



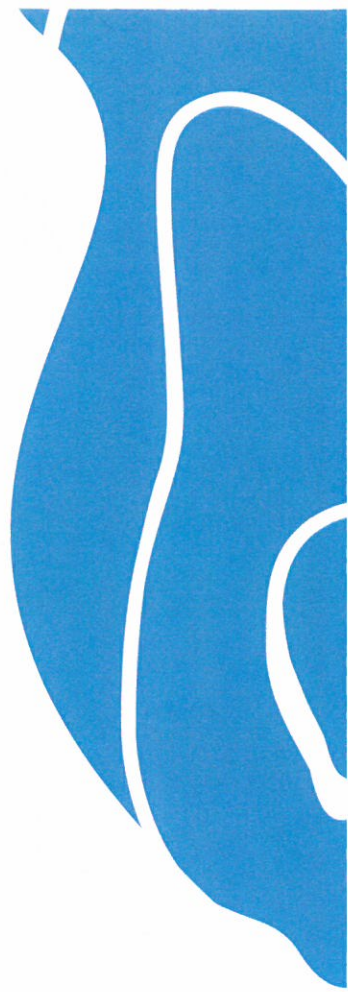
WELCOME TO HOLY CROSS HEALTH

If you are a patient or a visitor

Trinity Health honors the sacredness and dignity of every person, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Trinity Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).



A Member of Trinity Health





*Holy Cross Health encourages our patients to be involved in their care.
We want to ensure that we always address all your questions during your stay.*

Below are answers to frequently asked questions. If you have additional questions or need further clarification, please feel free to ask.

Your Personal Belongings

At Holy Cross health we ask that you have all valuables, jewelry, money, and credit cards sent home for safekeeping. If this is not possible, ask to have these types of items stored in the safe at the Cashier's Office. You will be given a receipt for those items that must be presented when the items are picked up. The hospital is not responsible for these types of belongings unless they are deposited in the safe. You are responsible for your personal items such as glasses, contact lenses, hearing aids, and dentures. We ask that you keep them at your bedside table when not in use (not on your food tray). For dentures or hearing aids, please ask the nurse to provide a cup.

Meals in Your Room

Meals are based on the diet your Physician requested for your condition. Your nurse will give you the menu for your diet, which includes the phone number to call to place your order.

Your Patient Designation

While you are receiving care in the hospital your Physician will determine, based on your medical criteria, whether your stay, or "status" is inpatient or observation. The inpatient or observation status determination is based upon your condition, not the location of your care. For some patients, their status changes during their hospital stay. You will be notified of your status by our registration staff around the time of admission. If your status changes, you will be notified by someone from the Care Management department. If you have questions about your status (inpatient or observation) please speak to your Physician or Case Manager.

When Can I Expect...

- My blood to be drawn for lab tests? Daily labs are typically drawn between 4 and 7am. Labs may need to be drawn throughout the day depending on your health care needs. This allows your Physician to make the necessary decisions related to your care or preparation for a timely discharge.
- To find out results from tests or procedures? Your Physician should provide you and your family with updates on this information during his/her daily rounds.

If you think you will need help at discharge, ask to speak to your Case Manager.

Guidelines for Your Visitors

Visitors are welcome at Holy Cross Health, but we may limit the number of visitors based on your condition or needs and seasonal or public health restrictions. In addition, to provide the safest patient care, some units or departments restrict the number of visitors a patient may have at any one time. We ask that you and your family respect these recommendations because they are intended in the best interest of the patient's healing.

Visitors must stop at the information desk each time they enter the hospital to receive a Visitor's Pass which must be visible on their clothing at all times. Children under 12 years of age must be under the direct supervision of an adult (who is not the patient) at all times.

We ask that visitors who have been recently exposed to a communicable disease or who have signs and symptoms such as a fever, undiagnosed rash or cough, or nasal discharge postpone their visit until they are healthy.

