups, or wrapped in napkins where such items can easily be mistaken for trash and thrown away. The hospital is not responsible for the loss of valuables, such as cash or jewelry. Please do not bring items of value to the hospital. If you do bring valuables, please deposit them in the safe in the Safety and Security Office on the first floor. You will be given a written receipt for all items. This receipt must be presented when you withdraw your valuables.

As noted above, the hospital is not responsible for any item not deposited in the safe. If you do lose something, please notify your nurse immediately, and we will make every effort to help you find it. Unclaimed articles are turned in to the Safety and Security Office, where they are kept for 30 days. To inquire about lost articles, please call Safety and Security at **349-1850**.

For Family and Friends

Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients.

Parking

Parking for patients and visitors is available in the lot outside the Main Entrance, in the Physician's Center Garage, and the special permit parking lot behind the Fitness Center at Avenue B and Wichers. Parking is available 24-hours a day, 7 days a week in the outside lots. The Physician Center's garage is open from 5 a.m. to 9 p.m., Monday through Friday, and Saturday, 6 a.m. to 4 p.m. If you need a security escort to your car, you may call the hospital operator (dial 0) from inside the hospital.

Specialty Shops

The Specialty Shops, located on the first floor, are open daily. Plants, flowers or gifts can be delivered to in-patients (in non-critical care areas) at West Jefferson Medical Center by contacting the hospital Gift Shop, or Floral Shop. Major Credit Cards are accepted.

Gift Shop – 349-1124

Open 7 days a week

Floral Shop – 349-6741

Open Monday – Friday

Waiting Areas

There are designated lounge areas for visitors on each patient floor and on the first floor in the Atrium. Specific waiting areas have been designated for families of patients in the Critical Care Units, the Emergency Department, and Surgery.

Visiting Hours

Family members and friends are welcome to visit patients at West Jefferson

Medical Center. In order to provide quality care specific visiting hours and regulations have been established.

Routine Visiting Hours (see Visiting Guidelines)

Daily: 6:00a.m. to 8:30p.m.

Medical/Surgical Units - 3 West/4 West/5 South

8 South (Oncology)

6 South (Skilled Nursing Facility)

Family Birth Place

Pediatrics

W.J. Rehab

Monday – Friday 3:30 p.m. to 8:30 p.m.

Saturday 12:30 p.m. to 8:30 p.m.

Sunday 8:00 a.m. to 8:30 p.m.

Critical Care Areas

CCU, ICU & SCU

10:00 a.m. – 11:00 a.m.

2:00 p.m. – 3:00 p.m.

4:00 p.m. – 5:00 p.m.

8:00 p.m. – 8:30 p.m.

Please understand that flexibility may be required to accommodate special circumstances such as surgery, procedures and physician visits.

Behavioral Medicine Center Wichers

Monday – Friday 6:30 p.m. to 7:30 p.m.

Saturday and Sunday 6:30 p.m. to 7:30 p.m.

Visiting Guidelines

◆ Due to new patient privacy laws, patients may elect to be excluded

from the hospital directory. Authorized information can be obtained via patient information telephones located on each floor near the elevators or by visiting Guest Services on the first floor.

- ◆ Visitors must dress appropriately and must wear shirts and shoes.
- ◆ We suggest no more than two visitors at the bedside at one time.
- ◆ Visitors may be asked to leave during tests/treatments or when the doctor or nurse requests.

Visitors shall follow Infection Control Guidelines including:

- ◆ Children under the age of 12 years are not encouraged to visit.
- ◆ Not sitting or reclining on patient's bed or vacant bed.
- ◆ Hand washing is very important prior to and following patient contact.
- ◆ Visitors to Critical Care areas must adhere to specific policies for these units.

Overnight Visitor Regulations

For Med-Surg units or Semi-Private rooms:

- ◆ Check with the nurse.
- ◆ Must obtain overnight pass from the Safety and Security desk at the Emergency Department entrance after 8:30 p.m. These are valid for one night only.

Hospital Bills and Insurance

Financial Obligations

If You Have Health Insurance

We will need a copy of your identification card. We also may need the insurance forms which are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company

directly to the hospital.

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges.

A Representative from the Patient Access Department will attempt to contact you prior to discharge to notify you of your expected financial liability as determined by your insurance carrier. **Balance is due at time of discharge.**

If you are unable to pay the entire balance at discharge, please notify the Representative and he/she will explain any available payment options.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan, and their services may not be covered.

If You Are Covered by Medicare

We will need a copy of your Medicare card to verify eligibility and to process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations, and others. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items.

