

WELCOME TO HEART HOSPITAL OF LAFAYETTE

We are proud to welcome you to Heart Hospital of Lafayette and offer you the professional services of our medical staff, employees and volunteers. Everyone affiliated with Heart Hospital of Lafayette is dedicated to making your hospitalization as comfortable and pleasant as possible. We are focused on providing the best possible services to you.

We also want to tell you about the many services offered at Heart Hospital of Lafayette. Remarkable technological advances in prevention, diagnosis and treatment continue to make healthcare an ever-advancing and evolving science. Heart Hospital of Lafayette is committed to providing leadership in quality healthcare services.

This is your heart hospital and we promise to do all we can to restore and maintain your health. Your physician, our nursing personnel and other hospital staff are pleased to answer any questions you have. This booklet tells you about some of our services and facilities. We welcome any comments and suggestions you have to improve our services. If you have any concerns or questions, please feel free to share them with us.

Thank you for choosing Heart Hospital of Lafayette!



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ABOUT HEART HOSPITAL OF LAFAYETTE

Heart Hospital of Lafayette opened its doors on March 2, 2004 with 32 beds. The hospital is owned by a group of investors including physicians and Our Lady of Lourdes Regional Medical Center. We all share in our commitment to healthcare.

Our Mission

The mission of Heart Hospital of Lafayette is to serve the communities of Acadiana by providing access to excellence in cardiovascular care, in a compassionate environment designed to efficiently and effectively deliver consistently superior patient outcomes.

Our Vision

Heart Hospital of Lafayette's vision is to redefine the way cardiovascular care is delivered in Acadiana. Heart Hospital of Lafayette will be recognized as Acadiana's premier hospital for cardiovascular care.

Our Values

In pursuit of our mission and vision, Heart Hospital of Lafayette holds these core values as critical to our success.

People – Commitment to creating an environment to which healthcare professionals are attracted for personal and professional growth.

Partnership – Commitment to creating a true partnership with physicians, through which the delivery of cardiovascular care is redefined to efficiently and cost-effectively deliver consistently superior patient outcomes.

Quality – Commitment to a philosophy of excellence among all who work in the delivery of care to our patients.

Integrity – Commitment to the highest standards of integrity and ethical behavior and practice in all that we do.

NONDISCRIMINATION POLICY

As a recipient of Federal financial assistance, Heart Hospital of Lafayette does not exclude, deny benefits to or otherwise discriminate against any person on the grounds of *race, creed, sex, national origin, or sources of payment for care*. We do not discriminate on the basis of disability or age for participation in, or admission to, any of our programs, activities, services, benefits or employment.

This is true for Heart Hospital of Lafayette staff, contract staff or any other groups that Heart Hospital of Lafayette uses to carry out its programs or activities.

This statement is in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and the Regulations of the United States Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations, Part 80, 84 and 91. (Other Federal laws and regulations provide similar protection against discrimination on grounds of sex and creed.) If you have questions about this policy or if you want to file a complaint alleging violations of these laws, please call the Compliance Officer at (337) 521-1910.

You may also send a written complaint to:

Louisiana Department of Health and Hospitals
1201 Capitol Access Road
P.O. Box 629
Baton Rouge, Louisiana 70821-0629
Phone (225) 342-9500
Fax (225) 342-5568



**HEART HOSPITAL
OF LAFAYETTE**

An Affiliate of Our Lady of Lourdes

LIMITED ENGLISH PROFICIENCY

We want to ensure that patients receive proper instructions, both written and verbal, in their primary language. Patients who do not speak English, who do not have an interpreter present during their point of care service, or request an interpreter, will be provided one in their primary language. All aids needed to provide effective communication are provided without cost to the patient being served. Family members and friends should not be used as interpreters. The only case when this is acceptable is when the patient has been made aware of the availability of qualified interpreters and chooses the services of family members or friends, without any coercion whatsoever.

Patients, whose primary language is not English, should be provided consent forms in their primary language. If it is known at the time the patient is scheduled that they speak another language, a request for consent translation is made to Clinical Services.

The clinical staff may also access the facility account for 1-800-TRANSLATE, to obtain a live interpreter when needed.

SPECIAL SERVICES TO PERSONS WITH DISABILITIES

To assure that persons with disabilities have an equal opportunity to benefit from services, we provide the following aids:

- **Procedures for communicating with persons with impaired hearing, visual, speech, or motor impairments, at patient reception areas**

For persons with hearing impairments:

Registration areas aids are available. If requested by patient, a family member may interpret. If requested, an interpreter is available.

