



Patient Guide

How We Care for You!



Artesia General Hospital

*A Tradition of Compassionate Care
A Vision of Innovative Service*

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER



Thank you for choosing Artesia General Hospital for your health care needs. We consider it an honor and privilege to care for you and I want to thank you for entrusting your care to us.

With our commitment to your care we want to make sure your experience is as pleasant as possible. Your needs – medical, of course, but also emotional and spiritual – are our primary concern. The information in this handbook will familiarize you with hospital services and policies and will answer many questions you may have during your hospital stay. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your health care team.

On behalf of the hospital employees, medical staff and the Board of Directors, I extend to you a personal welcome and thank you and your family for choosing Artesia General Hospital for your medical needs. We're honored that you have chosen us to be your hospital.

Sincerely,

A handwritten signature in black ink that reads "Kenneth W. Randall". The signature is written in a cursive, flowing style.

Kenneth W. Randall
Chief Executive Officer

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Updated February 2014

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GENERAL INFORMATION

Patient Rights

As a patient at Artesia General Hospital you have certain rights and responsibilities. These rights and responsibilities are designed to ensure your well-being and recovery and encourage you to take an active role in your care. These rights are extended to you regardless of your age, race, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.

You have the right to:

- Obtain all information necessary to give informed consent before the start of any treatment or procedure
- Make decisions regarding your care and select a representative on your behalf if you are unable to do so
- Participate in decisions regarding your care, including the formulation of advanced health care directives
- Refuse treatment or leave the hospital against your doctor's advice
- **Participate in the development and implementation of your plan of care**

You have the responsibility to:

- Follow the instructions of your doctor and other staff, as they relate to your treatment
- Assume the responsibility for your actions if you refuse treatment, or do not follow your doctor's instructions
- Ask for further information if you do not understand your condition or treatment
- Be considerate of other patients and see that your visitors are also considerate

- Follow safety rules established by the hospital
- Assure that payment for services is arranged as promptly as possible
- Provide accurate demographic and billing information
- Be honest and direct about everything that relates to you as a patient
- Give your doctor accurate and complete information about your present complaints, medical history and other matters related to your health
- Let your doctor know whether or not you clearly understand the nature of your illness or injury, and the intended course of treatment

Thank You for Not Smoking

Artesia General Hospital has a duty to its patients, employees, medical staff, volunteers, visitors and the community we serve to provide a safe and healthy environment. It is our policy to prohibit smoking and the use of all tobacco products within the hospital, and to regulate the areas on the premises where smoking is permitted. Patients and visitors who choose to smoke are asked to utilize the designated areas. Some patients will not be allowed to smoke during their stay due to medical reasons, at all times please check with your nurse prior to leaving your room. If you are interested in smoking cessation, ask your health care provider about resources available for support.

Billing Information

As a courtesy to you, the hospital will bill your insurance company. If your insurance company requests additional information from you, please respond as soon as possible. A delay in returning the requested information will also delay payment for your account.

You will receive separate bills for hospital and physician services. Your hospital billing statement is a summary statement of your hospital account. Your physician billing statement consists of fees from your doctor(s). In addition you may receive a bill for the Professional

Services of Radiology, Laboratory, Ambulance Services, Anesthesia Services and other independent consultants.

In many cases, your insurance will be billed directly, and you will receive notification of insurance billing. The statement will clearly indicate if it is simply a statement, or if it is a bill, which you then may be required to pay.

When you receive a statement with a balance due in the patient responsibility column, this represents your obligation for payment. Your health insurance is a contract between you and your insurance company. We will cooperate to the fullest in expediting your claim. However, you are responsible for your account. Not all medical costs are covered by insurance. It is up to you to provide complete and accurate information about your health insurance coverage when you become a patient of our hospital. This will help make sure that your insurance company is billed on time.

Cashiers are located within the Patient Registration Area of the Hospital, located near the front entrance. This area is located at the main entrance of the Hospital. The cashiers accept payment for hospital and physician services in the form of cash, personal check, money orders, cashier's check and most types of credit cards.

When you receive your hospital billing statements, you will find a telephone number for any questions you may have. Please note that we have contracted with an outside service in Houston, Texas and they are ready to answer your questions. If you need local assistance with your billing questions, our team in the Admission's Department is prepared to assist you. Call 575-736-8121 for assistance.

Our hospital maintains on-site staff that offers assistance in applying for state programs that may cover all or part of the services you are provided, if you qualify. Please ask your nurse to contact the hospital's admissions department.

Weapons Free Campus

Artesia General's campus is weapons free and you, and your visitors, are reminded not to bring weapons onto our property. Thank you for your compliance.