If You Have No Insurance

If you do not have insurance, a Hospital Representative is available to assist you in applying for governmental funding at **349-1256**; otherwise,

you may contact the Financial Counselor at **349-2487** to discuss payment arrangements including low-interest financing through a local financial institution. This option is available regardless of your credit history.

Your Hospital Bill

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

Patient Safety

Speak Up--It's OK to Ask

At West Jefferson Medical Center, our main focus is Patient Safety. We believe that it is very important for patients and family members, in addition to physicians, nurses, and other healthcare professionals, to take an active role in healthcare decisions. That's why we have the It's OK to Ask Campaign.

Patients and family members are encouraged to ask healthcare workers any questions about their care, including hand washing, medication information and diagnoses education. We encourage our patients and families to take an active role and participate in the decisions regarding their healthcare.

Speak up if you have questions or concerns, and if you don't understand, ask again. We encourage you to discuss your questions and concerns with your physicians or any member of your healthcare team.

Know Your Healthcare Professionals

All employees at West Jefferson Medical Center wear a photo identification badge while on duty. Make sure you know who is in charge of your care. This is especially important when many people are involved in your treatment, or when you have many health problems. If you are not sure who someone is or what their role is, please ask.

Clean Your Hands and Require That Your Caregivers Do The Same

Clean hands prevent the spread of infection and help save lives. Hand hygiene removes germs from the hands and helps protect you from infections. In fact, hand hygiene with soap and water, or with alcohol based hand sanitizer, is the single most important procedure we do in the hospital that protect you from getting germs, or an infection, while you are here. Please ask your doctors, nurses and anyone who walks into your room, to wash their hands.

Make Sure Your Caregiver Confirms Who You Are

We are dedicated to Patient Safety. Our two patient identifiers are name and date of birth. Before going for any procedures, taking medications, or receiving any treatments, a member of our healthcare team will ask you your name and date of birth, as well as check your armband. If for some reason they do not ask you these two questions, It's OK to Ask.

Know Your Medications

Recognize your medications. If the medications your are given do not look familiar, speak up and alert your doctor, nurse or pharmacist.

Make sure that all of your doctors know all the medications you are taking. This includes prescription, over the counter, medicines, and dietary supplements such as vitamins and herbs.

Make sure your doctor, nurse and pharmacist know about any allergies and adverse reactions you have had to medicines.

Ask for information about your medications in terms you can understand, both when your medicines are prescribed and when you receive them.

At discharge, please review in detail the medication list to make sure that you fully understand the medications you are to continue at home.

Please Call So You Don't Fall

Falls are a major cause of injury, especially among elderly people. Factors that contribute to falls include lengthy convalescent periods in elderly patients, higher risks of incomplete recovery, and increasing physical disability.

Falls may be caused by environmental factors such as poor lighting, slippery throw rugs, highly waxed floors, and unfamiliar surroundings.

They often result from physiologic factors, such as temporary muscle paralysis, vertigo, orthostatic hypotension, central nervous system lesions, dementia, failing eyesight, and decreased strength and coordination.

At West Jefferson Medical Center, the nurse assesses the patient and identifies those patients who are at risk for falling by placing:

- A yellow clasp on the armband around the patient's wrist
- A falling star on the foot of the bed
- A falling star on the overhead light of the bed
- The bed alarm turned in the "on" position
- A yellow sticker on the front of the patient's chart.

If, at anytime, you are concerned about becoming unsteady or feel unusually weak, "Please Call So You Don't Fall."

The Rapid Response Team

During your stay, if you or your family member experience a change in medical condition that is concerning, please notify your nurse immediately. If you've notified your nurse and you still feel you need further assistance, you may call the **Rapid Response Team**.

The Rapid Response Team is a team of medical professionals that respond quickly at your bedside to assess whether additional medical help is needed. Please don't hesitate to call the team if your or a family member feels that additional medical help is needed. We want to partner with you to provide the best treatment possible.

Communication

The employees of West Jefferson use a standardized approach to communication. When discussing your care, changing shifts, or sending your for procedures and treatments, employees are required to communicate vital information from one healthcare worker to another to ensure the best possible care is being given to you.

Surgical Care is Very Important

If you are having surgery, make sure that you, your doctor and your surgeon all agree clearly on exactly what will be done and ask to assist with marking the area that is to be operated on, when able.

The night before surgery and the morning of surgery, you will be asked to shower with Hibiclens. This will help to prevent surgical site infections. A detailed instruction sheet will be given to you with the Hibiclens bottle. If you have any questions, It's OK To Ask.