For persons with vision impairments:

In registration areas, information is read to the blind patient. Before asking for signature on consent forms, the consent is read to the patient in the presence of another employee. It is then ascertained that the patient understands what was read. Both employees sign as witnesses to the signature.

For persons with speech impairments:

Provide a tablet and pen/pencil for written communication, if patient is able.

For persons with motor impairments:

1. Handicap accessible building.
2. Wheelchairs are available.
3. If the patient calls before coming to the facility and indicates a motor impairment, the patient is directed accordingly.
4. Patients are escorted to different areas.

- **Procedures for communicating with patients with disabilities. The needs of patients should be documented and communicated among the staff.**

For patients with hearing impairments (aids available):

1. Determine whether family member is willing to interpret.
2. If requested, an interpreter is available.
3. Ensure that the call light, patient's belongings, etc. are within the patient's reach.
4. Assess patient frequently to ensure needs are being met.
5. Make note of impairment in the patient's medical record.

For patients with vision impairments:

1. Whenever entering the patient's room or treatment area, the employee will address the patient and identify who is entering the room.
2. On admission and as necessary, the employee will familiarize the patient with surroundings. The call light, patient belongings, etc. will be kept in the same location for easy access by the patient.
3. Ensure that the call light, patient's belongings, etc. are within the patient's reach.
4. As necessary, the nurse will guide the patient in ambulation.
5. The patient room/treatment area will be kept free of unnecessary equipment. Assess patient frequently to ensure needs are being met.
6. Make note of impairment in the patient's medical record.

For patients with speech impairments:

1. Provide tablet and pen/pencil for written communication, if patient is able.
2. Ensure that the call light, patient's belongings, etc. are within the patient's reach.
3. Assess patient frequently to ensure needs are being met.
4. Make note of impairment in the patient's medical record.

For patients with motor skill impairments:

1. Assist the patient in utilizing special equipment.
2. Provide physical assistance as needed but promote independence.
3. Ensure that the call light, patient's belongings, etc. are within the patient's reach.
4. Wheelchairs are available.
5. Assess patient frequently to ensure needs are being met.
6. Make note of impairment in the patient's medical record.

To assure that persons with disabilities have an equal opportunity to benefit from services, we provide the following aids:

For persons with hearing impairments:

1. Writing materials, flash cards, telephone amplification and TTY devices. Signers are available on-call.
2. Signers may be obtained by calling 1-800-846-5277.
3. TTY users may call 1-800-846-5277 for relay services.

For persons with vision impairments:

1. Readers, personal assistance and large print. Taped and/or Braille materials will be available on an as needed basis.

For persons with speech impairments:

1. Writing materials and communication boards. Signers are available on-call.
2. Signers may be obtained by calling 1-800-846-5277.
3. TTY users may call 1-800-846-5277 for relay services.

For persons with motor impairments:

1. Wheel chairs, personal assistance, and patient lifters.

Our hospital facility is physically accessible to mobility-impaired persons. For more information, please talk to a nurse. If additional help is needed, you may call the hospital operator.

All aids needed to provide effective communications are provided without cost to the patient being served. Family members and friends should not be used as interpreters. The only case when this is acceptable is when the patient has been made aware of the availability of qualified interpreters, and chooses the services of family members or friends, without any coercion whatsoever.

Section 504: NOTICE OF PROGRAM ACCESSIBILITY

The regulation implementing Section 504 requires that an agency/facility "shall adopt and implement procedures to ensure that interested persons, including persons with impaired visions or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and used by disabled persons." (45 C.F.R. Section 84.22(f))

Access Notice:

Heart Hospital of Lafayette and all of its programs and activities are accessible and usable by disabled persons, including persons with impaired hearing and vision.

Access features include:

- Convenient off street parking, designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level, which is the only level.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to patients with impaired hearing, vision, speech, or motor skills without additional charge for such aids.
- Some of these aids include:
 - A qualified sign language interpreter.
 - A 24 hour telecommunication device (TTY) which can connect the caller to all extensions within the facility.

- Readers and taped materials for the blind and large print materials for the visually impaired.
- Flashcards, alphabet boards and other communication boards.
- Assistive devices for persons with impaired motor skills.

If you require any of the aids listed, please let the hospital operator or a nurse know.