Information on Nonopioid Alternatives for the Treatment of Pain

A guide to working with your healthcare practitioner to manage pain

Prescription opioids are sometimes used to treat moderate-to-severe pain. Because prescription opioids have a number of serious side effects, it is important for you to ask questions and learn more about the benefits and risks of opioids. Make sure you're getting care that is safe, effective, and right for you.



This pamphlet provides information about nonopioid alternative treatments to manage pain. You and your healthcare practitioner can develop a course of treatment that uses multiple methods and modalities, including prescription medications such as opioids, and discuss the advantages and disadvantages of each approach.

Pain management requires attention to biological, psychological, and environmental factors. Before deciding with your healthcare practitioner about how to treat your pain, you should consider options so that your treatment provides the greatest benefit with the lowest risk.

Cold and heat. Cold can be useful soon after an injury to relieve pain, decrease inflammation and muscle spasms, and help speed recovery. Heat raises your pain threshold and relaxes muscles.

Exercise. Staying physically active, despite some pain, can play a helpful role for people with some of the more common pain conditions, including low back pain, arthritis, and fibromyalgia.

Weight loss. Many painful health conditions are worsened by excess weight. It makes sense, then, that losing weight can help to relieve some kinds of pain.

Diet and nutrition. Chronic pain may be the result of chronic inflammation. Some foods can increase inflammation and contribute to pain levels. Reducing or eliminating foods that increase inflammation may provide pain relief.

Yoga and tai chi. These mind-body and exercise practices incorporate breath control, meditation, and movements to stretch and strengthen muscles. They may help with chronic pain conditions such as fibromyalgia, low back pain, arthritis, or headaches.

Transcutaneous electrical nerve stimulation (TENS). This technique employs a very mild electrical current to block pain signals going from the body to the brain.

Over-the-counter medications. Pain relievers that you can buy without a prescription, such as acetaminophen (Tylenol) or nonsteroidal anti-inflammatory drugs (NSAIDs) like aspirin, ibuprofen (Advil, Motrin), and naproxen (Aleve, Naprosyn) can help to relieve mild to moderate pain.



Treatments provided by Licensed Healthcare Providers

Physical therapy (PT) and occupational therapy (OT). PT helps to increase flexibility and range of motion which can provide pain relief. PT can also restore or maintain your ability to move and walk. OT helps improve your ability to perform activities of daily living, such as dressing, bathing, and eating.

Massage therapy. Therapeutic massage may relieve pain by relaxing painful muscles, tendons, and joints; relieving stress and anxiety; and possibly impeding pain messages to and from the brain.

Acupuncture. Acupuncture is based on traditional Chinese medical concepts and modern medical techniques and provides pain relief with no side-effects by stimulating the body's pain-relieving endorphins. Techniques may include inserting extremely fine needles into the skin at specific points on the body.

Chiropractic care. Chiropractic physicians treat and rehabilitate pain, diseases and conditions using manual, mechanical, electrical, natural methods, physical therapy, nutrition and acupuncture. Chiropractors practice a hands-on, prescription drug-free approach to health care that includes patient examination, diagnosis and treatment.

Osteopathic Manipulative Treatment (OMT). Osteopathic physicians (DO) are educated, trained, and licensed physicians, but also receive additional training in OMT. OMT is a set of hands-on techniques used by osteopathic physicians to diagnose, treat, and prevent illness or injury. OMT is often used to treat pain but can also be used to promote healing, increase overall mobility, and treat other health problems.

Behavioral interventions. Mental health professionals can offer many avenues for pain relief and management. For example, they can help you reframe negative thinking patterns about your pain that may be interfering with your ability to function well in life, work, and relationships. Behavioral interventions can allow you to better manage your pain by changing behavior patterns.

Topical treatments and medications. Topical Agents, including Anesthetics, NSAIDs, Muscle Relaxers, and Neuroopathic Agents, can be applied directly to the affected areas to provide needed pain relief and typically have a

minimal risk of side-effects due to low absorption of the medication into the blood stream. Compounded topicals prepared by a pharmacist can be customized to the patient's specific needs.

