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"Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours."

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GUTHRIE

www.Guthrie.org 607-937-7200
Welcome to Guthrie Corning Hospital

Mission Statement
Guthrie works with the communities we serve to help each person attain optimal, life-long health and well-being. We will do so by providing integrated, clinically-advanced services that prevent, diagnose, and treat disease, within an environment of compassion, learning, and discovery.

Vision
Improving Health through Clinical Excellence and Compassion; Every Patient. Every Time.

Values
- Patient-Centeredness
- Teamwork
- Excellence

Thank you for choosing Guthrie to serve your health care needs. We are pleased that you have entrusted your care to us.

The core values of our organization were established more than 100 years ago by our founder Dr. Donald Guthrie, who trained at the famed Mayo Clinic. We have carried this living legacy forward and are dedicated to Dr. Guthrie’s belief that patients deserve a team of highly-skilled and dedicated individuals working closely together, focused on one thing—the patient.

We have worked hard to create a team of physicians and health care professionals, who through our comprehensive network, meet the unique health care needs of each community we serve. Today, Guthrie delivers high-quality health care services to more than 200,000 people throughout the twin tier region of Pennsylvania and New York.

Guthrie’s wide range of services and programs includes:
- Three hospitals: Guthrie Corning Hospital, Guthrie Robert Packer Hospital and Guthrie Troy Community Hospital
- Guthrie Clinic, a multi-specialty group practice of more than 260 physicians and 130 mid-level providers
- 23 regional offices located in 11 counties
- Research Institute offering more than 75 actively enrolling clinical trials
- Home Health Care network including Hospice, Home Health, Lifeline and Med Supply Depot
- HealthWorks Wellness and Fitness Center
- Walk-in Care and Expanded Office Hours at many Clinic offices

It is our privilege to provide you with the high-quality, compassionate care you deserve. Thank you for choosing Guthrie. For more information about Guthrie, I invite you to visit www.Guthrie.org.

Joseph Scopelliti, MD
President and CEO, Guthrie
On behalf of the board of directors, physicians and staff at Guthrie Corning Hospital, I would like to extend a warm welcome to you and your loved ones. We are proud of our tradition of serving the community; providing high quality, compassionate care since 1900.

Our new hospital is designed with you in mind. As a full-service service, state-of-the-art hospital, we offer:

- All single-occupancy inpatient rooms
- Family-centered birthing center
- Expanded outpatient areas
- Technologically-advanced emergency department with 18 treatment areas and adjacent helipad for urgent transport in critical cases
- Spacious Cancer Center with a private patient entrance and inviting patient atmosphere

Designated as a New York State Gold Stroke Center, we are the only hospital in the region named to the 2013 Honor Roll by Niagara Coalition for Quality Health Care for acute stroke care.

Thank you for selecting Guthrie Corning Hospital for your health care needs. We are committed to providing you with an excellent hospital experience. If you or your family needs anything, or have any questions during your stay, please feel free to contact your nurse or dial 0 and ask to speak to the supervisor. If further assistance is needed, contact my office at extension 7536.

Sincerely,

Shirley Magana
President, Guthrie Corning Hospital
Our Commitment to Care

Ethics Committee
When a health care choice also involves an ethical concern—such as a family member’s wish to refuse life-sustaining treatment, or a disagreement between family members or other caregivers concerning Advance Directives—decision-making can become overwhelming. Our Ethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or other staff member.

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your doctor, nurse or the nursing supervisor (dial “0”). If you feel that your issue wasn’t resolved, please contact our Patient Safety Officer at extension 7572 with your complaints or concerns. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with either of the following:

New York State Department of Health
Centralized Hospital Intake Program
433 River Street, 6th Floor
Troy, NY 12180
800-804-5447
Email: hospinfo@health.state.ny.us

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
Email: complaint@jointcommission.org
Your Satisfaction

We encourage your feedback to improve care.

Your health care is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable.

What is HCAHPS?
The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable health care consumers to review and compare hospitals before choosing a health care provider.

You are part of the team

COMMUNICATE It’s your health; don’t be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your health care team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

Hospital Compare
is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.

www.hospitalcompare.hhs.gov

The Joint Commission
has created quality and safety standards for health care organizations. The Joint Commission reviews, accredits, and certifies health care organizations that meet its high standards. Quality reports for all accredited organizations are available on its website.

www.qualitycheck.org
### Telephone Directory

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>607-937-7251</td>
</tr>
<tr>
<td>Business Office</td>
<td>607-937-7002</td>
</tr>
<tr>
<td>Cafeteria</td>
<td>607-937-7257</td>
</tr>
<tr>
<td>Case Management</td>
<td>607-937-7836</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>607-937-7255</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>607-937-7540</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>607-937-7518</td>
</tr>
<tr>
<td>HealthWorks Wellness &amp; Fitness Center</td>
<td>607-937-4700</td>
</tr>
<tr>
<td>Human Resources</td>
<td>607-937-7277</td>
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<td>Information Systems</td>
<td>607-937-7107</td>
</tr>
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<td>Main Number</td>
<td>607-937-7200</td>
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<tr>
<td>Medical Records</td>
<td>607-937-7551</td>
</tr>
<tr>
<td>New York State Hospital Intake Program</td>
<td>1-800-804-5447</td>
</tr>
<tr>
<td>Patient Advocate</td>
<td>607-937-7572</td>
</tr>
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<td>Pharmacy</td>
<td>607-937-7283</td>
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<tr>
<td>Rehabilitation Services</td>
<td>607-937-4769</td>
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<tr>
<td>Security</td>
<td>607-937-7911</td>
</tr>
<tr>
<td>Social Work</td>
<td>607-937-7960</td>
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</tbody>
</table>

