

# Welcome

Welcome to Fisher-Titus, and thank you for entrusting us with your care.



While you are our guest at Fisher-Titus, our team will do everything they can to make you, your family, and your visitors comfortable and well informed.

Our skilled professionals, with the support of modern medical technology, are committed to providing safe, high-quality, personalized care to every patient, every time.

This guide provides important information to make your stay as pleasant and as comfortable as possible. If at any time you have additional needs or questions, please feel free to contact your nurse or another Fisher-Titus staff member. They will see that your questions are answered.

Our team is focused on your safety and well-being while you are here. We encourage you and your family to be active members of that team by asking questions, providing information, and sharing with us ways we may be able to improve your hospital stay.

After you are discharged, you may receive a patient experience survey in the mail asking you to rate your experience at Fisher-Titus. If you receive the survey we hope you will take a few minutes to complete and return it. Your honest feedback will empower us to continuously improve the quality of care here at Fisher-Titus.

On behalf of our entire care team, thank you for allowing us the privilege to be your health care provider.

**Brent W. Burkey, M.D.**

*President & CEO*

Fisher-Titus

## Our Quality

Today, you have many choices when it comes to where you receive health care.

Through the collaborative efforts of our hospital and medical teams, and our ongoing continuous improvement initiatives, we pursue excellence in all that we do at Fisher-Titus. We report data to multiple national databases including the Centers for Medicare and Medicaid Services (CMS). We provide our information to Hospital Compare, a government-run website created by CMS. For more information, please visit [medicare.gov/hospitalcompare](https://www.medicare.gov/hospitalcompare).

# Checking In

## Hospital Directory

When you register as a patient, you have the right to choose to be listed in the hospital's patient directory.

### If you choose to be in the patient directory:

- ◇ Under HIPAA, if a person inquires about you by your name, hospital staff may release your location and a one-word condition.
- ◇ Once in your room, you'll be able to create a password that we will use to provide information to others about you and your case.

### If you choose not to be in the patient directory:

- ◇ Your name will not appear as a patient in the patient information system.
- ◇ Anyone who comes to the hospital or calls for you will be told that you are not a patient.
- ◇ Flowers and mail will be returned to the sender.
- ◇ You should notify family and friends of your room number if you would like them to visit you; they will not be able to get that information at the Information Desk.

## Personal Items

Each patient receives a small kit of basic personal items including soap, shampoo, toothbrush, toothpaste, lotion, ear plugs, eye mask, and lip balm. You may bring your own personal items including night clothes, robes, glasses holders, contact lens supplies, etc. However, we ask patients to not bring valuables to the hospital. If you do bring a valuable item, it should be deposited in the hospital's safe. You will be given a receipt for your stored items, which must be presented when you withdraw them. Fisher-Titus does not accept responsibility for valuable personal items unless they are deposited in the safe.

## Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse. Patients are not permitted to administer their own medications unless ordered by their physician.

## Interpreters

Fisher-Titus has several interpretation services that are provided free of charge including on-site Spanish interpretation, the Tele-Language Line, and services for vision and hearing impairments.



## Hand Hygiene and Infection Prevention

One of the easiest and most effective ways to reduce infection is for all staff members, patients and visitors to practice good hand hygiene. During your stay as a patient or visitor, please use the hand sanitizer affixed to the wall to clean your hands each time you enter or leave the room.

## Smoking and Tobacco Use

Fisher-Titus is a tobacco-free campus. As a patient, there are options available to make your stay more comfortable. Your nurse will ask you if you are interested in further information on smoking cessation and/or nicotine patches to use during your stay. A physician order is required for a patch.

## 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.

## Emergency Service Protocol

While staying in the hospital, you may hear us announce a fire drill or other overhead page. You may also notice flashing lights and your door may be closed. Do not be alarmed. The hospital staff is trained for all emergency drills and will direct you as appropriate.

# Your Accommodations

**In 2010, Fisher-Titus became the first community hospital in the nation to serve our patients utilizing All-Digital Smart Hospital Technology. Your room features many of these patient-centered technologies:**

## Smart Room

Your Smart Room is built with you — our patient — as the primary focus. Smart Room technology provides the tools you need to be involved in your medical care and, because quality of life matters even more while you are ill or recovering, your Smart Room offers you and your family comforts such as complimentary on-demand movies and Internet access.

If you have questions about your Smart Room technology or your care while you are here, please feel free to ask us.

## For Your Privacy . . .

- ◆ **Room Link**, outside your door, displays HIPAA-compliant information for your caregivers. It also alerts visitors if a clinician is in your room, ensuring your privacy while you are with your doctor, nurse or another caregiver.
- ◆ **Clinical Dashboard**, displays your electronic medical record when accessed by your caregivers through secure fingerprint authentication. Caregivers see only information that is relevant to the specific treatment you are receiving from them.

## For Your Safety . . .

- ◆ **Room Link**, outside your door, displays patient alert information such as medication allergies, safety risks, and dietary restrictions.
- ◆ **Smart Beds** feature state-of-the-art alert systems that provide extra safety for fall prevention.

