

## **About Texsan Heart Hospital**

Texsan Heart Hospital opened its doors with 60 beds in 2004. The hospital is owned by a group of investor physicians and our parent company MedCath, Inc. We share in our commitment to health care.

### **Our Mission**

Texsan Heart Hospital is a partnership committed to the delivery of quality, patient-focused, cost-effective and state-of-the-art cardiovascular care for our patients, families and the communities we serve.

### **Our Vision**

Texsan Heart Hospital is committed to being the recognized leader in cardiovascular care in Texas.

### **Our Values**

The success of Texsan Heart Hospital is achieved through its commitment to the following:

- A partnership among dedicated professionals
- Commitment to delivering compassionate care
- A desire to strive for excellence and continual learning
- Dedication to the creation of a safe, trusting and innovative environment through mutual respect and individual integrity

Texsan Heart Hospital is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). If you have any concerns about patient care and safety that have not been addressed by Texsan staff or leadership, you may contact the JCAHO Office of Quality Monitoring at 1-800-994-6610 or via email at [complaint@jcaho.org](mailto:complaint@jcaho.org).

## **Patient's Rights**

**Access to Care:** You have the right to consent to treatment and may not be denied appropriate hospital care because of your race, creed, color, national origin, ancestry, religion, sex, sexual preference, age, handicap or source of payment.

**Billing:** You have the right to examine and receive an explanation of your hospital bill regardless of source of payment and may receive, upon request, information relating to financial assistance available through the hospital.

**Communication:** You have the right to access people outside the hospital through visitors and verbal and written communication.

**Complaints:** You have the right to file a grievance / complaint either verbally or in writing with the hospital and / or state agency and shall be informed of the hospital's policies and procedures for initiation, review and resolution of such complaints. Grievances / complaints will be responded to in a reasonable timeframe.

**Consent:** You have the right to make informed decisions regarding your care, and the hospital must respect your wishes. You may participate as a partner in the healthcare process in the development, implementation and revision of your care plan, treatment and discharge plans to meet your psychosocial, psychological and medical needs.

**Consultation:** You have the right to consult with a specialist at your request and expense.

**Identity:** You have the right to know who is involved in the delivery of your care and to receive information about your illness, course of treatment, outcomes of care and prognosis for recovery in terms and language you can understand.

**Leaving the Hospital:** You have the right to leave the hospital against your doctor's advice to the extent permitted by law. Once you leave the hospital "Against Medical Advice" neither the hospital nor your doctor will be responsible for any harm this action might cause you or others.

**Medical Records:** You have the right to have your medical records, including all computerized medical information, remain confidential. You also have the right to access information contained in your medical record within a reasonable time frame.

**Personal Safety:** You have the right to expect reasonable safety insofar as the hospital's practices and environment are concerned.

**Privacy and Confidentiality:** You have the right to be interviewed and examined in surroundings designed to ensure reasonable visual and auditory privacy.

**Respect and Dignity:** You have the right to be treated with consideration, respect, dignity, comfort and privacy while receiving treatment and personal care.

**Transfer:** You have the right to be transferred to another facility with a full explanation of the reason for transfer, provision for continuing care and acceptance by the receiving facility and doctor. In case of an emergency, you will be stabilized prior to transfer.

## **Patient Responsibilities**

**Consideration:** You are responsible for being cooperative and considerate during the treatment and care process. Patients are responsible for following hospital rules and regulations – including noise control and refraining from smoking – and for being considerate of the rights of others while in the hospital.

**Giving Information:** You are responsible to give, to the best of your knowledge, accurate and complete information about your present health complaints, past illnesses, hospitalizations, medications and other matters pertaining to your health.

**Treatment Plan:** You are responsible for following the treatment plan recommended by your doctor. You are responsible for advising those treating you whether or not you think you can follow a certain treatment plan. You are responsible for your actions if you refuse treatment or do not follow the doctor's instructions.

**Understanding:** You are responsible for informing the nursing staff or doctor if you do not understand a proposed course of action or what is expected of you.