### Getting Ready

#### Prepare to Go Home Before You Arrive...

Preparing to go home can begin before you are even admitted to the hospital. You may, for instance, feel that you will need some assistance when you return home following your hospitalization. Our Case Management Nurse or our Social Worker will be happy to discuss with you any anticipated concerns. We encourage you to call them prior to your admission. Case Management Nurse: 607-937-7836; Social Worker: 607-937-7960

#### Pre-Admission Testing

Whenever your hospitalization can be scheduled (e.g. surgery), your doctor will arrange for you to complete tests and other admission functions before your actual admission date. This is called pre-admission testing. Pre-admission testing allows us to get test results before you enter the hospital, helping your admission go more smoothly and at a more relaxed pace.

Please try to complete your pre-admission testing at the time scheduled by your doctor so we can prepare for your admission.

#### Medications List

Your nurse and doctor will appreciate a list of all medications that you take, but please do not bring medications to the hospital with you. Our pharmacy is completely stocked and will supply your medication needs while you are a patient.
Upon Admission

Your admission to Guthrie Corning Hospital was arranged by your physician, who is a member of our medical staff. If a medical emergency existed, you were admitted and treated immediately on his or her order. If, however, your doctor determined that elective care was required, he or she arranged for a convenient admission time.

Registration

Every inpatient is registered through our admitting office, where vital information (much of which is required by law) is recorded. Your hospital record is kept confidential except as otherwise provided by law or third-party payment contract.

Consents

An authorization for medical and/or surgical treatment must be signed by each patient. In addition, specific authorization must be given for operations, special diagnostic tests, photographs and the release of information. Permits for minors must be signed by parents or legal guardians.

ID Bracelets

An ID (identification) bracelet will be placed on your wrist at the time of your admission to Guthrie Corning Hospital. For your protection and identification by the numerous health care workers who will serve you, this bracelet must be worn at all times until you are discharged.

Your Admission and Inpatient Care

Your admission is based on the severity of your illness and the intensity of the service you require and your care needs are based on an assessment of your physical, psychological and social status as well as your nutritional, functional and educational needs. These assessments continue throughout your contact with us. If we are unable to meet your care needs and the benefits of being treated at another facility outweigh the risks of transporting you, we will transfer you to another medical facility.

What to Bring

Upon admission you may request a patient care kit containing soap, toothpaste, a toothbrush and a comb. The hospital will supply pajamas and robes, but you may bring your own if you prefer. Please leave your valuables at home (see page 11).
Upon Admission

The Care We Provide
Guthrie Corning Hospital provides health care services to all major age and disability groups without regard to race, color, religion, sex, national origin, disability, sexual orientation or source of payment on a 24-hour/7-days-a-week basis. We also provide an adequate number of staff members whose qualifications are commensurate with defined job responsibilities.

Once it has been determined that the appropriate services are available at Guthrie Corning Hospital, an Interdisciplinary Care Plan is started based on data gathered during your assessment. The care plan prioritizes your care needs and lists the strategies for meeting those needs and the expected goals. Your progress toward meeting the goals will be documented in your medical record.

In order to ensure that you and/or your significant other participate in decisions regarding your care, the plan, therapeutic alternatives and risks will be provided to you.

During Your Stay

Parking
Parking is available for patients and visitors at marked parking areas on the Guthrie Corning Hospital campus.

Public Restrooms
Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visiting Hours
- Visitors are welcome. Patients have the right to designate who they want as visitors.
- Hospital visiting hours are generally from 7 a.m. to 9 p.m.
- Requests for visitors outside of these hours should be directed to the unit manager or charge nurse.
- Additional visitation guidelines are available in the following areas:
  - Labor & Delivery
  - Joint Camp
  - Intensive Care Units
    - Please check in with the nursing staff at these areas.
- Visitors should consult with nursing staff to discuss any safety concerns for children less than 13 years old who are visiting a patient.
During Your Stay

For their safety, children less than 13 years of age are not allowed in isolation rooms except in special circumstances and must be approved in advance.

Sometimes visitor limitations or restrictions are necessary based on clinical or patient needs. Restrictions may be posted on patient door. Please check in with staff for additional explanation.

Visitors are expected to follow hospital policies, such as infection control and tobacco free facility and campus.

Entrance and Exit Points

During normal business hours you may use all major entrance points.

After 9 p.m., access is limited to the Emergency Department entrance and visitors should check in with the on-duty security staff located in the entrance of the Emergency Department.

Medications from Home

Please do not bring any medications (prescription, over-the-counter, or illegal drugs) to the hospital. All medications you take while a patient at Guthrie Corning Hospital have been prescribed by your physician, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, unless approved by their physician.

Translators

Sign language, translators and other auxiliary aids and services necessary for effective communication are available free of charge upon request to people who are deaf or hard of hearing. (Translation for those who do not speak English are also available upon request.)