- ◆ **RX Station®** Medication Dispensing System, at each nurses' station, supports your safety through alerts for duplicate therapies, drug interaction, and drug lab warnings.
- ◆ **Medication Administration Devices**, used by nurses, aid in barcoded medication administration. This technology adds additional layers of safety while also streamlining nursing documentation.
- ◆ **Staff phones** You may notice members of your care team talking or texting on Fisher-Titus phones. With this technology, we efficiently and quickly coordinate your care among department team members within the hospital.

## Your Phone

**Patients may receive calls between 6 AM and 10 PM.**

- ◆ **YOUR ROOM TELEPHONE NUMBER:**  
419-744-5 + your room number.  
*For your security, persons calling will need to enter a password, which is the current year.*
- ◆ **LOCAL CALLS:**  
Press 9 + area code + number.
- ◆ **LONG-DISTANCE CALLS:**  
Press 9 + 1 + area code + number.
- ◆ **HOSPITAL OPERATOR:**  
Press 0.

Cellular phones are permitted in your room.

While you are here please do not give any personal or financial information over the telephone even if the caller says he or she is from Fisher-Titus.





# Your Accommodations

## myStation Television

myStation offers you television programming, games, free on-demand movies, relaxation content including guided imagery, and Internet access. You can access educational materials related to your medical needs and care plan. myStation also displays the names and photos of your Fisher-Titus caregivers when they enter your room.

Your TV controls are at your bedside. The nursing staff can explain how to operate myStation.

A channel list is included in the pocket of this folder.

## WiFi / Internet

Free WiFi and Internet access are available to all patients and visitors. The hospital network login is "Fisher-Titus-Guest." No password is required.

## Your Meals

To provide you with the ultimate patient experience, our Room Service program allows you to order "what you want to eat when you want to eat it." You may order any meal or food item based on your physician's dietary order from the Room Service Menu (included in this folder) anytime between 6:30 AM and 6:30 PM, seven days a week. Instructions are on the Room Service menu.

Your meal will then be delivered to your bedside within 30 minutes of preparation, or at the time you specify.

If you need assistance in setting up your bedside table or opening containers, feel free to request help from the server who delivers your meal.

**Diabetic meal tray** delivery times fall between:

- ◇ Breakfast: ..... 7:30 AM - 8:30 AM
- ◇ Lunch: ..... 11:30 AM - 12:30 PM
- ◇ Dinner: ..... 5:30 PM - 6:30 PM

**Family members and visitors** are welcome to visit the Shady Lane Café, located on the first floor off the Main Lobby. (See the "Visitors" section for hours of operation.) Carryout service is available so guests can join you in your room with their meals. So that we can best serve the needs of our patients, guest trays are not available through our Room Service menu.

## Mail and Flowers

Each day, Fisher-Titus volunteers deliver letters, flowers, and packages arriving at the hospital directly to our patients. Mail and parcels that arrive after you have been discharged will be forwarded to your home. Stamps and stationery may be purchased at the gift shop. Outgoing mail may be left at the nurses' station nearest your room, or given to a volunteer for mailing.

## Newspapers

Our local newspaper, *The Norwalk Reflector*, is provided to patients free of charge. Newspapers also can be purchased in the Gift Shop.





# Visitors

Family members and visitors are important to your recovery. We encourage loved ones and friends to visit during your stay. For everyone's safety, all exterior doors of the hospital are locked after 8:30 PM. Visitors must enter through the Emergency / Admitting Entrance (Parking Lot E) after 8:30 PM.

## Visiting Hours

To support our visitors, we have large, comfortable seating areas on each floor of our Patient Pavilion where friends and families can relax and chat. The Patient Pavilion Main Lobby also provides a peaceful venue that is tech-friendly. A baby grand piano, provided by a generous donor, also adds to the ambiance of the area.

Regular hospital visiting hours on the Medical and Surgical floors are 11 AM to 8:30 PM daily. While it is not recommended for children under the age of 12 to visit, this decision is left up to the patient and family in coordination with the nursing staff.

Visiting times in the Intensive Care Unit (ICU) are flexible and individualized to meet the needs of the patient and family. To help ensure that the ICU environment is conducive to the delivery of nursing care and healing of all patients, visitors are limited to two at one time and must be at least 12 years old except in special circumstances. There are also special visitation guidelines in the Birthing Center.

## Visitor Guidelines:

- ◆ Hand sanitizers and sinks with soap and water are provided in every patient room. Please wash your hands when entering and leaving a room.
- ◆ Visitors with colds, sore throats, or contagious diseases should not visit patients.
- ◆ Visitors should maintain a quiet environment and avoid unnecessary noise.
- ◆ Visitors should not sit or lean on a patient's bed.
- ◆ Visitors may be asked to leave the room during tests or treatments, or when a doctor or nurse needs to see the patient.
- ◆ As a visitor bringing a gift, check with the nurse to ensure your item is appropriate or allowed. In the ICU, always check with the unit staff regarding any gifts for a patient.
- ◆ Food and beverages may not be given to a patient without the consent of the attending physician or nurse in charge of that patient's care.
- ◆ Fisher-Titus is a tobacco-free campus. Visitors may not smoke anywhere in the hospital buildings or on the grounds.