Interventional pain management. "Interventional" procedures might include an injection of an anesthetic medicine or steroid around nerves, tendons, joints or muscles; spinal cord stimulation; insertion of a drug delivery system; or a procedure to stop a nerve from working for a long period of time.

Non-opioid anesthesia. Non-opioid anesthesia refers to the anesthetic technique of using medications to provide anesthesia and post-operative pain relief in a way that does not require opioids. Anesthetists can replace opioids with other medications selected for their ability to block surgical and post-surgical pain. By replacing opioids and incorporating the variety of anesthetic and analgesic medications that block the process of pain, anesthesia providers can provide a safer anesthetic that avoids the adverse effects of opioids.

Discuss these alternatives with your healthcare practitioner and talk about the advantages and disadvantages of the specific options being considered. Different approaches work better on different types of pain. Some treatments for pain can have undesirable side effects while others may provide benefits beyond pain relief. Depending on your insurance coverage, some options may not be covered, resulting in substantial out-of-pocket costs. Other options may require a significant time commitment due to the number of treatments or the time required for the treatment. Good communication between you and your healthcare practitioner is essential in building the best pain management plan for you.

Helpful Hints and Links

When you are selecting a healthcare practitioner, you can verify their license and find more information at: <https://apps.mqa.doh.state.fl.us/MQASearchServices/>
[Home](#)

You can find more information at these links.

National Institutes of Health: <https://ncch.nih.gov/health/pain/chronic.htm>
Centers for Disease Control and Prevention: https://www.cdc.gov/drugoverdose/pdf/nonopioid_treatments-a.pdf





Managing Pain During Your Hospital Stay

Pain is an individual experience. Managing the pain that you experience takes communication and teamwork between you and your healthcare providers. We are committed to always providing our patients with optimal pain management at all stages of their care.

What is Pain?

Pain is a physical discomfort or suffering caused by illness or injury. Each person's pain is unique. It is affected by your physical condition, past experiences, and your attitudes and emotions. You may not describe or experience pain in the same way as another person with the same condition. Our team recognizes that your pain is what you feel it is.

Why Is It Important to Control Pain?

Our goal is to help return you to your activities of daily living. Pain can affect your activity, mood, sleep, energy and relationships. It is important to control pain to prevent suffering and allow for faster recovery. The goal is to help control the pain, but not have it completely go away. This is because pain can help guide you in the recovery process to allow you not to overwork yourself.

How Can You Inform Your Care Team of Your Pain?

If you are experiencing pain, inform your care team at the onset of your pain. Use these questions to help describe your pain:

- How does your pain feel?
- Is it constant or does it come and go (intermittent)?
- When did it start?
- How long does it last?
- Are you experiencing it in one particular area? Is it radiating to other areas?
- Is it deep or on the surface?
- Is it throbbing, burning, stabbing, cramping, aching, dull, or sharp?
- What makes the pain worse? What makes it better?

How Much Does Your Pain Hurt?

Our team will routinely ask your pain level to help us evaluate if your pain is adequately managed and how best to control it. You will be asked throughout your hospital stay to rate

your pain on a scale of 0 to 10. (0 = No Pain and 10 = the worst pain you can imagine or have ever experienced.)

Pain Management That Is Centered Around the Patient

Our multidisciplinary pain management team is trained in the most current techniques for managing pain. The team's board-certified pain management physicians and nurse practitioners work closely with your medical and surgical, anesthesiology, nursing, and rehabilitation teams to ensure that any pain you may experience is appropriately controlled during your recovery. The focus of our care is centered around you the patient.

Treating Your Pain

Englewood Health's team will create an individualized plan to treat your pain, based on your needs and preferences, aligned with specific goals for your recovery.