Telephone

Telephones are provided in all patient rooms.

Fire Safety

We regularly conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

Visitor Guidelines

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

Be considerate of other patients by keeping noise to a minimum.

Refrain from visiting if you have a cold, sore throat or any contagious disease.

Observe “No Visiting” and precaution signs before entering the room.

Guthrie campuses are tobacco free. Smoking is permitted off campus.

Leave the room during tests or treatments if asked.

Cell Phones

Cell phones may be used anywhere on campus except within three feet of certain equipment. These pieces of equipment are noted by a special sticker. If you are unsure if cell phone use is permitted in a certain area, please ask a member of the clinical staff.
During Your Stay

Where’s the Cafeteria?
The cafeteria at Guthrie Corning Hospital is located on the ground floor. When the cafeteria is closed, packaged food and snacks are available in the vending machines located near the cafeteria. Visitors are welcome to dine in the cafeteria.

Hours:
Monday through Friday: 7 a.m. to 6 p.m.
Saturday & Sunday: 9 a.m. to 2 p.m.

Hot food is available as follows:
Breakfast
7 to 10:30 a.m.
Lunch
11:15 a.m. to 1:30 p.m.
Dinner
4:15 to 6 p.m.

Extended meal times are available for patients in Labor and Delivery and Intensive Care units. For additional information please refer to your menu card.

Vending Machines
Vending machines offering beverages and snacks are available near the cafeteria. They are available 24 hours a day, 7 days a week.

Smoking/Tobacco Use
Guthrie prohibits the use of all tobacco products at all of its campuses and office locations. This policy will be enforced in a manner which promotes prevention and awareness, and provides education for those who use tobacco.

Mail and Flowers
Mail and flowers will be delivered to you by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address. Outgoing mail is picked up regularly.

Reading Materials
Books are available at the gift shop.

Patient Meals
During your stay you will receive a pre-select menu with your first meal. The menu lists all meal items planned for the week, with some items modified to accommodate physician-prescribed diets. A representative from Food and Nutrition Services will visit you and introduce our menu and obtain your food preferences. To discuss your menu choices, please call 607-937-7257.

Gift Shop
The Auxiliary Gift Shop is located on the ground level. Phone orders are welcome during business hours. Delivery to your room is available. Credit cards are accepted.

Hours of Operation:
Monday–Thursday: 8:30 a.m. to 9 p.m.
Friday: 8:30 a.m. to 6 p.m.
Saturday & Sunday: 11 a.m. to 2 p.m.

Hours may vary depending upon availability of volunteer staff.

Pastoral Services at Guthrie Corning Hospital
Guthrie Corning Hospital staff is trained in providing support to families experiencing a medical crisis. They also partner with area clergy and CareFirst to provide support to patients and their families. For more information please ask the Nurse Manager.
**TV**

The hospital does not allow the use of private televisions. Please be considerate of others by keeping the TV and radio volume down, using an ear piece and turning off your TV at bedtime.

### TV Channel Listing

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
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<tbody>
<tr>
<td>2</td>
<td>WENY-DT3</td>
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<tr>
<td>3</td>
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<td>WENY</td>
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<tr>
<td>5</td>
<td>C-SPAN</td>
</tr>
<tr>
<td>6</td>
<td>TV Guide</td>
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<td>7</td>
<td>YNN</td>
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<td>8</td>
<td>WSKG</td>
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<td>WGN America</td>
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<td>10</td>
<td>ION Television</td>
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<td>11</td>
<td>WETM-2</td>
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<tr>
<td>12</td>
<td>WENY-DT2</td>
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<td>13</td>
<td>WYDC TV</td>
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<tr>
<td>14</td>
<td>The Weather Channel</td>
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<td>15</td>
<td>MTV</td>
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<tr>
<td>16</td>
<td>CNN</td>
</tr>
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<td>17</td>
<td>TNT</td>
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<tr>
<td>18</td>
<td>The Discovery Channel</td>
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<td>19</td>
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<td>Comedy Central East</td>
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<td>Time Warner Cable Sports</td>
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<td>SportsNet New York</td>
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<td>Travel Channel</td>
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<td>E!</td>
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<td>Nickelodeon</td>
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<td>A &amp; E</td>
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<tr>
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<td>CNBC</td>
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<td>42</td>
<td>Bravo</td>
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<td>72</td>
<td>HGTV</td>
</tr>
<tr>
<td>86</td>
<td>Landing Channel</td>
</tr>
</tbody>
</table>

**Leave Your Valuables At Home**

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay.

Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in a drawer in your bedside table when not in use. Please don’t put them on your bed or food tray—they may be damaged or lost. Guthrie Corning Hospital cannot be responsible for replacement of personal belongings.
Speak Up!

Take charge of your care.

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns and don’t be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you’ll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff.

STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It’s your body and you have a right to know.

PAY ATTENTION: Make sure you’re getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate.

ASK WHAT MEDS & WHY: Know what medicines you take and why you take them.

CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission’s quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the health care team.

Remember:
- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

Don’t Get Overwhelmed, Write It Down!