# Visitors

## Parking

To visit patients in the Patient Pavilion, please park in the Main Visitor Lot C. The Pavilion Main Entrance is open from 6 AM until 8:30 PM. (After hours, visitors must use the ER / Admitting Entrance, Parking Lot E.) Please be sure to lock your vehicle; Fisher-Titus is not responsible for items taken from vehicles in our parking lots.

## Finding Your Way

Signs are posted throughout the hospital to help guide you to your destination. You also will find a map inside this Welcome Guide. In addition, our staff members are happy to help you find your way. If you have any questions, stop by the Information Desk in the Pavilion Main Lobby. Hospital volunteers are available daily (except holidays) to assist you.

## The Shady Lane Café

Adjacent to the Main Pavilion Lobby, the Shady Lane Café is open daily from 6:30 AM until 7 PM for beverages and snacks.

The Shady Lane Café offers healthy hot and cold selections at all meal times.

### Meal serving times:

- ♦ Breakfast: ..... 6:30 AM - 9:30 AM
- ♦ Lunch: ..... 11 AM - 1:30 PM
- ♦ Dinner: ..... 4:30 PM - 7 PM

## Sheri's Coffee House

A selection of gourmet coffee, teas, and smoothies is available at Sheri's Coffee House located near the Shady Lane Café. Sheri's Coffee House is open weekdays.

## Vending Machines

Vending machines are located on the first floor of the Patient Pavilion across from the Gift Shop.

A second vending area, the Shady Lane Café Vending Alcove, is across from Sheri's Coffee House. It offers a wide selection of meals and snacks from the Café. A microwave is also provided and seating is available.

## Gift Shop

Located on the first floor near the Shady Lane Café, the Gift Shop is open daily (hours vary). You'll find a large selection of unique gift items, clothing, jewelry, greeting cards, toiletries, candy, and flowers. The Gift Shop is operated by the Fisher-Titus Auxiliary. All proceeds support Fisher-Titus programs.

## ATM

An Automated Teller Machine is located in the seating area across from Sheri's Coffee on the main floor.

## Chapel

Our interfaith chapel is open 24 hours a day. It is located in the hallway near the Fisher-Titus Pharmacy.

## Spiritual Comfort and Health Ministry

Spiritual care providers are available upon request for the comfort of patients and visitors.





# Your Hospital Team



Depending on your needs during your stay, you will be attended to by a variety of highly trained caregivers. This team may include physicians, nurses, hospitalists, dietitians, pharmacists, physical therapists, respiratory therapists, social workers, and other experts.

**We are committed to ensuring that the right patient receives the right treatment at the right time. That is why your caregivers routinely ask your name and birthdate, and check your ID band.**

## **Hospitalists / Primary Care Physicians / Specialists / Nurse Practitioners**

While you are in the hospital, a doctor will oversee and coordinate your care. That doctor may be a Fisher-Titus Hospitalist, your family physician, or a specialist.

Fisher-Titus Hospitalists are dedicated Internal Medicine and Family Practice physicians and nurse practitioners who provide care while you are an inpatient at the hospital. Your Hospitalist will regularly communicate with your primary care physician about your progress and any follow-up care necessary following your discharge from the hospital.

## **Nurses**

A team of professional registered nurses and point-of-care technicians provides 24-hour care. A Charge Nurse or Hospital Supervisor is responsible for coordinating the nursing care on each unit.

Please feel free to contact your nurse or the unit leader if you have questions.

## **Clinical Resource Managers (CRM)**

Your CRM will assist your care team in coordinating your care in the hospital and planning for your discharge. CRMs are committed to helping patients and families with their physical and emotional well-being as well as their medical treatment. They help support spiritual needs; discuss financial concerns or discharge planning; assist in maximizing insurance benefits; and answer any questions about advance directives.

## **Laboratory**

Our highly trained, certified laboratory technicians provide services 24 hours a day, seven days a week. The Fisher-Titus Laboratory is accredited by the College of American Pathologists (CAP).



# Your Hospital Team

## Nutrition Services

Wholesome, nourishing, and well-balanced meals are an important part of your treatment and recovery. Fisher-Titus makes every effort to provide nutritious meals that are prepared according to your doctor's orders. (Hours of availability for patients and family members are listed in the "Your Accommodations" section.)

If you are on a special diet or have tests scheduled, your food selections may be limited. Our Registered Dietitians and Nutrition Services staff will assist you with making selections that are both appealing and appropriate for you.

## Pharmacy

The Fisher-Titus Pharmacy Department ensures that you are being prescribed the correct medications and that they are safely and accurately compounded. The pharmacist verifies that every medication ordered is the best one for your condition and checks all medications for correct dosage and possible drug interactions.

## Imaging Services

Imaging Services performs many diagnostic procedures including general radiography, fluoroscopy, CT, MRI, ultrasound, nuclear medicine, 3-D mammography, and bone density.

## Rehabilitation Therapy

Our highly trained and specialized Rehabilitation Department staff offers many services including physical, speech, occupational, and pediatric therapies.