REGISTRATION

The concierge staff at Heart Hospital of Lafayette welcomes our patients. Our registration office is located off the front lobby, near the Emergency Department. Registration will also provide pre-registration services.

Surgery procedure patients may pre-register Monday through Friday from 6am to 4pm.

Patients scheduled for ambulatory and radiology procedures may register any day of the week, 24 hours a day.

The Emergency Department is open 24 hours a day, 7 days a week. It is the policy of the Registration Department to register patients within the guidelines established by EMTALA. The patient's condition will dictate the speed and the order in which registration functions are completed.

GETTING SETTLED

Your room has a closet for your personal belongings. The room has an over-bed table for your convenience. You have a television control, a telephone and a nurse call button that rings at the nurse's station. The nurse call can be answered by intercom. Your bed has an electrical control that lets you raise or lower the foot and head of the bed for comfort. There is an emergency button in your bathroom and shower, in case you need help.

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 side rails and call for help when getting out of bed.

Mail and flowers addressed to you are delivered to your room. If you need to send a letter during your stay at Heart Hospital of Lafayette, please notify your nurse. He/she will see that it is delivered to the hospital mailroom. A newspaper stand is located at the Main Lobby entrance of the hospital under the canopy.

YOUR PERSONAL BELONGINGS

We do not accept responsibility for valuables left in your room. We strongly encourage you to give extra money, medications, credit cards, wallets, jewelry, etc., to a family member or close friend to take home. If this is not possible, ask your nurse to arrange having your valuables placed in the hospital's secured 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 require them for activities of daily living. These items require special care. 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 on your bed, as they may be accidentally disposed of or lost.

SMOKING POLICY

Heart Hospital of Lafayette is a smoke free campus. As a healthcare facility, we recognize the hazards of smoking and enforce a **No Smoking** policy. Patients, visitors, physicians, personnel and volunteers are not permitted to smoke anywhere on our hospital campus under any circumstances.

MEDICATIONS

Upon admission, please bring all medication bottles including non-prescription medications and herbal supplements, along with dosages and times. Your nurse will ask you questions about your past responses to medications and any allergies you may have. If you have allergies, you will be asked to wear an allergy bracelet that alerts all caregivers.



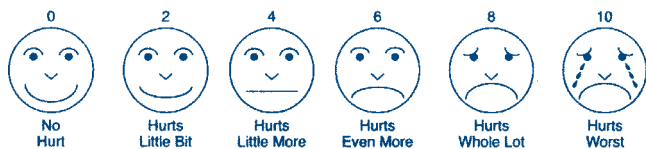
**HEART HOSPITAL
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Your doctor will decide which medications you will continue during your hospital stay. Your nurse will bring your medication to you as ordered by your doctor. For your safety and protection, only medicines approved by your doctor and supplied by our pharmacy will be given during your stay. All medications that you bring with you, including aspirin, should be returned home as they may interfere or interact with tests or medicines ordered by your physician. *The hospital is not responsible for any lost medications.*

PAIN CONTROL

At Heart Hospital of Lafayette we are dedicated to making you as comfortable as possible. If you have pain during your visit, you have the right to have it managed effectively. It is your responsibility to work with your doctor and nurse to set up a plan that works for you. Please review your patient rights and responsibilities as listed in this manual. We use a scale of 0 to 10 to determine how much pain you are having. If you are having pain now or having a procedure that may cause some pain, we need to establish a level that you can tolerate. This level can change from day to day or morning to night. Below is the scale you will be asked to use. If you cannot use the scale your pain will still be treated. It is important to let someone know when you are in pain.



Everyone's pain is different. Ask your doctor or nurse what to expect. When your pain is controlled, chances are, you will recover faster. There are different medications that can reduce your pain. Don't worry about getting "hooked" on pain medicines. Studies show that this is very rare – unless you already have a problem with drug abuse. Some medications are used "around the clock" while other medications are given only when you ask for them. Do not wait until the pain gets too bad to ask for medication. Your pain medication may be given in the form of pills, a shot or injected through your IV line. There are times when more than one type of medicine is used together to relieve your pain.

If you have any side effects such as constipation, nausea or itching, let your doctor or nurse know. In some cases,

when you are having surgery, a PCA (patient controlled analgesia) or epidural infusion may be used to control pain. Please discuss these methods in more detail with your doctor or nurse.