Speaking Up About Your Health: A Guide to Patient Rights and Responsibilities

Courtesy of The Joint Commission.
Stay Safe

You can contribute to health care safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and care partners. The following information will help make your hospital stay safe and comfortable.

Don’t Be Afraid to Ask...
A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don’t ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- Ask about tests or procedures, why you need them, when they will happen and how long it will be before you get the results.

Employee ID
All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on a caregiver, please call your nurse immediately.

Patient Identification
Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be frustrating for you. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.
Fighting Infections

While you’re in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, your family and friends should wash hands:
1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your health care providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, both when entering and exiting your room and in between touching patients. Health care providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Doctors, nurses and other health care providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they’ve cleaned their hands.

Happy Birthday to You.
Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

No Soap? No Problem.
Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
Preventing Medication Errors

By taking part in your own care, you can help the members of your health care team avoid medication errors. Here’s how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember—you play an important role in helping to reduce medication errors.
STAY SAFE

Prevent the Spread of Multi-Drug Resistant Organisms

When you are admitted into the hospital you may have a nasal swab done to determine if you have MRSA (methicillin-resistant Staphylococcus aureus). This is a multi-drug-resistant organism (MDRO) that is frequently found in patients. MDROs are bacteria that are resistant to antimicrobial drugs (antibiotics), so precautions must be taken to ensure that the MDRO isn’t spread.

If your culture is positive, you will be placed on isolation. This means staff will wear gowns, gloves or masks when they treat you. Your family and visitors are expected to do the same to help prevent the spread of bacteria. These are the most common types of MDROs:

MRSA: Methicillin-Resistant Staphylococcus Aureus

MRSA is a bacterium that is carried on the skin or in the noses of healthy people and is a common cause of minor skin infections. It can also cause surgical wound infections, bloodstream infections and pneumonia.

To prevent the spread of MRSA:

- **Cover your wound:** Keep areas of affected skin covered with clean, dry bandages.
- **Clean your hands:** Anyone in close contact should clean hands with soap and warm water or an alcohol-based sanitizer.
- **Do not share personal items:** Avoid sharing clothing, towels or razors.
- **Talk to your doctor:** Tell any of your health care providers that you have a MRSA infection. If you have a wound that does not heal or a boil or “spider bite” that looks infected, see your doctor.

VRE: Vancomycin-Resistant Enterococci

Enterococci are bacteria that are normally present in the intestines and in the female genital tract. Vancomycin is an antibiotic that is often used to treat infections caused by enterococci. When enterococci become resistant to vancomycin (not killed by it) it is called VRE. VRE can cause infections of the urinary tract or the bloodstream, or of wounds. Most VRE infections can be treated with antibiotics other than vancomycin. If you develop VRE while on a urinary catheter, removal of the catheter can help get rid of the infection.

C. diff: Clostridium difficile

C. diff is a germ that can cause diarrhea and serious intestinal conditions. When you are healthy the good bacteria in your body keep the C. diff germs under control. But when you take antibiotics they kill the good bacteria, making the C. diff germs strong.

To help prevent C. diff:

- Make sure that all health care providers clean their hands before and after caring for you.
- Be sure to clean your hands.
- Only take antibiotics as prescribed by your doctor.

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STAY SAFE

Do You Need Vaccines?

You’re never too old to get immunized. Speak with your health care provider about getting and maintaining protection against the following common health conditions:

**Seasonal influenza (flu).** In general, anyone who is 6 months or older can benefit from the protection of a flu vaccination. There are two types of vaccines: the flu shot and nasal-spray flu vaccine. The flu shot consists of a killed virus that is given with a needle, usually in the arm. The flu shot is approved for healthy people as well as those with chronic medical conditions.

The nasal spray is a vaccine made with live, weakened flu viruses that do not cause the flu. It is approved for use in healthy people 2 to 49 years of age who are not pregnant.

**Tetanus.** Everyone needs protection from tetanus. If you have not had a booster shot in 10 years or more, you should receive a tetanus shot. If you never had the initial childhood tetanus vaccines, you should receive a series of three tetanus shots.

**Shingles (for adults 60 years and older).** Shingles is a painful skin rash that is caused by the varicella zoster virus (VZV), the same virus that causes chickenpox. Anyone who has had chickenpox can develop shingles because VZV remains in the nerve cells of the body after the chickenpox infection clears. VZV can reappear years later, causing shingles.

**Pneumococcal disease (for adults 65 years and older and adults with specific health conditions).** The pneumococcal shot protects you from getting a serious infection in your blood or brain that can cause dangerous health problems, hospitalization or death. You should get the pneumococcal shot if you:
- are 65 years of age or older.
- have a long-term health problem, such as heart disease, lung disease, sickle cell disease or diabetes.
- have a disease or condition that lowers your body’s resistance to infection, such as: Hodgkin’s disease, lymphoma or leukemia, kidney failure, multiple myeloma, nephrotic syndrome, HIV infection or AIDS.
- are taking a drug or treatment that lowers your body’s resistance to infection, such as: long-term steroids, certain cancer drugs and/or radiation therapy.
- are a smoker or have asthma.
- are a resident of a nursing home or long-term care facility.