YOUR SAFETY AND SECURITY

Identification Band

You will be given an identification band to wear during your hospital stay. It's important that you wear this band at all times until you are discharged from the hospital. For your safety, staff members will frequently check your identification band, or ask for your name and birth date prior to performing treatments or procedures or administering medications. If they don't, please ask them to. If the information on the band is wrong or if the band should fall off or be removed for any reason please be sure to tell your nurse.

Identification Badges

All hospital staff are required to wear photo identification badges to help you identify employees. No one other than a properly identified employee should enter your room, ask you for information, or care for you in any way.

Bed Rails

The safety rails on your bed are provided for your protection. Please do not attempt to lower or raise your bedrails without assistance.

Our Privacy Practices

Artesia General Hospital is committed to protecting your health information whether it's on a computer screen, spoken, or in a written document. If you have a patient privacy concern, please call the Privacy Officer of Artesia General Hospital at 748-3333.

For specific details please refer to the Notice of Privacy Practices handout given to you at the time of admissions.

Condition Reports

When friends call to inquire about your condition, the call may be directed to your room. More detailed information can be released to one of your immediate family members designated by you.

Speak Up!

Your personal safety is our priority at AGH. One of the most important ways you can help us is by talking. Talk to your doctor, nurse and other care workers. Tell them important things about your health. Ask questions. Make decisions about your health by talking with your health care team.

Everyone has a role in making health care safe. 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 health care team. We invite and welcome your participation.

When medications or intravenous solutions are brought to you, we encourage you to ask the doctor or nurse what medications are being given and what they are for.

All caregivers should wear gloves when starting IVs, drawing blood and performing other procedures involving body fluids. They should also wash their hands or apply foam disinfectant frequently and before providing direct patient care. If they don't do these please ask them to do so.

Let your doctor and nurse know if you have any allergies to foods or drugs or have ever had a bad reaction to any drug, food or latex product.

Do not take medicines that you brought to the hospital from home unless your doctor or someone on your health care team tells you it is okay. You should give your personal supply of medications to your nurse until you leave the hospital or give them to someone to take home for you.

Preventing Falls

Surroundings that are unfamiliar to you and the stress related to hospital stay, along with medication use, can increase your risk for falling.

To help you avoid falls, we suggest the following:

- Be sure objects you need are within reach – such as call bell, bedside table and telephone

- Use your call button if you need help or feel dizzy, light-headed or weak. Please wait for the nurse to help you
- Do not try to climb over or put down the side rails of your bed
- Wear slippers with non-skid soles
- Do not lean on objects with wheels such as IV poles or your bedside table
- Call the nurse if a spill occurs on the floor
- Use assistive devices such as a walker or cane or the handrails in the bathroom or hallway
- Ask for assistance when getting in or out of a wheelchair

Hand Washing

Hand washing is one of the most effective ways to prevent the spread of infection and is the professional responsibility of all health care workers. When you are at AGH, feel free to ask our staff if they washed their hands. Also, remember to wash your own hands to prevent the spread of contaminants.

YOUR HEALTH CARE CHOICES

Organ and Tissue Donation

Organ and tissue donations provide new hope to seriously ill or injured persons. You have the right to become an organ donor. Please ask a nurse for information. If you are a donor, please notify the hospital staff and your physician. If you already have a donor card, it is important that your family is fully informed of your wishes.

Participation and Consent Forms

Consent forms are your agreement to let our staff treat you; they are signed by all patients at the time of admission. A parent or guardian must sign for minors or those unable to sign for themselves. Other consent forms, signed at the time of admission, may concern insurance coverage. Additional forms may be required for special procedures

during hospitalization.

You, or your legally authorized representative, have the right to reasonably informed participation in decisions involving your health care and to make the decisions that reflect your wishes.

Advance Directives

Advance directives are documents you create to describe the extent of medical treatment you do or do not want to receive if you are unable to communicate your wishes. You have the right to make an advance directive, such as a living will or durable power of attorney for health care and to appoint someone to make health care decisions for you if you are unable. We recommend that you discuss advance directives with your family members, doctors, nurses and clergy while you are alert and feeling well.

If you have an advance directive please bring a copy of it with you to the hospital for placement on your medical record.

Specific information on this topic has been included as part of your information packet.

WHAT YOU WILL NEED IN THE HOSPITAL

Personal Items and Valuables

You are encouraged to bring only essential items to the hospital. Please do not keep valuable items or large sums of money with you in the hospital. The hospital is not responsible for damage, theft, or loss of personal belongings you bring with you.