Tension and anxiety can make your pain worse. Other methods besides medication can help to reduce your pain. Some examples of these are relaxation, mental imaging, positioning, massage, music, heat and/or cold.

Relaxation: Breathe in slowly and deeply. As you breathe out slowly, feel yourself begin to relax and let the tension leave your body. Focus on your breathing.

Mental imaging: Close your eyes and imagine a peaceful and comfortable place. Use this while deep breathing, thinking peaceful and relaxing thoughts.

Positioning: Change your position when you become uncomfortable. Use pillows to support your arms, legs and back.

Music: Bring some of your favorite music to the hospital. You can bring a battery-operated player to the hospital.

Massage: Nothing feels better than a good backrub. Have your nurse or family member massage your back in the evening to help you sleep, or when your muscles feel tired.

Heat and cold: Warm or ice packs can ease discomfort. Ask your doctor or nurse if you can use these techniques and which one would be better for you.

VISITING HOURS

Heart Hospital of Lafayette welcomes open visiting hours. We recommend, however:

- Only two visitors at a time for patients in critical care status, those in the Day Patient and the Emergency Department.



- 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.
- A sleeper is provided in most inpatient rooms to allow one person to spend the night with the patient. Sleeping in the lobby and visitor lounge areas is not allowed.

Any issues regarding visiting hours are directed to the Unit Director.

CHILDREN VISITATION

1. An adult must accompany children at all times.
2. Children who are noisy or disturbing other patients may be asked to leave.
3. Children who have an infectious illness or have recently been exposed to an infectious disease should not be in any patient care area.
4. Children who are waiting while other family members visit should wait with a supervising adult in the lobby.

TELEPHONE USAGE

A telephone is provided for patients with no charge for local calls. Most of these telephones are located at your bedside. To make a call, dial 9 then the telephone number. To make a long distance call, dial 9 then 0 then the number you are calling. All long distance calls must be collect or charged to a credit card or calling card. Calls cannot be charged to your room. To reach the hospital operator, dial 0.

Patient rooms at Heart Hospital of Lafayette can be reached by dialing the main hospital number (337) 521-1000 and providing either the patient's name or room number to the operator. A patient room can be called directly by dialing 521- along with the four-digit extension, located on the handset of the patient phone.

No telephone calls are transferred to a patient's room between 10 p.m. and 7 a.m. in order for our patients to get enough rest.

DINING SERVICES

Patient meals: Food is important for your recovery. Your doctor has ordered a diet that complements 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 requested not to serve food from home, or the outside, to our patients.

Guest meals: Guest trays may be ordered for a nominal fee. For more information, please contact the resource nurse at 521-1612.

The cafeteria is located near the lobby of the hospital. Breakfast is served from 7 - 9:30 a.m. Lunch is served from 11 a.m. - 1:30 p.m. Vending and coffee are available outside these hours.

INFECTION CONTROL

Our hospital practices infection control to stop the spread of infection between patients, staff and visitors. Everyone plays a role in controlling infection in the hospital and can help by following these guidelines.

Wash your hands. This is the single most important infection control measure you and anyone else can use. Wash with soap and water using vigorous friction. Wash your hands after using the restroom, before eating and after touching an unclean area. Family and visitors should also wash their hands.

Heart Hospital of Lafayette uses a waterless anti-microbial hand gel, which is a safe and effective method for hand antisepsis. Apply an adequate amount into the palm of your hand and spread over all surfaces of both hands. Allow the hand gel to dry without wiping or rinsing.

PATIENT REPRESENTATIVE

All staff members are patient representatives. We are happy to help you with your questions and concerns regarding your hospital stay. If your questions are not answered or you are unhappy with any hospital service, please call the case manager or team leader who will help you. They may be reached by calling the hospital operator.

COMPLAINT AND GRIEVANCE RESOLUTION - PATIENT/FAMILY/VISITOR

Heart Hospital of Lafayette has a grievance process and regards all patient/family concerns or complaints as significant. A patient/family member can contact a case manager or management to express a grievance or complaint and may also contact the hospital's Director of Performance Improvement at (337) 521-1025 or the Louisiana Department of Health at (225) 342-9500. We will make every effort to address your concern and achieve a fair resolution, with response time depending on the following categories:

COMPLAINT

- A concern regarding patient care or service expressed by the patient or patient's representative that can be resolved at the point of service by the staff present. ("Staff present" includes any facility staff present at the time of the complaint or who can quickly resolve the complaint. "Staff present" may include physicians, nurses, facility manager, or other staff.)
- A post-stay verbal communication (follow-up phone call) regarding patient care or service that would routinely have been handled by staff present if the communication had occurred during the visit.
- A billing issue that does not include patient quality of care issues or involve Medicare beneficiary complaints related to rights and limitations.
- A privacy issues or an issue involving use or disclosure of protected health information that does not include patient quality of care issues.