- **If you are having surgery, ask your surgeon about his or her plans to control pain after your procedure.** This may include medications that you will receive before the operation to minimize pain later and what medications or other techniques will be available for pain relief after your surgery, which may include nerve blocks, epidurals or patient-controlled analgesia.
- **For both medical and surgical patients, non-medical techniques** such as deep breathing, relaxation techniques, guided imagery, heat or ice, medically supervised acupuncture, and massage therapy can be effective methods of managing pain.
- **Mild to moderate pain is generally treated with non-opioid pain relievers** such as acetaminophen, NSAIDs (non-steroidal anti-inflammatory drugs), ibuprofen, muscle relaxants, and/or nerve-related pain medications, which may be added as appropriate. Please let your care team know if you wish to avoid these kinds of medications.
- **Severe pain may be treated with various approaches and sometimes this may include opioids.** Please let your healthcare provider know if you have any concerns regarding opioids or have had any type of addiction, including alcohol. Opioids can cause side effects including constipation. If taking an opioid prescription, you will be started on stool softeners and a bowel regimen. If you experience any side effects while on these medications, let your nurse know. Opioids are not intended for long-term use. Prescription opioids carry serious risks of addiction, overdose, and death, especially with prolonged use. As you heal your pain will decrease and you will not need opioids.

Taking an Active Role in Your Pain Management

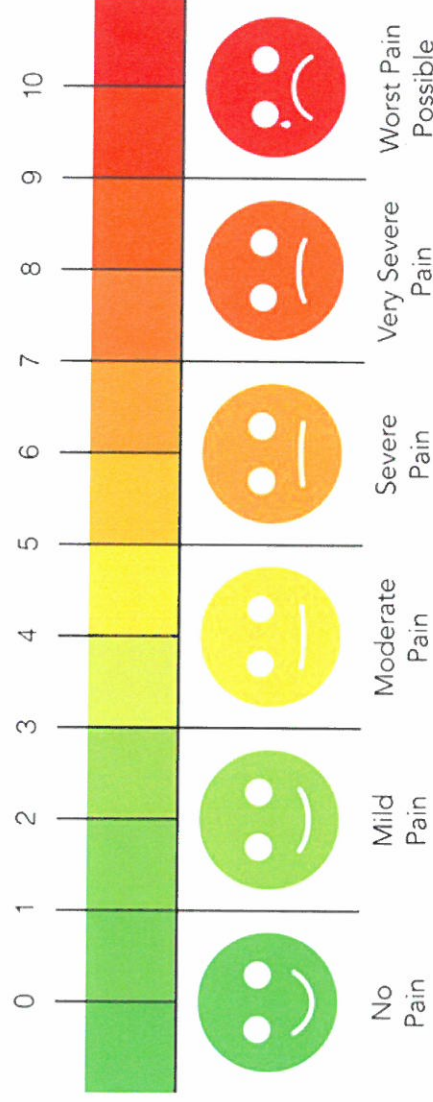
Patients play an important role in effective pain management. You can help improve your pain by:

- **Working closely with your doctors and nurses** (your care team) to develop goals for pain alleviation and to design the best pain management plan for you. Be sure to discuss

any concerns you

may have with your team. Inform your care team of techniques and medicines that have helped or not helped you in the past.

- **Telling your care team about all allergies** and any adverse effects to pain medications that you have experienced.
- **Reporting all medications, dosages and how often you take them.** Discuss your medical history including stomach ulcers, kidney, and liver or bleeding problems.
- **Discussing any anxieties with your doctor.** Anxiety can increase your perception of pain and make it feel worse. Treating anxiety is as often as important as treating the pain itself.
- **Using relaxation techniques.** Relaxation or guided imagery may help to decrease your perception of pain and stress related to your hospitalization.
- **Communicating with your nurse if you feel your pain is not controlled.** In some cases, pain cannot be relieved completely. However, our goal is to decrease your perception of pain, allowing you to rest, heal and participate in rehabilitation from your surgery or illness, so that you may return to your daily life.



Pain Scale

SpeakUp™ To Prevent Infection



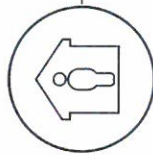
1. Clean your hands ...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.