**Speak with your health care provider about vaccinations for hepatitis A, hepatitis B and measles, mumps and rubella (MMR).**
STAY SAFE

Preventing Falls

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or they’ve been sitting or lying down for too long. Guthrie Corning Hospital cares about our patients’ safety. Please help us keep you safe by following these guidelines during your hospital stay:

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear non-skid socks or slippers.
- Make sure your robe or pajamas don’t drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.

PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICATIONS THAT MAY MAKE THEM DIZZY, WEAK OR UNSTEADY

DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out
Patient safety is our #1 priority. We encourage patients and their families to be involved in their care through the following ways:

**Preventing Infections**
- Ask doctors, nurses, and other staff if they have washed their hands when they enter your room. Request that visitors also wash their hands often. Washing can be with foam or gel (wall device) or with soap and water.
- If you have any type of catheter, ask every day if that catheter can be removed. Catheters can cause infections.

**Preventing Identification Errors**
- Check your ID bracelet to make sure all information is correct. All staff should use this bracelet to confirm your name before any treatments or tests.
- Make sure that blood and other specimens taken from your body are labeled in your presence (in front of you).

**Preventing Falls**
- Ask a nurse about your fall risk level and what steps are being taken to reduce that risk.
- Keep the call bell, your eye glasses, and other items you need within reach, and wear non-skid footwear.
- If you need assistance walking, request help before the need to use the bathroom becomes urgent.

**Preventing Venous Thromboembolism (blood clots)**
- Ask if you are observed by clinicians to identify your risk for blood clots.
- If you are at risk for blood clots, ask what treatments you should receive.
- Ask every day if you are getting the treatments you should to reduce blood clots.

**Communication and Teamwork**
- **Be familiar** with what medications you are taking, your allergies, and your complete medical history. Inform the nurse/physicians of this important information.
- **Participate** when doctors and nurses meet at your bed to discuss your care and ask for an explanation if you are confused about something with your treatment.

**Follow-up instructions** – which provider you should visit (and when), and how this provider will receive the records from your hospital stay.

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**Patient Safety Checklist**

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Do you ever leave the doctor’s office feeling like you didn’t have the time to get your questions answered or your concerns voiced? While the typical doctor’s visit lasts just 15 minutes, there are steps you can take to make the most of the time you do have.

1. Be prepared.
Start at home by making a list of your concerns and questions. Bring this to your doctor’s visit, along with a current list of all medications you are taking, including vitamins, herbs and over-the-counter medicines. If you are seeing this doctor for the first time, bring a copy of your health history. If you’ve recently had a hospital stay, bring along copies of your hospital records, including a list of any medications you were prescribed while in the hospital.

Communicating with your doctor is key. Don’t be afraid to speak up, ask questions and share information so you receive the best possible care.
2. **Show and tell.**

Share the following information with your doctor during your visit:
- Your reason for making the appointment
- Any symptoms you are having
- How long you’ve had your symptoms
- Any home remedies you’ve tried
- Any changes in your mood, sleep, diet and physical activity levels

3. **Ask questions.**

Ask every time you don’t understand something your doctor tells you. Don’t be afraid to ask your doctor to repeat something she or he has said, or to ask that it be explained in simpler terms. Take notes during the visit so you don’t forget important information. Also:
- If your doctor wants to schedule tests, be sure you understand exactly what they are, why you need them and how long it will be before you get the results.
- If your doctor wants to prescribe new medication, be sure you understand what the medication is for, what the correct dosage is, how long you’ll need to take the medication and what, if any, side effects to watch out for. Be sure to ask if this new medication will interfere in any way with the medications you are currently taking.
- If you are dealing with a specific disease, such as breast or prostate cancer, or a medical condition, such as high blood pressure, ask for educational materials that you can take home.

4. **Know before you go.**

Before you leave the doctor’s office, be sure you know what the next steps are.
- Will you need to return for another visit or for follow-up tests?
- Will you need to fill a prescription?
- Will you need to monitor your diet or activities?
Take Notes

REFERENCE QUESTIONS

Before surgery or procedure
- What will happen before the (surgery, procedure)?
- How long will it take?
- Where can my family wait for me?
- What effects (temporary or permanent) will the surgery have on me?
- What is the doctor’s experience in performing this procedure?
- What medicines will be prescribed (short term/long term)?
- For how long will I have to rest at home after surgery?

After surgery or procedure
- When should I call my doctor?
- How long should I stay in bed?
- How much activity can I do?
- What type of diet should I eat?
- How soon can I drive?
- When can I go back to work?
- Can I have sex?
- When should I schedule a visit to the doctor?
- What changes should I make in my lifestyle?
Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?
When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. At Guthrie Corning Hospital, we encourage respect for the personal preferences and values of each individual.

1. You have the right to respectful care given by competent personnel and also, reasonable access to care in a manner that is timely and that minimizes discomfort.

2. You have the right to expect emergency procedures to be implemented without unnecessary delay.

3. You have the right to considerate and respectful care with consideration of your psychosocial, spiritual, and cultural values that may influence our perceptions of illness and care. You have the right to good quality care and high professional standards that are continually maintained and reviewed.

4. You have the right to request care as long as care is deemed medically necessary, and to participate in the development and implementation of your plan of care.

5. You or your authorized representative has the right to be well informed in layman’s terms about your illness, possible treatments and likely outcomes including unexpected outcomes, and to discuss this information with your doctor so that you may make an informed decision.