## **Advance Directives**

Texas and federal law give every competent adult, 18 years or older, the right to make his/her own healthcare decisions, including the right to decide what medical care or treatment to accept, reject or discontinue.

If you do not want to receive certain types of treatment or if you wish to name someone to make healthcare decisions for you, you have the right to make these desires known to your doctor or nurse. You also have the right to be told about the nature of your illness in terms that you can understand the general nature of proposed treatments, the risks of failing to undergo treatments and any alternative treatments or procedures available to you.

The hospital acknowledges the psychosocial and spiritual concerns of the patient and the family regarding death and the expression of grief by the patient and the family. Care is provided to all patients with or without advance directives.

Upon your arrival at Texas Heart Hospital, you will be told about advance directives and given written information about them. Please do not hesitate to contact your doctor or nurse for more information about advance directives.

If you have an advance directive, please provide us with a copy as soon as possible upon your admission to the hospital.

## **Policies and State Laws**

### **Nondiscrimination Policy**

Texsan Heart Hospital does not exclude, deny benefits to or otherwise discriminate against any person on the grounds of race, color or national origin. We do not discriminate on the basis of disability or age in admission to, participation in or receipt of the services or benefits of any of the hospital's programs and activities or in employment. This is true for Texsan Heart Hospital staff, contract staff or any other groups that Texsan Heart Hospital uses to carry out its programs or activities.

If you have any questions about this policy or if you want to file a complaint alleging violations of these laws, please call the human resource coordinator at (210) 736-8010.

### **Texas State Laws**

**Texas Concealed Weapon Law:** Under the Concealed Weapon Law, people are prohibited from carrying a handgun onto hospital property. Any person found carrying a concealed handgun will be arrested on criminal trespass charges and prosecuted to the fullest extent of the law.

**Texas Medical Practice Act Disclosure of Health Care Information:** An employee of the hospital can only talk to you about information concerning your health history, diagnosis, treatment or your prognosis, unless you or your legal agent (if you cannot give permission) have given verbal and/or written permission to tell someone else. The permission must state whom we can tell and what kind of information can be given.

This law was passed in order to protect your privacy. Information can be released by law to other healthcare providers, governmental agencies as required by law, an HMO for statistics or to a court if a subpoena has been issued.

**Laws concerning Tissue and/or Organ Donation:** Under the Texas Anatomical Gift Act, effective September 1991, every person has the opportunity to donate organs and/or tissues at the time of death if the patient meets medical criteria for donation. The law says the patient can execute a statement of anatomical gift on a driver's license card or a uniform doctor card if the individual is 18 years or older.

## **Hospital Bills and Insurance**

Patients need to know the terms of their insurance coverage. This helps you understand the hospital's billing procedures and charges. If you have a question about your insurance coverage, please call one of the patient registration representatives at (210) 736-8016.

**If you have health insurance**, we will need a copy of your insurance card and any insurance forms your employer or the insurance company requires. You will be asked to assign benefits from the insurance company directly to the hospital.

**If you are a member of an HMO or PPO**, your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan are met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered at the hospital.

**If you are covered by Medicare**, you should be aware that the Medicare program specifically excludes the payment for certain items and services. Deductibles and co-payments are also the responsibility of the patients.

**If you are covered by Medicaid**, you should be aware that Medicaid has payment limitations on a number of services and items.

**If you have no insurance**, a representative from the hospital's Finance Office will discuss financial arrangements with you. Our hospital has representatives available to assist you in applying for Medicare or Medicaid.

**Your hospital bill:** The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Please remember that your insurance policy is a contract between you and your insurance company, and you have the final responsibility for payment of your bill.

**Additional bills:** You will receive a separate bill from your private doctor and any consultants, radiologists, pathologists or anesthesiologists involved in your care, as they are independent contractors who bill for their services. Their charges are not included in your hospital bill.