2. Remind caregivers to clean their hands ...

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection.



3. Stay away from others when you are sick ...

- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.



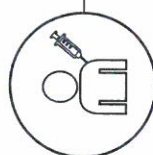
4. If you are coughing or sneezing ...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as possible after you cough or sneeze.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 6 feet between you and others.



5. If you visit a hospital patient ...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patient's room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse.



6. Get shots to avoid disease ...

- Make sure your vaccinations are current — even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

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Prevención de infecciones con Speak Up™



1. Lávese las manos.

- Utilice un gel desinfectante para manos a base de alcohol.
- Utilice agua y jabón si sus manos están visiblemente sucias.
- Lávese las manos antes de tocar o ingerir cualquier alimento.



2. Recuérdeles a los cuidadores que se laven las manos.

- En cuanto entren a la habitación.
- Esto ayuda a prevenir la propagación de gérmenes.
- Es posible que sus cuidadores usen guantes para protegerse.



3. Manténgase alejado de otras personas cuando esté enfermo.

- Si es posible, quédese en su hogar.
- No comparta los utensilios para comer o para beber.
- No toque a otras personas ni salude con un apretón de manos.
- No visite a recién nacidos.



4. Si tiene tos o estornudos:

- Cúbrase la boca y la nariz.
- Utilice un pañuelo o la parte interna del codo.
- Lávese las manos lo más pronto posible después de toser o estornudar.
- Pida una mascarilla cuando llegue al consultorio médico o al hospital.
- Manténgase a una distancia de 6 pies (1.8 metros) de las otras personas.



5. Si visita a un paciente hospitalizado:

- Lávese las manos cuando entre o salga del hospital.
- Lávese las manos antes de entrar o salir de la habitación del paciente.
- Lea y siga las instrucciones de los letreros ubicados fuera de la habitación del paciente.
- Es posible que se le solicite utilizar una mascarilla, guantes, una bata de papel y cubrezapatos.
- De haber toallitas desinfectantes en la habitación, lea las instrucciones. Algunas toallitas son para limpiar equipos médicos y superficies únicamente, y no son aptas para la piel.
- Si no está seguro de qué hacer, pregunte a la enfermera.



6. Vacúnese para evitar las enfermedades.

- Asegúrese de que sus vacunas estén al día, incluso si usted es un adulto.
- Ayude a prevenir enfermedades como la gripe (influenza), la tos ferina y la neumonía.

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Speak Up™ To Prevent Falls



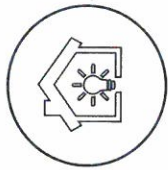
Take care of your health

- Exercise regularly. It builds strength and some exercises can improve your balance.
- Prevent dehydration. It can affect your balance.
- Have your vision checked.
- If your medicine leaves you drowsy, dizzy, weak or confused, tell your doctor. Ask how to reduce these side effects or if you can take another medicine.



Take extra precautions

- Turn on the lights when you enter a room. Do not walk in the dark.
- Make sure your pathway is clear.
- Use the handrails on staircases.
- Sit in chairs that do not move and have arm rests to help you sit down and stand up.
- Wear shoes that have firm, flat, non-slip soles.
- Do not wear shoes that do not have backs on them.
- Replace the rubber tips on canes and walkers when they become worn.



Make small changes to your home

- Install timers, “clap-on” or motion sensors on your lights.
- Declutter regular pathways, such as to the bathroom and in poorly lit areas.
- Use night lights in your bedroom, bathroom and the hallway.
- Remove rugs that can slip. Rubber mats are a good replacement.
- Put frequently used items in easy-to-reach places that do not require using a step stool.
- Make sure it is easy to get in and out of your bed.
- Apply non-slip treads on stairs.
- Apply decals or waterproof, non-slip mats in the bathtub and shower.
- Install grab bars near the toilet and the bathtub or shower.
- A home care agency, personal care and support agency, or community program may be able to help make changes to your home if you live alone and need help.