GRIEVANCE

- Patient care issues that are not promptly resolved by staff present. Examples include when the complaint is:
 - Postponed for later resolution.
 - Referred to other staff for later resolution.
 - Requires investigation.

- Requires further action for resolution.
- A complaint that includes a request for a written response.
- Complaints communicated in writing (letter, fax, or email), whether from an inpatient, outpatient, released/discharged patient or patient's representative.
- Verbal or written complaints that involve patient abuse, neglect, patient harm, or hospital compliance with Centers for Medicare and Medicaid Services (CMS) Conditions of Participation or Medicare beneficiary complaints related to rights and limitations.
- Complaints written on or attached to a patient satisfaction survey for which resolution is requested, or when the complaint submitted with the survey is one that the facility would customarily treat as a grievance.
- Post-hospital stay verbal communications regarding patient care or service that the hospital would customarily treat as a grievance if the communications had occurred during the stay/visit.
- Billing issues that involve Medicare beneficiary complaints related to rights and responsibilities.
- A written communication from any person who believes he or she has been subjected to discrimination on the basis of disability. This included, specifically, violation of Section 504.
- Written Response - When a grievance is sent to the facility via email, the facility written response may be sent via email. Written responses, both paper and electronic, are sent by the facility manager.
- Patient Representative - The patient's legal representative pursuant to a valid Advance Directive or court order, or determination that the patient representative is a surrogate decision maker.

Heart Hospital of Lafayette management attempts to resolve grievances as soon as possible. The hospital reviews/investigates/analyzes each grievance in order to determine the most appropriate resolution within the following time frame guidelines:

1. Grievances about situations that endanger the patient, such as neglect or abuse, are reviewed immediately

given the seriousness of the allegation and the potential for harm to the patient(s).

2. The resolution to most grievances is reached within 7 days as practicable, and a written response is generated to the patient or patient's representative.
3. If the grievance will not be resolved within 7 days or if the investigation will not be completed within 7 days, the hospital informs the patient or the patient's representative that the hospital is still working to resolve the grievance and the anticipated timeframe in which the patient/patient representative can expect a written response.
4. Management attempts to resolve grievances within 30 days. Exceptions are only those occasional grievances that require extensive investigation, review and/or input from multiple individuals or additional effort due to more complicated facts and circumstances.

CHAPLAIN SERVICES

Chaplain services provides ministry or pastoral care and counseling to patients and families during times of illness or injury on a limited basis. To have chaplain visits or for help in contacting your own clergy, please call the resource nurse at 521-1612. Our Chapel is available for prayer and meditation at all times.

CASE MANAGEMENT AND SOCIAL SERVICES

The hospital has case managers to help patients and families with discharge planning needs. They tell you about options available to meet your discharge needs and offer advice and help with various options available for you when you are ready to move to a different level of care within the hospital or the community. Just ask your nurse if you want to speak with a case manager or call 521-1047 or 521-1046.

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 and your doctor will be notified. It is important for you to understand the risks, benefits and alternatives available to you.

ETHICAL ISSUES

Feelings of anxiety and uncertainty may 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 also be worried about the extent of treatment for irreversible or terminal conditions. You may ask to meet with your doctors, your nurse or hospital chaplain. If your concerns are not resolved after meeting with these individuals, you or your family may ask our staff or your physician for an Ethics Committee review. Your nurse or the resource nurse can assist with making this request.

ADVANCE DIRECTIVES

Louisiana and Federal law gives competent adults, 18 years or older, the right to make their 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 you wish to name someone to make healthcare decisions for you, you have a right to make these desires known to your doctor, hospital or other healthcare providers and to have these rights respected. 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 Heart Hospital of Lafayette, you will be told about advance directives and given written information about them. Please do not hesitate to contact your nurse, physician or any other party 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.