Items that you may want to bring with you include:

- A list of medications you are taking. The only medications you will receive in the hospital are those prescribed by your physician and issued from the hospital pharmacy. We ask that you do not bring your own

medications from home unless approved by your physician. If you have brought medications with you, please give them to your nurse.

- Current Medical Insurance Information and Identification cards. It is very important that you have these identification cards with you when you are admitted to Artesia General Hospital. This enables us to provide proper billing, verify insurance benefits promptly and obtain preauthorization if necessary for all patients prior to receiving services. Having insurance information, pre-certifications or other documents required by your physician with you will decrease any confusion and simplify the registration process.
- Please bring other important papers, such as your Living Will (Advance Directive) and/or a health Care Proxy or Guardianship Documents.
- You will be asked upon admission to pay any insurance co-payment or deductible not covered by your insurance. If you do not have insurance, you will be asked to pay for your services as they are rendered. We accept cash, checks and a variety of credit cards.
- Simple toiletries, robe and slippers. If you do not have a robe and slippers the hospital will make efforts to assist you.

To keep personal items secure you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table when you are not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table. Do not place dentures on your food tray or on the bed linen. If you do not have a denture cup please ask a staff member for one.
- Keep clothing in your room closet, bedside table, or suitcase.

Personal Electronic / Electric Belongings

All electrical devices including radios, electric razors, blow dryers, curling irons etc. must be checked by the Hospital's Biomedical/Maintenance Department before use. Please notify the nursing staff so that the necessary arrangements can be made. Use of fans, portable heaters and extension cords are prohibited. The Hospital reserves the right to request that the patient's family remove any electrical device deemed unsafe by design, condition or regulatory code requirements.

YOUR ROOM AMENITIES

Nurse Call Button

If you need help from a nurse or hospital staff member, press your bedside call button. Your bedside call button activates a signal light in the nurses' station. The nursing staff will explain its use to you. Always follow your doctor's orders and nurses' instructions concerning whether you may get out of bed, use the bathroom etc. Whenever you need assistance please use your call button and our staff will respond to you as soon as possible. As well, call buttons are located in each bathroom.

Bed Controls

The bed controls are located on either side of the bed on the bedrails. The controls allow you to adjust the bed to a comfortable position.

Television

Televisions are provided in each of our medical/surgical rooms. Television is offered at no charge. The volume and channel controls are located on your call light box. Your nurse will instruct you on its use. If you experience a problem with your television please speak to a member of your care team.

On our Senior Care Unit a television is available in the Activities Room.

Telephone Service in Your Hospital Room

Phones are provided by every bedside. Outgoing calls may be placed at any time. You may call anywhere in the local area by dialing "9" before the desired number. If someone needs to reach you during your stay here at the hospital they can contact the hospital switchboard at 748-3333 and their call will be transferred to your room.

Cellular Telephone Use

To ensure and protect privacy, we ask that you do not use the camera feature on your cell phone.

PASTORAL SERVICES

We value a spiritual dimension in the care of our patients and support of families experiencing medical issues.

The Chaplaincy Program at AGH is an interfaith ministry that provides spiritual care for patients, families and staff. The Chaplaincy team consists of active volunteer clergy members, who include priests, ministers, pastors and deacons who are on call on a rotating basis and available 24 hours a day.

Duties of a chaplain can include worship, sacraments, prayer and support to our patients, families and our staff. Chaplains do not replace one's own personal clergy; they provide additional spiritual support and resources in the hospital setting. Clergy from a patient's home church are also welcome to visit during a patient's hospital stay.

At the time of registration our patients are asked if they would like to receive a visit from a Chaplain while they are an in-patient. If a patient so desires a Chaplain will stop by the patient's room and introduce him or herself. However, if a patient does not wish a visit then the patient's name will not appear on the visitation roster. Each day, with the exception of Sunday, clergy members make rounds to visit patients and check with the floor nurses to see if anyone has a special spiritual need. They also lead periodic worship services in the hospital's chapel. Chaplains will also assist in contacting the patient's clergy or locating a clergy member of their religious preference.

Chapel

Our chapel is located near our main lobby. It is open 24-hours every day for private meditation by people of all faiths. Patients interested in using the chapel should ask for assistance from their nursing staff.

SPECIAL NEEDS

Interpreter Service for Language Needs

In order to communicate effectively with patients, when English is not the primary language, translators are available.

Arrangements can be made through the nursing staff caring for you.

Artesia General Hospital provides accommodations to disabled individuals consistent with the Americans with Disabilities Act (ADA).