6. You have the right to know the names and roles of people treating you.

7. You have the right to consent or refuse medical care or treatment, as permitted by law, and to be informed of the medical consequences of such refusal. If you refuse a recommended treatment, you will receive other needed and available care. You have the right, except for emergencies, for the physician to obtain necessary informed consent prior to the start of any procedure or treatment or both.

8. You have the right to a Living Will and Durable Power of Attorney and to have hospital staff and practitioners who provide care in the hospital comply with these directives. These documents express your choices about your future care and name someone to make decisions for you if you cannot speak for yourself. If you have written advance directives, you should provide a copy to the hospital, your family, and your doctor.

9. You have the right to receive care in a safe setting and be free from all forms of abuse and harassment.

10. You have the right to be free from physical and mental abuse, and corporal punishment. You also have the right to be free from restraint, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others, and must be discontinued at the earliest possible time.

11. You have the right to personal privacy and confidentiality of information,
within limits of the law. The hospital, your doctor, and others caring for you will protect your privacy as much as possible, including where examinations and discussions regarding your care are held.

12. You have the right to expect that treatment records and communications will be kept confidential unless you give permission to release information or law requires information reporting. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.

13. You and your legally designated representative have the right to access and review information contained in your medical records within a reasonable time frame or as required by law unless restricted for medical and/or legal reasons.

14. You have the right to a safe referral or transfer when recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You cannot be transferred until another institution agrees to accept you.

15. You have the right to know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers or insurers.

16. You have the right to be informed of any research or clinical trials affecting your care and to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.

17. You have the right to inform hospital staff about your concerns and complaints regarding your care, which will not affect your future care. You have the right to seek a review of your care concerns, including coverage decisions and discharge concerns and expect a timely response in a manner that you can understand.

18. You or your designated representatives have the right to know about hospital resources, such as the manager, patient advocate and ethics committee that can help you address complaints, grievances or ethical concerns.

19. You have the right to have a family member or representative of your choice or your own physician notified of your admission to the hospital.

20. You have the right to receive information in a way that you understand, including to have access to a translator/interpreter free of charge if you do not speak or understand English or are hearing impaired. This also includes providing you with help if you have speech, vision or cognitive impairments.

21. You have the right to assistance in obtaining consultation with another physician at your request and expense.

22. You have the right to medical and nursing services without discrimination based upon age, sex, race, color, religion, sexual orientation, income, education,
Rights & Responsibilities

23. You have the right to expect that the hospital will get your permission before taking photos, recording or filming you if the purpose is for something other than identification, care, diagnosis or therapy.

24. You have the right to examine and receive a detailed explanation of your bill and charges. You have the right to receive counseling on ways to pay for your hospital bill.

25. You have the right to be informed about discharge, to receive instructions on follow-up care, and to participate in decisions about your plan of care after discharge.

26. You have the right not to be denied access to an individual or agency that is authorized to act on your behalf to assert or protect your rights as described in this document.

27. You have the right to effective pain management.

28. You have the right subject to your consent to receive the visitors whom you designate.

29. You have the right to know what rules, regulations and responsibilities apply to your conduct as a patient.

30. You have the right to be informed of your rights as soon as possible during your hospital stay.

Patient Responsibilities:

1. You are responsible for providing accurate and complete information about your health, including past or present illnesses, hospital stays and use of medication.

2. You are responsible for asking questions when you do not understand information or instructions.

3. You are responsible for telling your doctor if you believe you can’t follow through with your treatment. You are responsible for your actions if you refuse care or do not follow your plan of care.

4. You and your visitors are responsible for being considerate of the needs of other patients, staff and the hospital.

5. You are responsible for following hospital instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.

6. You are responsible for providing information about your insurance coverage and for working with the hospital to arrange payment and meet financial commitments.

7. You are responsible for recognizing the effect of life-style on your personal health.

8. If you are undergoing same day surgery or a procedure with sedation or anesthesia, you are responsible for having an adult of at least 18 years of age with you to receive discharge instructions and to drive you home. This person must remain at the facility or be immediately available through cell phone.
What are Your Advance Directives?

Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance. Here is a brief description of each kind of Directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Health Care Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren’t known.

Durable Power of Attorney

For health care: A legal document that names your health care proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?

A living will, health care proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about Advance Directives or to obtain forms, please speak with your nurse.
You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

What information is protected?
- Information your doctors, nurses and other health care providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.
Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint
To make sure that your health information is protected in a way that doesn’t interfere with your health care, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends or others with your approval who are involved with your health care or your health care bills
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

Medical Records Release Forms

To have your medical records disclosed to another individual or organization, the patient/guardian must call 607-937-7551 to request a release form or complete our request form online at www.Guthrie.org. The completed form can then be submitted to our medical records department.

Giving Back

We hope that you may wish to help Guthrie Corning Hospital at some time in the future. Here are a few of the ways that you may help. If you need further information, please call our Fund Development Office at extension 7455 (607-937-7455).

You may also send your gift of $100 or more to:

**Guthrie Corning Hospital**
Fund Development Office
One Guthrie Drive
Corning, NY 14830
Don’t Leave Until…

6 things to know before you walk out that hospital door.