## Respiratory Therapy

Our therapists provide routine respiratory care as well as sleep studies; EEG testing; and cardiac and pulmonary rehabilitation.

## Transporters

Transporters are nonclinical employees responsible for transferring patients to and from their rooms to specific tests, procedures, and departments within the Medical Center.

## Cleaning Services

Our staff cleans your room daily, ensuring maximum cleanliness and infection prevention to facilitate safe care. If there is a housekeeping issue in your room, please inform your nurse and it will be taken care of as soon as possible, or press 0 and ask the Operator to page 102 to reach a member of the Cleaning Services team.

## Maintenance

Our Facilities Department staff will provide immediate response and resolution to patient maintenance requests. If you need assistance with maintenance concerns, please notify your nurse.

## Volunteers

While staying at Fisher-Titus you may be visited by one or more of our volunteers. Please do not hesitate to ask a volunteer if they can do anything to help make your stay more comfortable.



Security

Our security team provides a safe and secure environment for our visitors and staff.

Pastoral Care

If you wish to see your priest, minister, or rabbi while you are being cared for at Fisher-Titus, your nurse will be happy to arrange a visit. Clergy who are members of the Norwalk Ministerial Association are also available, regardless of your denomination, to help you and your family in times of need.

Know Who Is Taking Care of You

You will meet many people who are involved in your care during your stay. Each staff member will introduce themselves and will be wearing a photo ID badge displaying their name and position. If you are not sure of who someone is or what they do at Fisher-Titus, please ask.

The members of our care team also wear color-coded scrubs and uniforms based on their job functions or department. This uniform policy is just one of the many ways we work to maintain the highest level of clinical quality, service, and safety for our patients.

In addition to our clinical team, there are many behind-the-scenes “support staff” working daily to contribute to your health and wellness.

Care Team Colors

To assist you in recognizing the members of your care team, refer to the color-coded uniform list in the right column.

Position	Uniform
Hospitalist	White Medical Jacket
Emergency Department Physician	Black Scrubs
Nurse	Navy Scrubs
OB Nurse	Purple Scrubs
Point-of-Care Technician	Light Blue Scrubs
Dietitian	White Medical Jacket
Pharmacy Technician	Olive Green Scrubs
Phlebotomy (Lab)	Caribbean Blue Scrubs
Pulmonary	Bond Green Scrubs
Rehab Therapist	Black Polo Shirt
Rehab Assistant	Light Blue Polo Shirt
Registration Staff	Dark Blue Sweaters / Light Blue Dress Shirts
Imaging	Maroon
Maintenance / Facilities	Gray Shirts / Dark Gray Pants
Nutrition Services	Gray / Black Uniforms
Cleaning Services	Burgundy Uniforms
Volunteer	Royal Blue Polo or Smock
Volunteer Room Ambassador	Black Vest
Administrator	Business Attire / Suit





# During Your Stay

Patient safety is a top priority at Fisher-Titus. We have many safeguards in place that help us to protect our patients and ensure the best possible outcome for your health and safety. We are constantly updating and improving our clinical practices in order to ensure positive outcomes.

## Partnering with our Patients

During your stay, our goal is to keep you fully informed about:

- ◆ Your diagnosis.
- ◆ The plan for your stay and plans for your discharge.
- ◆ Your medications.
- ◆ Your pain level goal for each day.

## Ask Us

To help us meet your expectations during your stay, we encourage you to ask your Care Team any questions you might have.

And ...

**Share with us** the one thing we could do or change to make you feel better.

**Share with us** your greatest fear or concern.

*Among your admission materials you'll find an "Ask Us" note pad and pen for you to use to write down questions during your stay with us.*

## Medications

To ensure the highest level of medication safety, you will receive your medications through an Electronic Medication Administration system. Your nurse will scan each of your medications as well as your ID band.

This ensures that we have the right patient, right medication, right dose, right route, right time, and right allergy identification.

## Care Board

A personalized "Care Board" is located in each room. Your caregivers write their names on your Care Board and will ask you about your goals for the day. This way our team can focus, together with you, on what is most important to you each day.

## Bedside Shift Report

While staying at Fisher-Titus, you will interact with many different members of the hospital team. To ensure we are passing accurate information from staff member to staff member, we will give a report at your bedside about your health information and plan of care. If you notice something is missing or inaccurate, please let your nurse know.

## Team Rounding

If you are under the care of our Hospitalist Team, you and your family will receive a visit from your Care Team each day. The team will update you on your condition and the care you are receiving. Please do not hesitate to ask them any questions you may have.





# Responding to Your Needs

## Hourly Nurse Rounding

An important component of providing you with excellent care and service is hourly nurse rounding. You will be visited by a member of our nursing staff every hour during the day and every two hours throughout the night. The team will only wake you when needed to allow for a peaceful rest. Pediatric patients are checked for safety every hour, even at night.

On each rounding visit the nurse will check your level of pain; ensure you are comfortable; assist you to the bathroom if needed; make certain you have access to the call light, phone, reading materials, and bedside table; check your medication and provide medicine if needed (RN visits only); and answer any questions you may have.