Ask for help in the hospital or nursing home

- Always use your call button to ask for help getting out of bed. It's for your safety. You may be weaker than you realize.
- Pay attention to what your doctors or nurses tell you about your risk of falling. A fall can mean a longer hospital stay. Also, injuries from a fall can affect your health for the rest of your life.
- Tell your doctor or nurse if your medicine makes you sleepy, light-headed, dizzy, sluggish, unbalanced or confused.
- Do not feel embarrassed asking for help going to the toilet. You will need extra help until you get stronger.
- Wear non-slip socks or footwear.
- Lower the height of the bed and the side rails.

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Speak Up™ Prevención de caídas



Cuide su salud

- Realice actividad física con frecuencia. Esto aumenta su fuerza y algunos ejercicios le ayudan a mejorar su equilibrio.
- Prevenga la deshidratación. Esto puede afectar su equilibrio.
- Hágase un examen de la vista.
- Si el medicamento lo deja somnoliento, mareado, débil o confundido, dígame a su médico. Pregúntele cómo reducir estos efectos secundarios o si puede tomar un medicamento distinto.



Tome medidas de precaución adicionales

- Encienda las luces cuando ingrese a una habitación. No camine en la oscuridad.
- Asegúrese de que no haya obstáculos por donde camine.
- Utilice los pasamanos de las escaleras.
- Siéntese en sillas que no se muevan y que tengan apoyabrazos para que sea más fácil sentarse y levantarse.
- Utilice calzado con suela firme, plana y antideslizante.
- No utilice calzado que no tenga ningún tipo de soporte.
- Reemplace las puntas de goma de bastones y andaderas cuando se hayan gastado.



Realice pequeños cambios a su hogar

- Instale temporizadores, luces que se enciendan y apaguen con aplausos, o luces con sensor de movimiento.
- Mantenga despejadas las vías regulares, como el camino hacia el baño y las zonas con poca iluminación.
- Utilice luces de noche en su habitación, en el baño y en el pasillo.
- Quite las alfombras que puedan deslizarse. En su lugar, utilice alfombras de goma.
- Coloque los objetos de uso frecuente en lugares de fácil acceso que no requieran el uso de un taburete como escalera.
- Asegúrese de que la cama esté diseñada para que pueda acostarse y levantarse fácilmente.
- Coloque bandas antideslizantes en las escaleras.
- Utilice adhesivos o alfombras impermeables antideslizantes en la bañera y en la ducha.
- Instale barras de apoyo cerca del inodoro, la bañera o la ducha.
- Si vive solo y necesita ayuda para realizar estos cambios en su hogar, comuníquese con una agencia de cuidado a domicilio, una agencia de apoyo y cuidado personal o un programa comunitario.



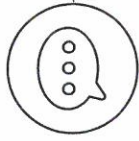
Pida ayuda en hospitales o casas de reposo

- Utilice en todo momento el botón de llamada para pedir asistencia para levantarse de la cama. Es por su seguridad. Puede que sea más débil de lo que piensa.
- Preste atención a lo que le dicen sus médicos o enfermeras sobre los riesgos de caídas. Una caída puede significar una estadía más prolongada en el hospital. Además, las lesiones causadas por una caída pueden afectar su salud por el resto de su vida.
- Hable con su médico o enfermera si el medicamento le produce sueño, vahídos, mareos,

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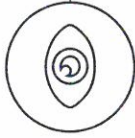
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Speak Up™ About Your Care



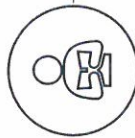
Speak up...

- If you don't understand something or if something doesn't seem right.
- If you speak or read another language and would like an interpreter or translated materials.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



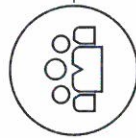
Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.



Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.



Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.



Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.



Use a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.



Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

Speak Up™ se preocupa de los cuidados que recibe



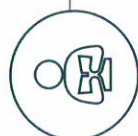
No se quede callado...