When it’s time to be released from the hospital, your physician will authorize a hospital discharge. This doesn’t necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see If You Disagree, at right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital’s discharge planner, who may be a nurse or a social worker. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree
You or a relative can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.
Make sure you have the following information before you leave the hospital:

1. **Discharge summary.** This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done and what medications were prescribed.

2. **Medication list.** This is a listing of what medications you should take, why, in what dosage and who prescribed them.

3. **Rx.** A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don’t run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.

4. **Follow-up care instructions.** Make sure you have paperwork that tells you:
   - what, if any, dietary restrictions you need to follow and for how long
   - what kinds of activities you can and can’t do, and for how long
   - how to properly care for any injury or incisions you may have
   - what follow-up tests you may need and when you need to schedule them
   - what medicines you must take, why, and for how long
   - when you need to see your physician
   - any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
   - telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

5. **Other services.** When you leave the hospital you may need to spend time in a rehabilitation facility, nursing home or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. **Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care.
After-Hospital Care

Know what your health care options are after you leave the hospital.

When you leave the hospital, you may need to spend some time in a rehabilitation facility, nursing home or other institution. Or you may be able to stay home and receive health care services there. Be sure that you and your caregiver understand the plan for your care before you are discharged from the hospital.

Here’s a brief explanation of the various services that you may use during your recovery.

Home Health Care
Health care provided by medical professionals in a patient’s home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy and assistance with daily activities and homemaker services, such as cleaning and meal preparation.

Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Medicare-Covered Equipment and Supplies
If you need durable medical equipment (such as a walker, wheelchair, crutches or a hospital bed) Medicare will only cover the cost if you get it from a supplier enrolled in the Medicare program. This means the supplier has been approved and has a Medicare supplier number. If your supplier does not have a Medicare supplier number, Medicare will not pay your claim. To find a supplier enrolled in the Medicare program, visit www.medicare.gov and select “Find Suppliers of Medical Equipment in Your Area” or call 800-MEDICARE (800-633-4227). TTY users should call 877-486-2048.
After-hospital care that is tailored to your needs can speed your recovery and help you get back to your normal routine.

**Independent Living**
Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, and social outings and events are provided.

**Assisted Living**
An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors’ appointments, shopping, etc.

**Nursing Home**
A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities, such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer’s disease or memory loss.

**Hospice**
A licensed or certified program that provides care for people who are chronic, progressive and terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.
Preparing to Leave the Hospital

When You Are Discharged
Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don’t be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

In Need of Financial Assistance?
If you are in need of assistance with your hospital bill, call Hospital Financial Counseling at 607-937-7518.

Uninsured?
If you are in need of assistance with your hospital bill, call Hospital Financial Counseling at 607-937-7518.

When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures. Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.
- If you had blood work or other tests done, be sure you know the results before you are discharged.

Lifeline®
Emergency assistance at the push of a button, that’s what Lifeline® will offer you or your loved one. Most people, regardless of age or physical condition, want to live independently in the comfort of home. Lifeline® can give you or someone dear to you the confidence and freedom to do just that, by providing a push-button connection with 24-hour local emergency assistance.

Lifeline® is perfect for active seniors who live alone, new mothers, the physically challenged, or bedridden, postoperative patients and those with heart problems or diabetes. Whenever you need help, just press your lightweight, waterproof help button. It activates a small home communicator attached to your phone, connecting you immediately with a state certified emergency medical technician at Guthrie’s Robert Packer Hospital. He or she will talk with you to find out what kind of help you need, then call one of your friends, neighbors or relatives to come check on you at your home.

If it’s an emergency, your Lifeline® monitor will call for professional help - ambulance, police or fire department. And if you press your button and can’t speak, don’t
worry. The monitor has your basic medical information at hand and will know what to do.

For more information, please call 800-327-0736.

**Billing & Insurance**

**What a Hospital Bill Covers**
The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital will submit 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 that you have the final responsibility for payment of your hospital bill.

**Insurance and Financial Arrangements**
A Patient Access Representative will verify your insurance. Verification is accomplished within 24 hours of admission or in advance for scheduled outpatient services Monday through Friday, and within 72 hours for weekend admissions.

Hospital insurance plans often do not provide full coverage of the hospital bill. Your hospitalization coverage is a contract between you and your insurance company. We will cooperate in the effort to collect the full amount of benefits from your insurance company, but you are ultimately responsible for the hospital bill. If you have questions concerning your bill, call Customer Service at 607-937-7002.

You may be required to make a deposit at the time of admission or before outpatient services if:
- There is no insurance coverage
- A deductible is due
- The insurance coverage is less than 100 percent
- Your policy will not pay for a private room
- You owe previous outstanding balances

**Coordination of Benefits (COB)**
Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under

**Consent Forms**
A Patient Access Representative will ask you to sign consent forms authorizing your physician and the hospital to care for you during your visit to our hospital. During your stay, you may also be asked to sign additional consent forms, which are specific for certain surgeries or procedures. You, your next of kin or a guardian for minors may sign these forms. You have the right to speak with your attending physician or the physician who will perform the procedure and have your questions answered before signing. You will also be asked to sign a consent form to release information for the purposes of billing your insurance company.