## Call Button

A button to call for help is located at your bedside. When you push the button, the nurses' station is alerted that you need assistance and a light flashes above your door. A staff member will respond to your signal as soon as possible.

## Activating a Rapid Response

If you believe a medical emergency is taking place, you or your family members may activate the Rapid Response emergency team by calling 1111 on your room phone. When a Rapid Response Team is activated, a team of Medical Center personnel will come immediately to assess your condition and hear your concerns.

## Quiet Hours: Healing in Progress

**To provide you with a healing environment, QUIET HOURS are observed from 2 PM to 4 PM and 8:30 PM to 7 AM.**

At 8:30 PM, Nursing staff members will ask if you would like your door closed, or—if you are in a semi-private room—if you would like the curtains around your bed drawn to block light and noise. Unnecessary room lights will be turned off and hallway lights will be dimmed.

To help you rest throughout your stay, the following items are available at no cost:

- ♦ A Comfort Kit that includes an eye mask and ear plugs.
- ♦ Relaxation Videos that are part of the on-demand movie selection on your TV.

Please let us know how we can make it easier for you to rest while you are here or if the noise level is too high.

We welcome your feedback. Concerns can be shared with your nurse.



# Responding to Your Needs

## Preventing Falls

Your risk of falling may increase when you are ill, weak, on certain medications, or in a different environment. You can help avoid a fall by asking your care team for assistance, and by following these basic safety tips:

- ◇ Use assistive devices such as wheelchairs, canes, and walkers as needed.
- ◇ Use handrails and grab bars where available.
- ◇ Wear slippers or socks with non-skid soles.
- ◇ Notify your nurse or caregiver of any hazardous conditions you observe (e.g.: liquid spills).
- ◇ Keep water cups, the TV remote, and other necessary items within easy reach on your bedside table.
- ◇ Ask your doctor about the medications you are taking; some medications can make you dizzy or lightheaded.

During your hospital stay, your nurse will frequently assess your risk of falling. Based on your level of risk, precautionary measures may be implemented, including indicating your risk level outside your door, placing an alarm on your bed, requesting that you do not get out of bed without assistance, and ordering physical therapy to help you regain your strength and mobility.

Be aware of factors that can increase your risk of falling:

- ◇ Most falls occur during the first few days of hospitalization when patients are unaware of their surroundings. Take extra care as you get used to your environment.
- ◇ Physical factors like weakness, low blood pressure, impaired mobility, or poor coordination can also lead to falls.
- ◇ Bed rest can make your muscles shrink and lose strength. Getting up after lying down for a period of time can make you more susceptible to falling. Take extra caution when standing and ask for assistance if necessary.
- ◇ Normal age-related changes such as slower reflexes, weak or brittle bones, stiff joints, and decreased vision can also make you more prone to falling.
- ◇ Two of the most common fall scenarios in a hospital setting are using the restroom and using a bedside commode. Please plan your trips to the restroom whenever possible and allow time for a nurse to arrive to assist you.





## Pressure Ulcer Prevention

Pressure ulcers are serious problems that can lead to pain, slower recovery from health issues, and possible complications including infection. By working with your health care team and your family to minimize your risk factors, most pressure ulcers can be prevented.

A pressure ulcer, also known as a bed sore, is an area of the skin that has damage caused by unrelieved pressure. Ulcers begin as reddened areas but can damage skin and muscles if not properly treated. They typically occur in bony areas of the body that sustain pressure when a person lays or sits in bed for long periods of time. The most susceptible areas include the shoulders, elbows, hips, buttocks, and heels.

Anyone who is confined to a bed or chair; is unable to move; has loss of sensation or bowel and bladder control; suffers from poor nutrition; or has reduced lowered mental awareness is at risk of developing pressure ulcers.

To prevent pressure ulcers:

- ◇ Keep moving and frequently change your body's position. If you are unable to move yourself, make sure the staff helps you reposition on a regular basis.
- ◇ Be mindful of keeping your skin and bedding dry. Moisturize dry skin.
- ◇ Look for warning signs on your skin. Let the staff know if your skin stays red longer than thirty minutes, feels warm or firm to the touch, and/or is blistered or broken.
- ◇ Reduce friction against your skin. Don't pull or drag yourself across bed sheets or push or pull with your heels. Avoid repetitive movements, such as scratching your foot on the sheets.
- ◇ Eat a balanced diet. Ask your nurse or health care professional for a proper nutrition plan.





# Pain Management

At Fisher-Titus, we believe the control of pain is essential to your successful care and recovery.

## Pain Assessment

As our patient, you have the right to have an appropriate assessment and management of your pain. It is important to us to manage your pain safely. We will work with you to keep you safe and help you be as comfortable as possible.

To help make this happen, we will talk with you about what to expect and how to set realistic goals for pain control. Your nurses will work with you on an ongoing basis to find the best way to manage your pain. People feel pain in many ways. Although pain tolerance varies with each person, if you have had surgery you may experience some degree of pain. It is not always realistic to expect to have no pain.