Managing Your Pain is Important To Us

Pain makes it hard for the body to heal. Also, pain interferes with your ability to participate in activities. You have a right to adequate pain management. Your opinion about how to manage your pain is important. In order for your nurses and doctors to help you control your pain, they should know information, such as

- Where your pain is located
- Whether you have pain all of the time or some of the time
- What it feels like
- How bad it feels on a 0-10 scale
- When the pain started
- What makes you feel better and what makes you feel worse
- What you think is the reason for your pain
- What effect the pain has on your life
- Anything else you think the nurses should know about pain

The physicians and employees of West Jefferson Medical Center are proud of the high quality care that we deliver to our patients. We appreciate your partnering with us to make sure you have the positive experiences that patients have come to expect from our hospital.

Something seems unsafe? See something we have missed or something we can do better. Please let us know. We want to hear about it. We welcome your concerns and question and encourage you to express them to your physicians, nurses and other staff as they will know whom to contact to correct the situation.

How To Reach Us

Call the Patient Safety Line at any time and anonymously report your safety concerns.

(504)349-6628

Going Home?

WJMC offers a number of services and community programs to make your transition to home a little easier. Below find some of these services.

A New Service for WJMC Patients

WJMC and Walgreens have partnered together to make getting prescriptions fast and convenient 24/7. Tell your nurse that you want to take advantage of this new service if you would like to utilize it. In most instances, your discharge medications can be filled within an hour, even before you leave the building. A 24-hour Walgreens Pharmacy is conveniently located at 4600 Westbank Expressway (Corner of Avenue D and the Westbank Expressway) near WJMC. For more information, contact WJ Guest Services, (504) 349-1134 or speak to your nurse. Please note that some restrictions may apply.

The West Jeff Fitness Centers

West Jeff Fitness Centers have two locations, one at 129 Hector Avenue in Terrytown near Oakwood Center and the other on the main campus.

Open 7 days, the Centers offer nutritional counseling with a registered dietitian as well as fitness programs with memberships. Corporate, military and senior citizen discounts are available. To learn more or take a free tour in the coming days, call our Fitness Centers at **348-0055** or **349-6908**.

Cardiac Rehabilitation Program

Let the experienced staff at Cardiac Rehabilitation help you learn how to lead a heart-healthy lifestyle. Classes meet each Monday, Wednesday and Friday. Cardiac Rehabilitation offers a variety of exercise class times to meet your busy schedule. To learn more, our staff welcomes your call at **349-6180**.

Pulmonary Rehab Program and Smoking Cessation Program

A professional team provides a comprehensive approach to better breathing. Pulmonary Rehab offers a 12-week pulmonary rehabilitation program meets every Tuesday and Thursday on the second floor of the hospital in the Cardiopulmonary area. Smoking cessation, an 8 week-program, meets weekly according to class availability. For more information on either program, call **349-6226**.

Community Cancer Center

Did you know? The Cancer Center offers a wide range of comprehensive inpatient and outpatient cancer services, including the following:

Radiation Therapy/Cyberknife, Women's Imaging Center/Breast Care Center, Inpatient/Outpatient Chemotherapy, Cancer Support Groups, Cancer Education Seminars and Cancer Screenings. For more information on our programs and care, call **the Patient Navigator at 349-1176**.

Diabetes Services

Diabetes Services offers an education program that teaches self-care skills for diabetics. For information, please call **349-2222**. In addition, Diabetes Services offers an annual Diabetes 'Day' Camp.

Stroke Awareness

Classes are held in Rehab Dining Room. Families are invited to attend Monday to Friday weekly from 2:30 pm until 3:00 pm to learn more about stroke, communication and swallowing, management and prevention, caregiver concerns and mobility. To learn more, call (504) 349-1345.

Rehab Care

In addition to inpatient rehabilitation, WJ Rehab offers a number of outpatient rehabilitation services including two outpatient centers, a work hardening area, neuro-rehab area and a SwimEx Therapy Pool. Our specialty programs include functional capacity evaluations, work conditioning, back school, a lymphedema program, vestibular rehab program, VitalStim speech therapy and the neurological rehabilitation. To learn more call, 349-6140.

Community Education including parenting classes

West Jefferson Medical Center is committed to improving the quality of your life and offers a wide variety of classes, programs and support groups to help you get well and stay healthy. WJMC provides services without regard to race, color, religion, national origin, sex, disability, age or economic status. To assist you, we offer support groups, CPR and other classes - and programs across many areas and community outreach at the local farmer's markets (Gretna and Westwego) - and Budget Saver Fridays from 11AM until 1PM at Baratara at Lapalco Boulevards. The calendars of events including the **Family Birth Place** calendars are published monthly on the external website at www.wjmc.org and sent to the local newspaper. Call for additional information at 349-1308 on the Medical Center's community registration line.