## **Helpful Information for Your Stay**

### **Case Management**

The hospital employs case managers to help patients and families with discharge planning needs. They will tell you about the options available for your discharge and offer assistance when you are ready to move to a different level of care in the hospital or the community. You may call (210) 736-8390 to speak with a case manager. If no one is available to answer your call, please allow five to seven business days to receive a response.

### **Complaints and Grievances**

We want you to feel safe and be completely satisfied with the care you receive at Texsan. If you have any questions or concerns, please talk to your nurse or anyone involved in your care.

If you feel your questions are not being answered or your concerns are not being addressed, please call the Performance Improvement Department at (210) 736-8103 between 9 a.m. and 5 p.m. You will receive a response as soon as possible. The Performance Improvement Department can help resolve issues that may arise.

You also have the right to file a grievance with the Texas Department of State Health Services (TDSHS), regardless of whether you have used the hospital's complaint/grievance process. The TDSHS Information/Complaint Hotline is (888) 973-0022. The TDSHS offices are located at 1100 W. 49<sup>th</sup> Street in Austin.

### **Consent Forms**

You may be asked to sign consent forms for certain types of treatment, tests or procedures. Your doctor will explain these tests or procedures. Tell your nurse if you do not understand the procedure or test for which you are asked to consent to, and your doctor will be notified. It is important for you to understand the risks, benefits and alternatives available to you.

### **Dining Services**

Food is important for your recovery. Your doctor has ordered a diet that compliments your total program of therapy. Your menu may exclude certain items because of the restrictions of your diet. Please ask for a visit from our registered dietician if you have diet questions or nutritional concerns. Family members and visitors are not allowed to serve food from home or anywhere outside the hospital to our patients without a physician order.

You will be served breakfast between 7:45 a.m. to 8:15 a.m., lunch from 11:45 a.m. to 12:15 p.m. and dinner from 5 p.m. to 5:30 p.m.

### **Ethical Issues**

Feelings of anxiety and uncertainty often affect both you and your family when you are hospitalized. Sometimes you or your family may have a concern or conflict with your

planned course of treatment. You may be worried about the extent of treatment for irreversible or terminal conditions. You may ask to meet with your doctor or nurse. If your concerns are not resolved after meeting with these individuals, you or your family may ask our staff or your doctor for an Ethics Committee review.

### **Infection Control**

Preventing the spread of infection has always been important at Texasan Heart Hospital. Today, it is more important than ever – for the safety of our patients as well as hospital staff. Our staff will be following precautions when caring for you to prevent the spread of infection. These precautions may include wearing gloves while caring for you. Sometimes our staff may also wear masks, gowns and/or face protection. Everyone plays a role in controlling infection in the hospital and you can help by following these guidelines:

- Wash your hands often, especially after using the bathroom and before you eat.
- It is OK to remind staff to wash their hands or use a waterless hand cleaner before caring for you.
- If you have any open wounds or bandages, avoid touching them.
- Visitors should not visit if they are sick or have an infection.
- If you have been placed into Isolation Precautions, please follow the instructions from your nurse and ask your visitors to do the same.

### **Lost and Found**

Items found on hospital premises are turned in to the Security Department. Perishable items such as flowers and food are normally disposed of immediately. Other items are kept for 30 days before disposal.

### **Medications**

We ask that you give your nurse a list of medications you are taking, including non-prescription and herbal medications, along with dosages and times. Your nurse will ask you questions about your past responses to medications and any allergies you have. If you have allergies, you will be asked to wear an allergy bracelet that alerts caregivers.

Your doctor will decide which medications to continue during your hospital stay. Your nurse will bring your medication to you as ordered by your doctor. For your safety and protection, only medicines approved by your doctor and supplied by our pharmacy will be given during your stay. Medications you bring with you, including aspirin, should be taken home as they may interfere or interact with tests or medicines ordered by your doctor.

### **Personal Belongings**

We cannot accept responsibility for valuables left in your room. We ask that you give extra money, medications, credit cards, wallets, jewelry, etc., to a family member or a close friend to take home. If this is not possible, ask your nurse to arrange having your valuables placed in the hospital's safe. An itemized receipt and claim ticket will be given to you.