ORGAN, TISSUE AND EYE DONATIONS

Donation of organs and tissues is a gift of life and health for many people with serious or life threatening disease. Heart Hospital of Lafayette works with the Louisiana Organ Procurement Agency (LOPA). We will ensure that all patients and family members of patients who meet the established criteria are provided the opportunity to discuss organ, tissue and eye donation with LOPA. Contact your nurse if you wish to talk with a representative about becoming a donor.

SECURITY

We encourage you to take an active role in your personal safety and the security of your personal belongings. We ask you to leave your personal belongings at home and only bring those belongings that are essential to your care. The hospital cannot be responsible for loss or damage to personal belongings. The hospital has a secure area for your valuables, in case you cannot send your personal belongings home.

LOST AND FOUND

Items found on hospital premises are turned into security. Items that patients and visitors accidentally leave in their rooms are turned into security. Perishable items such as flowers, fruit and food normally are disposed of immediately. All other items are kept for 30 days before disposal. Efforts are made to contact the owners of any items found on campus.

PATIENT RIGHTS AND RESPONSIBILITIES

The basic rights of human beings for independence of expression, decision, and action, and concern for personal dignity and human relationships are always of great importance. During sickness, however, their presence or absence becomes a vital, deciding factor in survival

and recovery. Thus it becomes a prime responsibility for the facility to endeavor to assure that these rights are preserved for patients *regardless of race, creed, sex, national origin, or sources of payment for care.*

As a recipient of Federal financial assistance, the Heart Hospital of Lafayette does not exclude, deny benefits to or otherwise discriminate against any person on the grounds of *race, creed, sex, national origin, or sources of payment for care.* We do not discriminate on the basis of disability or age for participation in, or admission to, any of our programs, activities, services, benefits or employment therein, whether carried out by Heart Hospital of Lafayette directly or through a contractor or any other entity with whom the Heart Hospital of Lafayette arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and Regulation of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulation Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protections against discrimination on grounds of sex and creed.) In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of this policy, please contact Heart Hospital of Lafayette, Compliance Coordinator at 337) 521-1910.

In providing care, we have the right to expect behavior on the part of patients and their relatives and friends, which, considering the nature of their illness is reasonable and responsible.

This statement does not presume to be all-inclusive. It is intended to convey our concern about the relationship between the facility and patients and to emphasize the need for the observance of the rights and responsibilities of patients.

PATIENT RIGHTS:

- 1.0 Access to Care - Individuals shall be accorded impartial access to treatment or accommodations that are available and medically indicated.
- 2.0 Respect and Dignity - The patient has the right to considerate, respectful care, with recognition of personal dignity, values and beliefs.



- 3.0 Privacy and Confidentiality - The patient has the right, within the laws, to personal and informational privacy, as manifested by the following rights:
1. To refuse to talk with or see anyone not officially connected with the facility, including visitors, or persons officially connected with our facility but not directly involved in care.
 2. To wear appropriate personal clothing, as long as it does not interfere with diagnostic procedures or treatment.
 3. To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
 4. To expect that any discussion or consultation involving patient's case will be conducted discreetly and that individuals not directly involved in the care will not be present without permission.
 5. To have his/her medical record read only by individuals directly involved in his/her treatment or in the monitoring of its quality and by other individuals only on written authorization of the patient/legally authorized representative.
 6. To expect communications and other records pertaining to care, to be treated as confidential.
 7. To request a room change if another patient in the room is unreasonably disturbing by disruptive behavior or other actions.
- 4.0 Personal Safety - The patient has the right to expect reasonable safety insofar as the facility practices and environment are concerned. This includes freedom from verbal or physical abuse or harassment and freedom from the use of restraints or seclusion as a means of coercion, convenience or retaliation. The patient has a right:
- To access protective services as needed
 - To have name, diagnosis and other information protected during the stay
 - To have freedom from unnecessary seclusion or restraint
- 5.0 Identity - The patient has the right to know the identity and professional status of individuals providing service. This includes the patient's right to know of the existence of any professional relationship among individuals who are providing treatment, as well as the relationship to any other health care or educational institutions involved.
- 6.0 Information - The patient has the right to obtain from the practitioner responsible for coordinating his/her care, complete and current information concerning diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.
- 7.0 Plan of Care - The patient has a right to participate in the development and implementation of the plan of care and to make decisions regarding that care.
- 8.0 Pain Management - The patient has a right to expect prompt response to reports of pain and to have the pain appropriately assessed and managed. Each patient shall have access to pain management specialists and accurate information about pain and pain relief measures.
- 9.0 Consent - The patient has the right to reasonable informed participation in decisions involving health care. To the degree possible, this should be based on a clear, concise, explanation of condition and of proposed technical procedures, including, a discussion of the normal associated risks. The patient should not be subjected to any procedure without voluntary, competent, and understanding consent or that of the legally authorized representative. The patient has the right to know who is responsible for performing the procedures or treatment. The patient shall be informed if the facility proposed to engage in or perform human experimentation or other research/educational projects affecting care or treatment, and the patient has the right to refuse to participate.