Hearing Impaired

For the hearing impaired, Telecommunication Devices for the Deaf (TDD) are available. Telephones and televisions in the rooms of hearing-impaired patients will have TDD on the telephone line and a closed-caption decoder on the television.

Concerns About Your Care or Environment

We are committed to providing you with exceptional service that will meet your specific needs. If you have a concern, please bring it to the attention of a nurse manager or house supervisor. If you prefer you may contact our compliance officer through our administrative office.

Complaints regarding patient care or services regulated by State or Federal Hospital licensing requirements can be registered with the NM Department of Health-Hospital Licensing and Certification Bureau. Medicare patients, who have a complaint regarding the quality of care, disagree with a coverage decision or wish to appeal a premature discharge, may contact the NM Medical Review Association to file a complaint.

Contact Information:

- New Mexico Department of Health, Incident Management Bureau: 505-476-9012 - Complaints Line: 1-800-445-6242
- New Mexico Medical Review Association: 800-663-6351
- Medicare Beneficiary Hotline: 1-800-633-4227

NUTRITIONAL SERVICES

Patient Meal Services

A patient's diet, such as a regular, consistent carbohydrate or low sodium, is determined by the patient's doctor. A selective menu, following the prescribed diet, is delivered by the host from Nutritional Services. If you have any food allergies please inform your nurse.

Patient Snacks

Our medical/surgical unit and senior care unit each have a small nourishment room with food for patients. Ask your healthcare team member for assistance with these items. Some of the items you may request include assorted juices, soups, coffee, tea, milk, ice-cream, cereal, applesauce, graham crackers, pudding, peanut butter, and condiments.

Green Chili Cafeteria

Our hospital cafeteria is located in the Northwest corner in the back hallway and is open to visitors.

Meals are served daily between the following hours:

Breakfast: 7:00 a.m. – 9:00 a.m. • Lunch: 11:00 a.m. – 1:00 p.m.

Vending Machines

Vending machines for visitors are available 24 hours per day and offer assorted snacks and beverages. Vending machines are located next to the main registration area, behind the Emergency Room and adjacent to our medical surgical patient unit.

Complimentary Beverages for Visitors

Hot complimentary coffee is available in our vending area adjacent to the main registration area and in our Green Chile Cafeteria. Iced tea is also complimentary and available in the cafeteria from 7:00 a.m. until 3:00 p.m.

Guest Food Trays

One (1) complimentary guest tray is available for a family member that needs to remain with a patient. If you would like a guest tray please notify your nurse. If you would like more than 1 guest tray the meal is \$6.50 per tray. To order a guest tray, visit the cafeteria or ask the host for assistance. Guest trays may not be charged to the patient room.

We ask if you want 2 or more guest trays that you order your meal one hour in advance and pay when you order. If you have any questions about guest meals, you may call the Nutritional Services Department at 736-8325. From within the hospital simply dial extension 771.

CONTROLLING YOUR PAIN

Your comfort is important to us. You have the right to the appropriate assessment and management of your pain. Pain management is a necessary part of your treatment plan. We ask that you discuss pain relief options with your physician and treatment team. Ask for pain relief options when pain first begins, tell us when pain is not relieved, tell us about any concerns you have to help your doctor and nurses assess your pain. Often, it is easier to control pain when it is mild, before it gets severe.

Questions your health care team may ask you about your pain:

- “Where do you feel pain?”
 - “How long have you had the pain? “
 - “How does the pain feel; is it dull, tender, aching, cramping, shooting, burning, radiating, throbbing, staffing, tingly, gnawing, squeezing?”
 - “What makes the pain worse?” “What makes the pain better?”
- Only you know how much pain you feel. Your pain can be measured. You will be asked to rate your pain using a numerical scale. You will be asked to choose a number from 0-10 that best describes your pain. 0 being No Pain and 10 representing the most severe.

There are other simple treatments for pain that do not involve medicine. These include listening to music, watching television, dimming the lights, using a hot or cold compress and relaxation techniques, such as deep breathing exercises.

Remember that your health care team will not know how much pain you have unless you tell them. The key to successful pain management is communication.

VISITATION GUIDELINES

We recognize how important it is for our patients to enjoy visits from family and friends. The encouragement and comfort visitors can offer can be very helpful. However, the well-being of our patients is our primary concern.