## Pain Medications

Your physician may prescribe different medications depending on your type of pain. They can be taken intravenously or in the form of pills, patches, suppositories, or injections. Pain medication works best when taken as directed. Don't wait for the pain to become severe because the longer pain goes untreated, the more difficult it is to manage.

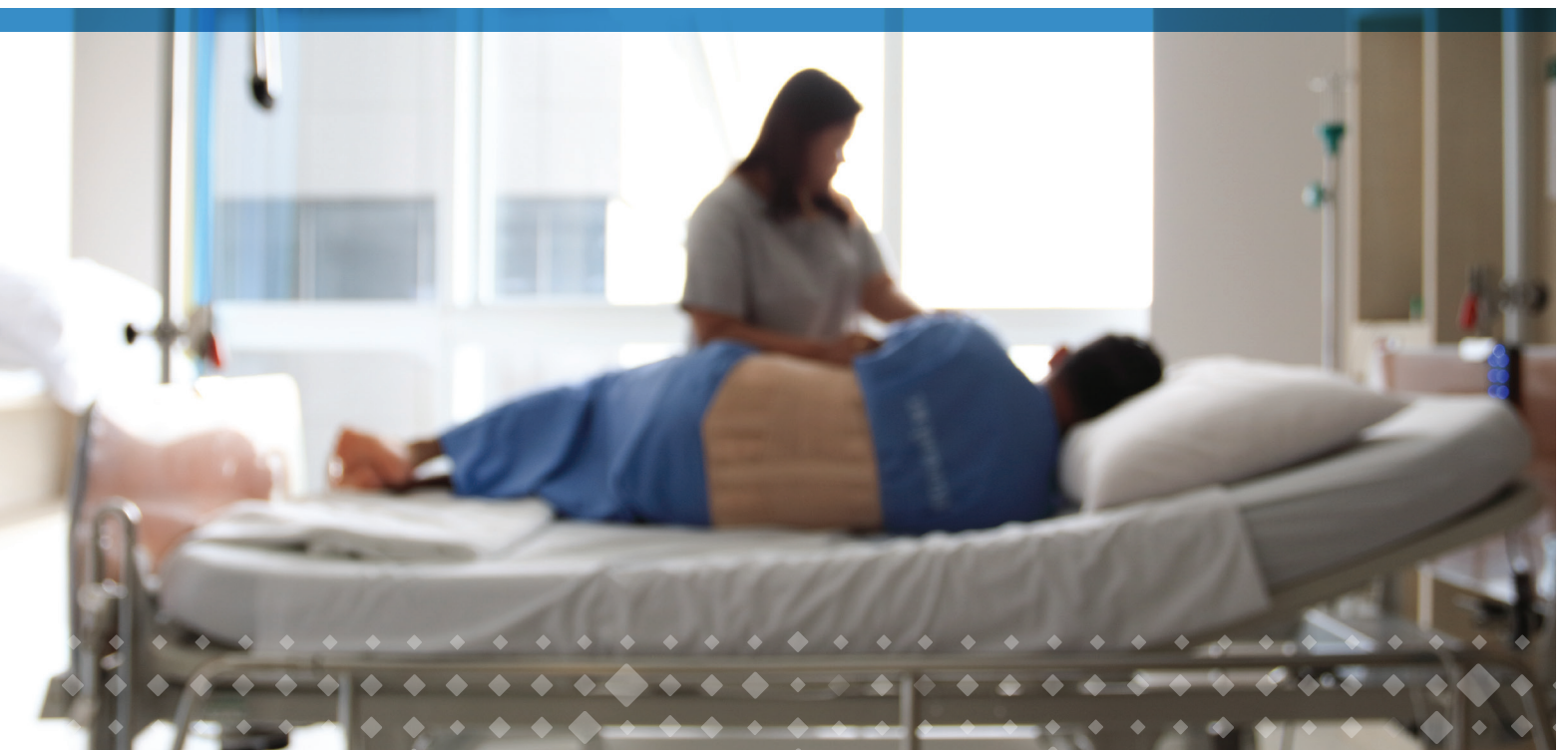
## Common Concerns About Pain Medication

Many patients worry about becoming addicted to pain medicine. Talk to your physician about your concerns. Side effects may also occur; they vary from medicine to medicine and from person to person. Possible side effects include:

- ◇ Constipation.
- ◇ Dizziness.
- ◇ Drowsiness.
- ◇ Increased or decreased breathing rate.
- ◇ Stomach and intestinal problems.

## Diversional Activities

Activities such as listening to music, watching movies, reading, and fun, humorous interactions with friends and family can help to manage pain. Relaxation techniques can also be effective in reducing stress and anxiety and in improving the quality of your sleep. These techniques include meditation, visualization, aromatherapy, and massage therapy. Talk with your doctor or nurse about diversional activities that may be effective for you.



Before any pain management plan can begin, the first step is to accurately assess the discomfort you are experiencing.