- 10.0 Advance Directives - The patient has a right to formulate Advance Directives and to have those directives followed in accord.
- 11.0 Consultation - The patient, upon request and at own expense, has the right to consult with a specialist.
- 12.0 Refusal of Treatment - The patient may refuse treatment to extent permitted by law. When refusal of treatment by the patient or the patient's legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.
- 13.0 Transfer and Continuity of Care - A patient may be transferred to another facility only after receiving a complete explanation of the need for the transfer and of the alternatives to such a transfer and acceptance by the other facility. The patient has the right to be informed by the practitioner responsible for care of any continuing health care requirements following discharge from the facility.
- 14.0 Facility Charges - Regardless of the source of payment, the patient has the right to request and receive a detailed and accurate explanation of the facility bill for services rendered in the facility.
- 15.0 Patient Concerns/Complaints - Patients have a right to voice concerns/complaints without discrimination or reprisal and have the concern/complaint investigated. Such concerns/complaints may be made to the care-giver and unit Director.

PATIENT RESPONSIBILITIES:

- 1.0 Provision of Information - A patient has the responsibility to provide as possible, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to health. The patient has the responsibility to report unexpected changes in health condition to the responsible practitioner. A patient is responsible for reporting clear understanding of a contemplated course of action and what is expected.
- 2.0 Compliance with Instructions - A patient is responsible for following the treatment plan recommended by practitioners primarily responsible for care. This may include following the instructions of nurses and allied health personnel

as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable facility rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner of the facility.

- 3.0 Participation in Pain Management - The patient is responsible for reporting pain to healthcare personnel and for informing personnel of the effectiveness of treatment provided.
- 4.0 Refusal of Treatment - The patient is responsible for own actions if treatment is refused or the practitioner's instructions are not followed.
- 5.0 Facility Charges - The patient is responsible for assuring that the financial obligations are fulfilled as promptly as possible and for knowing the terms of his/her insurance policy.
- 6.0 Concerns/Complaints - The patient is responsible for sharing concerns or complaints to the care giver or to the appropriate manager. Such concerns/complaints may be made verbally or in writing.
- 7.0 Respect and Consideration - The patient is responsible for being considerate of the rights of other patients and facility personnel and for assisting in the control of noise, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the facility.

MINOR PATIENTS:

The rights and responsibilities of minor patients are generally exercised by parents or guardians acting on the minor's behalf. The minor patient shall be afforded the rights noted within this policy to the extent that the recognition of such rights is consistent with the state and federal law.

It is ordinarily assumed that parents or guardians have the minor's best interest in mind. In addition, health care workers are obligated to act in the best interest of the patient. Nevertheless, conflicts regarding the care of the minor patient may arise. In the event of disagreement as to the care of the minor patient as between parents or guardians and the minor patient, the facility manager/Clinical Services may be consulted to mediate the disagreement. If disagreement cannot be resolved, and

health care workers believe that the minor's best interest is endangered by the position or actions of the minor patient and/or the parents or guardians, the Division of Child Protective Services is to be notified.

ANTI-HARRASSMENT POLICY

The Hospital is committed to providing a work environment that is free of discrimination and harassment. Therefore, it is the Hospital's policy to prohibit harassment of any employee by anyone, including a Director/supervisor, manager, other employee, applicant, temporary worker, patient, visitor, or non-employee rendering services to the Hospital, on the basis of race, color, creed, age, religion, sex, national origin, citizenship, marital status, application with or service in the military, disability, or any other legally protected characteristic under applicable federal, state or local laws. The purpose of this policy is not to regulate personal morality within the Hospital; it is to ensure that in our Hospital all employees are free from harassment.

For these purposes, the term "harassment" includes, but is not necessarily limited to: slurs, jokes, other verbal, graphic or physical conduct relating to an individual's race, color, creed, age, religion, sex, national origin, citizenship, marital status, application with or service in the military, disability, protected physical, mental condition or any other characteristic protected by law.