- Si no entiende algo o si algo no le parece correcto.
- Si habla o lee en otro idioma y quiere un intérprete o materiales traducidos.
- Si necesita que le expliquen los formularios médicos.
- Si cree que lo están confundiendo con otro paciente.
- Si no reconoce un medicamento o cree que le administrarán un medicamento equivocado.
- Si no está recibiendo un medicamento o tratamiento cuando debería.
- Si ha tenido alergias y reacciones a medicamentos.



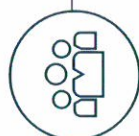
Preste atención...

- Verifique las tarjetas de identificación que utilizan los médicos, las enfermeras y el resto del personal.
- Verifique la tarjeta de identificación de cualquier persona que quiera llevarse a su bebé recién nacido.
- No tema recordar a los médicos y a las enfermeras que se laven las manos.



Eduquese...

- Para poder tomar decisiones fundamentadas acerca de su atención médica.
- Pregunte a los médicos y las enfermeras acerca de su capacitación y experiencia en el tratamiento de su afección.
- Pida información por escrito acerca de su afección.
- Averigüe cuánto tiempo va a durar el tratamiento y cómo se debe sentir durante su transcurso.
- Pregunte acerca de las indicaciones para utilizar los equipos médicos.



Los intercesores (familiares y amigos) pueden ayudar a...

- Dar asesoramiento y apoyo, pero deben respetar sus decisiones acerca de la atención médica que desea.
- Hacer preguntas y anotar la información y las instrucciones importantes para usted.
- Verificar que está recibiendo los medicamentos y tratamientos correctos.
- Revisar el formulario de consentimiento para que todos lo entiendan.
- Recibir instrucciones para la atención de seguimiento y averiguar a quién llamar si su estado empeora.



Obtenga información acerca de sus medicamentos...

- Averigüe cómo lo ayudarán.
- Solicite información acerca de ellos, incluida la marca y los nombres genéricos.
- Pregunte acerca de los efectos secundarios.
- Averigüe si es seguro tomarlos con sus otros medicamentos y vitaminas.
- Solicite una receta impresa si no puede leer la escritura a mano.
- Lea la etiqueta de la bolsa de líquidos intravenosos (IV) para saber acerca de su contenido y verificar que sea para usted.
- Pregunte cuánto tardará el líquido intravenoso en agotarse.



Utilice una organización para el cuidado de la salud de calidad que...

- Tenga experiencia en el cuidado de personas con su afección.
- Brinde la mejor atención para su afección, en opinión de su médico.
- Esté acreditada, lo que significa que cumple con ciertos estándares de calidad.
- Tenga una cultura que valore la seguridad y la calidad, y que trabaje diariamente para mejorar la atención de salud.



Participe en todas las decisiones sobre su cuidado...

- Analice todos los pasos de su cuidado con su médico.
- No tenga miedo de obtener una segunda o tercera opinión.
- Comparta su lista actualizada de medicamentos y vitaminas con sus médicos y enfermeras.
- Comparta copias de su historial médico con los miembros de su equipo de atención médica.
- Pregunte si hay un grupo de apoyo para personas con su afección.
- Dígale a su médico y a su familia si desea que se tomen medidas para salvarle la vida, como la resucitación.

El objetivo de Speak Up™ es ayudar a los pacientes y a sus intercesores a volverse activos en su cuidado.

Los documentos de Speak Up™ están destinados al público y escritos en un formato simplificado (es decir, fácil de leer) para llegar a una audiencia más amplia. No pretenden ser análisis exhaustivos de interpretación de normas u otros requisitos de acreditación, ni representar prácticas clínicas basadas en pruebas o guías de práctica clínica. Por lo tanto, se debe tener cuidado al utilizar el contenido de los documentos de Speak Up™. Los documentos de Speak Up™ están disponibles para todas las organizaciones de atención médica; sin embargo, su utilización no indica que una organización esté acreditada por The Joint Commission.