Describe Your Pain

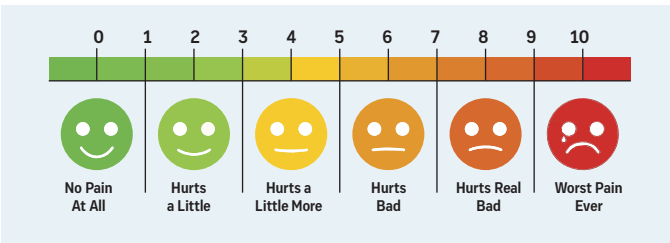
We urge you to inform your doctor or nurse when you begin to experience pain, and what it feels like. Is it:

- ♦ Sharp?
- ♦ Dull?
- ♦ Stabbing?
- ♦ Aching?
- ♦ Burning?
- ♦ Throbbing?
- ♦ Deep?
- ♦ Constant?
- ♦ Intermittent?

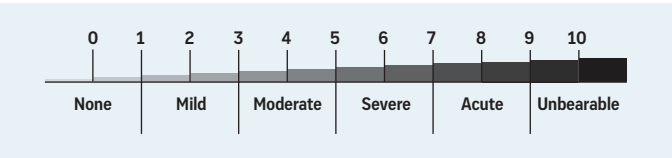
Use of Pain Scales

Your caregivers will work with you to set realistic goals for pain control. To help us better understand the severity of your pain, we use three pain rating scales. Each is like a thermometer: the higher the number, the more severe the pain:

**Pictogram face scale:** Children aged 3 to 10 select a face with a corresponding number between 0 and 10 to describe the severity of their pain.



**Horizontal pain scale:** Patients aged 11 through adult use this scale to rate their pain from 0 to 10. (0 = no pain, 10 = most pain.)



**FLACC Scale (Face, Legs, Activity, Cry, Consolability):** This behavior-related pain assessment scale is used by individuals unable to provide verbal descriptions of their pain – typically, patients under three years old and cognitively impaired adults. The caregiver rates the patient in each of the measurement categories, adds the scores and documents an overall pain score. Each category is scored from 0–2, which results in a total score of 0–10. (Refer to the chart, below.)

Once your type and level of pain are assessed, appropriate pain management techniques and education, provided in a timely fashion, can shorten your hospital stay and dramatically improve your quality of life.

FLACC BEHAVIORAL OBSERVATION PAIN RATING SCALE

Categories	Scoring		
	0	1	2
Face	No particular expression or smile; disinterested.	Occasional grimace or frown; withdrawn.	Frequent to constant frown; clenched jaw; quivering chin.
Legs	No position; relaxed.	Uneasy; restless; tense.	Kicking or legs drawn up.
Activity	Lying quietly; normal position; moving easily.	Squirming; shifting back and forth; tense.	Arched, rigid or jerking.
Cry	No crying (awake or asleep).	Moans or whimpers; occasional complaint.	Crying steadily; screams or sobs; frequent complaints.
Consolability	Content; relaxed.	Reassured by occasional touching, hugging or talking; easily distracted.	Difficult to console or comfort.

# Going Home

When your physician determines that you are ready to leave Fisher-Titus, a discharge order will be written. You may want to make arrangements with a family member or friend to assist you when it's time to go home.

## Discharge Information

The discharge process is a very important part of your care plan, so please be aware that it will take some time. We want to ensure that you are fully prepared to leave the hospital and know how you can get assistance if you need it. Your team will write discharge instructions and your nurse will help you with the process.

There are some important things to be aware of, organize, and plan as your discharge approaches:

**Personal belongings:** Collect all of your belongings and double-check all the closets, cabinets, and drawers in your room. If you have anything stored in the hospital safe, ask the nurse to retrieve the items for you. Later, if you find you have forgotten something at the hospital, please call our Admitting Office at extension 6152 to inquire about it.

## Meds-To-Beds

When you are on your way home from the hospital, we know the last thing you want to do is make an additional stop at the pharmacy. By using our Meds-to-Beds service, your discharge prescriptions can be ordered and delivered directly to your hospital bed before you leave the hospital.

We accept a majority of prescription insurance plans and directly bill your prescription to your insurance provider. We also can work with your providers to make sure the prescribed medications are covered by your plan. You are responsible for any copay required by your insurance carrier when services are rendered.

Our Fisher-Titus Pharmacist will process your prescriptions and a member of our Pharmacy team will discuss your medications with you prior to your discharge and answer any questions you may have.

With prescriptions in-hand, you can then travel uninterrupted to your home and continue your healing process. It couldn't be more convenient! And there is no charge for this service.

Let your nurse or doctor know you would like to enroll in Meds-to-Beds to fill your prescriptions. We will take care of the rest.

**Discharge Instructions:** Based on your case and the nature of your care, your doctor and your nurse will discuss with you important, detailed instructions pertaining to your post-hospital care and any follow-up appointments that need to take place. If you have questions about these instructions, including any dietary or physical activity restrictions, please be sure to ask them for clarification.

**Transportation:** When you are ready to leave Fisher-Titus, a member of our hospital staff will escort you to the Patient Pick-Up area and assist you into your vehicle.





# After Your Stay

## Follow-up Phone Call

Once you are discharged from the hospital, you will receive a follow-up call to check on how you are and answer any questions you may have regarding your health, medications, discharge instructions, and follow-up appointments. You can expect this call one to three days after your discharge day.