**Pre-Certifications/Authorizations**
You are responsible for getting any pre-certification/authorization required by your insurance. Our Patient Access office will contact your physician’s office for the authorization or pre-certification numbers.
Preparing to Leave the Hospital

Guthrie Corning Hospital is required to submit patient medical record and billing data to the Department of Health pursuant to Section 405.28 and 405.29 of Article 2, subchapter A, Chapter V, Title 10 (Health) of the Official Compilation of Codes, Rules, and Regulations of the State of New York. The privacy, confidentiality and security of the information supplied is protected pursuant to Section 405.30 of Article 2, Subchapter A, Chapter V, Title 10 (Health) of the Official Compilation of Codes, Rules, and Regulations of the State of New York.

For further information concerning SPARCS, please contact:

**Director**
Statewide Planning and Research Cooperative System Bureau (SPARCS)
Mayor Erastus Corning, 2nd Tower–Room 2276
The Governor
Nelson A. Rockefeller
Empire State Plaza
Albany, NY 12237

two or more insurance policies. This usually happens when both husband and wife are listed on each other’s insurance policies, or when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

**Medicare**
We will need a copy of your Medicare card to verify eligibility and to process your 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 are the patient’s responsibility.

**Medicaid**
We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

**Commercial Insurance**
As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.
As an active member of your health care team, you can make your surgical procedure and follow-up care as safe as possible. Here’s what you need to know.

**Before Your Surgery**

- Bring a list of any questions you have about your surgery to your pre-surgical doctor’s visit. Also bring a list of all the prescription, over-the-counter and herbal medications that you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure.
- Be sure your surgeon knows about any allergies you have to medications and foods.
- Ask your surgeon whether you can eat or drink before your procedure and if so, what kinds of food or drink, and within how many hours of your surgery.
- Ask your surgeon whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion and if there are other preparations you need to make prior to surgery.
- Find out if you will need therapy after your surgery, who will arrange for it and whether you can have therapy at home.
- Arrange for transportation to and from the hospital or surgical center.
- Ask a relative or friend to go to the hospital or surgical center with you, to stay during your procedure and accompany you home afterward.

**Rx**

X marks the spot—be sure any mistaken markings on your body are completely cleaned off.

**It’s hard to remember everything yourself.**

When you meet with your doctor bring your questions and a friend. Your friend can help listen, take notes and help ask questions, too.
A Team Effort
Here’s how to work with your surgical team to get the best outcome:
- Know the preparations you must make before your surgery.
- Arrive at the hospital or surgical center as instructed.
- Review paperwork carefully before signing.
- Make sure the proper part of your body is marked for surgery.
- Get your post-surgical care instructions in writing before you leave.

On the Day of Your Surgery
- Shower or bathe and wash your hair. Don’t wear makeup or perfume. Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards and other valuables at home.
- Allow yourself plenty of time for travel.

Before Your Procedure Begins
- Staff at the hospital or surgical center should ask you the following questions more than once before your surgery:
  - Your name
  - What kind of surgery you’re having
  - The part of your body that is being operated on
- A health care professional will mark the spot on your body that is going to be operated on. Make sure he or she marks only the correct part. If he or she makes a mistake and has to make a new mark, be sure the old mark is completely cleaned off.
- Ask your surgeon if the team will take a “time out” just before your procedure. This is done to make sure the team is doing the right surgery on the right body part of the right person.

After Your Surgery
- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after surgery, ask what they are and what they are for. Ask about side effects. If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications and for how long.
- If you are given IV (intravenous) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.
- Ask your surgeon if your activities need to be limited, and if so, for how long. Ask when you will be able to resume work, exercise and travel.
- Be sure to get instructions for post-surgical care in writing before you leave.
HIPPOCRATES C. 460-377 B.C.

“...I will use treatment to help the sick according to my ability and judgment...”

Staff Definitions

Understanding your health care team.

Hospitalists
A physician who manages your hospital experience from admission until discharge.

Nurses
A registered nurse is responsible for supervising patient care and directing the nursing and support staff of each unit. Registered nurses are assisted by nursing assistants and nurse technicians.

Care Partners
Our Care Partners will work with you and other members of your patient care team to deliver your care every step of the way.

Dietitians
A registered dietitian will develop a nutrition care plan for you. They are also available to educate you about diets you may need to follow after you are discharged.

Rehabilitation Therapists
Physical therapists, occupational therapists, speech pathologists and audiologists will work with you as necessary, your family and your medical team to help meet goals of recovery.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers and Social Workers
Case Managers will review your medical record and discuss your discharge planning, and can assist you with arranging after-hospital care.

Social workers offer counseling and guidance to help you and your family deal with financial, social and emotional problems related to your illness or hospitalization.

Chaplain
We do not provide a hospital chaplain, but can arrange for your clergy or chaplain to provide services at our hospital chapel. If you do not have a chaplain, we can help you to locate someone. For more information please ask the Nurse Manager.

Volunteers
Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families.

For the Caregiver

Your role as a patient advocate.

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

know what condition
Your loved one is being treated for.

patient’s rights
Know your patient’s rights and responsibilities.
(See page 24).

advance directives
Know whether or not your loved one has an Advance Directive and if so, what it specifies. (See page 27).

ask questions
If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have and don’t be afraid to speak up (See Speak Up! on page 12).

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors.

what’s next?
Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.