Eyeglasses, dentures and hearing aids are an important part of your life if you need them. Tell your nurse if you use dentures and you will be given a special container for their safety. Take care not to leave any of these items on your meal tray or lying on your bed, as they may be accidentally thrown away or lost.

## **Registration**

We have registration sites in the Emergency Department and in the front lobby. Registration also provides pre-registration services. Surgery patients may pre-register any day of the week, 24 hours a day. Patients scheduled for ambulatory and radiology procedures may register Monday through Friday, 8 a.m. to 6 p.m.

## **Smoking Policy**

Texsan Heart Hospital is a smoke-free facility. As a healthcare facility, we recognize the hazards of smoking and enforce a **No Smoking Policy**. Patients, visitors, doctors, personnel and volunteers are not permitted to smoke inside the hospital under any circumstances. Smoking is also prohibited at any of the hospital's entrances.

## **Spiritual Care**

Our meditation room is available for prayer and meditation at all times. For assistance in contacting your own clergy, notify your nurse or the concierge desk. We can also assist you in identifying resources for additional spiritual care.

## **Telephone**

To dial an outside local number, **dial 9** and then the number.

To dial a number inside the hospital, **dial the 4-digit extension**.

To dial a long distance number, **dial 0** and the operator will assist you.

Patient rooms at Texsan Heart Hospital can be reached by dialing the main hospital number (210) 736-6700 and providing either the patient's name or room number to the operator. No telephone calls are transferred to the patient rooms between 10 p.m. and 7 a.m., in order to give patients enough rest.

## **Visiting Hours**

Texsan Heart Hospital welcomes open visiting hours. We note the following:

- Only two visitors at a time for patients in critical care status
- While we recognize the importance of family involvement in the care of our patients, at times the staff may suggest a family member wait outside the patient's room.

All patient rooms have a sleeper bed in order for **one** person to spend the night.

Overnight guests are not allowed anywhere else in the hospital.

The front doors to the hospital are closed between 11 p.m. and 5 a.m. Visitors are welcome to enter the hospital through the emergency department located at the back of the hospital at any time.

## **Your Room**

Your room has a closet for your personal belongings such as toiletries. The room has an over-the-bed table for your convenience. You also have a television remote control, a telephone and a nurse call button that rings the nurse's station. The nurse call can be

answered by intercom. There is an emergency button in your bathroom and shower in case you need help.

Your bed has an electrical control that lets you raise or lower the foot and head of the bed for comfort. Bedrails may be kept up at night or after you are given anesthetics or medications that may dull your senses. Although it may seem unnecessary as you begin to feel better, we encourage you to use the bedrails and call for help when getting out of bed.

## **Relieving Your Pain**

At Texasan Heart Hospital, managing and relieving your pain is important to us. You have the right to timely and considerate care related to your pain. Be sure to ask your nurse or any other member of your care team if you have any questions about this information or want to learn more about pain management. Our goal is to give you access to the best level of pain relief that can be safely provided.

Nurses will be asking about your pain on a regular basis. To help measure your pain, you will be asked to rate your pain on a scale of 0 to 10.

### **What pain medications are available for my use?**

There are many types of pain medications. The type used for you will depend on the physician order, which is based on the kind of pain you are having.

### **Do pain medications have side effects?**

Medications have potential limitations and side effects, possibly including, constipation, upset stomach and drowsiness. If these should occur or if you have other side effects, tell your doctor or nurse so they can be treated if necessary. Most side effects lessen over time.

### **What is my role in managing my pain?**

Patients and/or family members have the responsibility to ask the doctor or nurse what to expect regarding the pain management plan and to participate in discussions and decisions pertaining to that plan.

Studies show that individual self-reports from the person with pain are the best source of pain assessment. It is the patient's responsibility to speak up if he/she is exhibiting any type of pain. Do not wait until your pain becomes unbearable before asking for pain relief. It may be more difficult to manage by that time. It is also important to follow the directions of the doctor, nurse or pharmacist when using pain medication.