## Medical Records

Fisher-Titus was the first community hospital in the nation to use Electronic Medical Records throughout its hospital facility. This highly secure “real-time” medical chart provides a central source of accurate health information accessible by physicians, nurses and other health professionals caring for you.

## myFisherTitus Patient Portal

myFisherTitus Patient Portal allows you to manage your care online by viewing lab results and downloading details about your health record including procedures, immunizations, medications, and allergies.

Additionally, patient portals for many of our primary care providers can be accessed through myPhysician at [fishertitus.org/myhealth](http://fishertitus.org/myhealth).

## Health Information Management Department

Patients may request a copy of their medical records by calling or visiting our Health Information Management Department. You or your legal representative will need to complete a request form allowing you to pick up your records once they are available. A fee is charged for copying services and you must present an ID.

To reach Health Information Management, call 419-660-2702. The office is open Monday through Friday, 7 AM to 4:30 PM.



# Ongoing Services

It's common for patients to need additional or continuing care following their hospital discharge. If you do, Fisher-Titus offers specific options to meet your individualized needs:

## Transitional Care Unit

Our skilled nursing unit is designed for patients who no longer require acute care in a hospital but do need additional short-term care before going home. In the transitional care setting, rehabilitation and specialized nursing care are emphasized. Your physician and a social worker will discuss a transitional care plan with you and your family.

## Rehabilitation Services

Your physician and case manager will have made arrangements with you for health services needed after discharge. Fisher-Titus provides outpatient services including:

- ◇ Laboratory Services
- ◇ Physical Therapy
- ◇ Occupational Therapy
- ◇ Speech Therapy
- ◇ Pediatric Therapy
- ◇ Cardiac Rehabilitation
- ◇ Pulmonary Rehabilitation
- ◇ Wound Care

## Home Health Care

Based on your needs, our full-service, Medicare-certified home care agency provides nurses, nurse aides, social workers, and therapists for continuing care in your home. Private duty nurses and adult sitter services for discharged patients are also available through Fisher-Titus Home Health Care. Your physician and a social worker will discuss a home health care plan with you and your family.

## Home Medical Equipment

If necessary, durable medical and therapy equipment can be ordered and delivered to your home to provide you with the ongoing care you'll need to optimize your quality of life following your hospital stay. Your social worker or case manager will work with you to obtain any prescribed equipment and determine the costs based on your health insurance plans.

## Virtual Visits

You now have the ability to complete a phone or video appointment with your regular healthcare provider without having to physically be in the office. During a virtual visit, our care team can confirm certain medical conditions, determine treatment plans, and submit prescriptions to the pharmacy - all without you leaving the comfort of your home.





# Billing Information

## Explanation of Charges

Your bill will reflect all of the services and amenities you received during your stay at Fisher-Titus: Charges for your room and nursing care, as well as charges for specialized services your physician ordered on your behalf, including imaging, laboratory tests, and procedures.

You also should expect a bill from physicians who were involved in your care during your stay. Typically, your treating and consulting physicians as well as any physician services you receive through the Hospitalist, Emergency, Pathology, Radiology, Cardiopulmonary, Anesthesia, and Surgical departments will be billed to you directly from the physician and are separate from the invoice you will receive from Fisher-Titus.

## Hospital Billing Policies

Fisher-Titus is a nonprofit hospital committed to providing high-quality, medically necessary health care services to all patients.

Our billing and collection policy incorporates expectations of payment for services based on consistent criteria that consider each individual's financial circumstances.

## Insurance

For patients covered by insurance, Fisher-Titus submits timely claims directly to the patient's insurer. The patient's financial responsibility is pursued according to established collection guidelines. Fisher-Titus does not charge interest on patient accounts.

## Financial Assistance

Uninsured or underinsured patients with balances owed can be screened for Medicaid eligibility and financial assistance. If a patient does not qualify for those two options, payment arrangements are made through the hospital's Financial Services office. Two full-time financial counselors are available to assist in resolving the self-pay portion of a patient's account through our three-tiered Charity Care and Assistance program. Fisher-Titus financial counselors can be reached at 419-660-2678 or 800-668-8788 ext. 6278.

## More Information

A general list of charges for care, services, and facilities provided to patients at Fisher-Titus Medical Center is available online at: [fisher-titus.org/patients-visitors/prices.html](http://fisher-titus.org/patients-visitors/prices.html).



# Before You Leave Us

Please understand that your discharge is a process and may take some time.



- ◇ While you are in the hospital, you may be under the care of more than one doctor. Before you can go home, you must be discharged by **EACH** doctor who cares for you.
- ◇ A nurse will let you know when to call for your ride.
- ◇ What are your questions?
- ◇ Did you get written instructions for your home care? Including next steps regarding:
  - ◇ Prescriptions
  - ◇ Follow-up appointments
- ◇ Do you have all your belongings?
- ◇ We will assist you to your ride.

Thank you for choosing Fisher-Titus to serve your needs.  
Please have a safe trip home.