With respect to sexual harassment in particular, it is not easy to define precisely what types of conduct could constitute harassment. Examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars, or posters, sending sexually explicit e-mail or voice-mail, and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually-related comments. Depending upon the circumstances, the conduct can also include sexual joking, vulgar or offensive conversation or jokes,

commenting about an employee's physical appearance, conversation about an employee's own or someone else's sex life, teasing or other conduct directed toward a person because of his/her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

The Hospital is committed to, promptly and discreetly, investigating behavior that allegedly violates this policy, and to promptly administering discipline or other remedial measures where appropriate. An intimidating, hostile, or offensive working environment may be created by anyone, whether or not employed by the Hospital. For this reason, Directors/supervisors or managers must be particularly alert to the behavior of persons who perform services at a Hospital facility, supply and/or service equipment or products; temporary and/or contract workers; patients; guests and members of the public. Harassment which involves behavior of patients or persons providing services to the Hospital (e.g., physicians, specialists, etc.) must be immediately brought to the attention of Human Resources.

HOSPITAL BILLS AND INSURANCE

All 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 our registration clerk at 521-1175 while you are here.

If you have health insurance, we will need a copy of your insurance card and any insurance forms that 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 in the hospital. Some physician specialists may not participate in your healthcare plan and their services may not be covered.



If you are covered by Medicare, you should be aware that the Medicare program specifically excludes the 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 also the responsibility of the patient.

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 Finance Office will discuss financial arrangements with you. Our hospital has representatives available to assist you in applying for Medicare and 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 hospital bill. We have several payment options available to assist you in paying your bill. Patients can request an itemized statement by calling 521-1175.

Additional bills. You will receive a separate bill from your private physician and any consultants, radiologist, pathologist or anesthesiologist involved in your care, as they are independent contractors that bill for their services. Their charges are not included in your hospital bill.

SERVICES

Heart Hospital of Lafayette provides a wide range of healthcare services from prevention and wellness to diagnosis and treatment.

SPEAK UP Complaint Hotline

1-800-994 6610

Email: complaint@jcaho.org

Everyone has a role in making healthcare safe – physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an

active, involved and informed member of your healthcare team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the healthcare system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The “Speak Up” program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes. To help prevent healthcare errors, patients are urged to “Speak Up.”

1. Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other healthcare professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.



**HEART HOSPITAL
OF LAFAYETTE**

An Affiliate of Our Lady of Lourdes

2. Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

3. Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

4. Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

5. Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs too.

- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

6. Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

- Ask about the healthcare organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check to find out whether your hospital or other healthcare organization is accredited.

7. Participate in all decisions about your treatment. You are the center of the healthcare team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your healthcare team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the

procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

PRIVACY PRACTICES

Federal law requires that Heart Hospital of Lafayette maintain the privacy of medical information about you, and we are committed to complying with that law. Certain state laws governing medical records and information will continue to apply. We are required by law to notify you of our legal duties and privacy practices with respect to the medical information that we collect and maintain about you. Our Notice of Privacy Practices explains the ways that the hospital, physicians, employees and staff, and business associates of the hospital may use and disclose medical information about you and your rights regarding the use and disclosure of medical information. Upon admission to the hospital, you should receive a copy of our Notice of Privacy Practices and sign a form to acknowledge receipt of this Notice. If you would like an additional copy of our Notice of Privacy Practices, please call the operator and ask for the hospital's privacy officer.



The following physicians have significant financial relationships with Heart Hospital of Lafayette:

Gregory Ardoin, M.D.
Charles J. Aswell, III, M.D.
David Baker, M.D.
Edmond A. Barker, M.D.
Yu-Chen Jeffrey Chen, M.D.
Kevin Courville, M.D.
Kenneth Entes, M.D.
Syed M. Frazel-Ur-Rehman, M.D.
Edgar Feinberg, M.D.
Kenneth Futch, M.D.
William Guillory, M.D.
Paul Gulotta, M.D.
Joseph M. Kowalski, M.D.
Chris J. LaGraize, M.D.
Padumane Lakshmi Prasad, M.D.
Jon Leleux, M.D.
Chris Mallavarapu, M.D.
Randall Miller, M.D.
Edmund Nagem, Jr., M.D.
Victor Tedesco, M.D.
Vernon Valentino, M.D.
Patrick Welch, M.D.
Charles B. Williams, M.D.