The visitation policy is designed to provide patients with the utmost privacy and an opportunity to rest. In that regard, all visitors are asked to observe the following policies:

- Although it does not occur frequently, occasionally we may need to limit the number of visitors to selected patients to promote their rest and healing.
- Visitors are asked not to visit patients if they have a cold, infection or have been exposed to a contagious disease.
- ***Children under the age of 14 should have an adult present to visit.*** We strongly discourage children who may have a contagious illness (i.e. sneezing, coughing, fever, etc.) from visiting for their own health and safety as well as for our patients' well being.
- Pets, other than service dogs, are not allowed.
- Clergy may visit at any time, unless patient care is being delivered or the patient has not authorized such visits.

Visitation and Your Surgery

Before surgery families may visit patients in their rooms. During surgery family members are requested to wait in either the lobby waiting room or the patient's room. Following surgery the doctor, or surgical representative, will advise relatives when the patient is in the recovery room and of the patient's condition. Relatives will be informed when the patient is ready to return to his/her room.

YOUR HEALTH CARE TEAM

While you receive treatment at Artesia General Hospital, you are likely to have a team of health care professionals involved in your care. This team of professionals will work together to develop a plan for your care, involve and inform you of that plan and the treatment and tests to be done while you are here. They will care for you, and are responsible to provide information and education to you throughout your stay. As you are preparing to go home, they will also teach you about any care that you will need after discharge.

If at any time during your stay, you have questions or special needs, please address them to the nursing staff caring for you. Each unit has a nurse manager and nursing supervisor who are available to you. They provide administrative oversight for all patient services.

All staff are required to wear photo identification badges. Your health care team should introduce themselves when they enter your room and explain their role in your care. As part of our Patient Safety Initiatives, please expect that our team members will be checking your identification bracelet often and asking you to state your name so that your identity can be verified.

This well-rounded team enhances your care and may include the following:

The Attending Physician: A doctor who supervises your treatment.

Nurse Practitioners/Physician Assistants: Licensed professionals who work closely with the attending physician in planning your care.

Hospitalist: A medical professional (doctor) who specializes in the care of patients in the acute care setting. Hospitalists provide ongoing and timely care, including ordering diagnostic tests, monitoring patients' conditions, making treatment decision with input from primary care doctors and coordinating patient care among all members of the care team.

Nurses: Nurses work closely with your physician(s) to plan and evaluate your daily care, administer medications and treatments and assist with education for discharge.

Nutritional Consultations: A registered dietitian is available to assist you with special diet needs as ordered by your physician. On occasion radiology or laboratory testing will require that your meals be delayed. Also, you may find that your doctor has ordered a special diet for you during your stay at the hospital.

Social Workers & Case Management Team: Assist in the resolution of social, emotional and environmental problems related to illness, disability and hospitalization. This team is available to you and your family to recommend resources throughout the community that may assist you after your discharge. As well, they are available to provide information regarding nursing home options, hospice or other community or government services. Case managers work with your insurance company, doctor, nurse and family to determine what you may need once you go home, including special equipment or home healthcare.

Environmental Services (Housekeeping): Providing you with a clean and comfortable room in which to regain your health is a partnership between patient care staff and the hospital housekeeping department. While nursing and other patient care staff provide regular linen changes, small spill clean-ups and trash removal, our housekeepers work each day to assure hygienic work surfaces, fixtures, bathrooms and floors to help fight infection. They also provide special cleaning services as needed. If you have concerns about the cleanliness of your room, please talk to your nurse.

Pharmacists: A pharmacist will review your medication orders and work with your doctor and nurse to ensure safe and accurate medication therapy.

Laboratory Technicians/Phlebotomists: These professionals will collect blood or other samples ordered by your physician. Your samples will be tested by licensed professionals and results will be given to your physician.

Respiratory Therapists: Licensed respiratory care practitioners are provided at your physician's request. They may assist you with breathing treatments and exercises, assess your breathing status and monitor oxygen needed for your care.

Radiologists and Radiology Technologists: Radiologists are physicians who specialize in imaging tests and techniques and will interpret the results of your x-ray procedures. The technologist is the specialist who will explain your x-ray procedure takes the internal images of the body to be examined by the radiologist as part of your diagnosis. These include but are not limited to CT, MRI, Ultrasound, Nuclear Medicine, plain films such as a chest x-ray.

Rehabilitation Services: You may receive assistance from these specialists before you are discharged. They include: physical therapists and assistants that can help you improve or gain physical abilities that may have been lost from illness or injury; occupational therapists can help you build and regain skills important to daily living and work activities, and speech therapists who specialize in communication and swallowing difficulties.

Chaplains: We understand that spiritual care is an important part of our healing environment. Chaplains are available to patients and their loved ones to provide support. They respect all religious or spiritual preferences and collaborate with our hospital staff. A chaplain is on call at all times. Your nurse will contact the on-call clergy for you upon your request. Ministers from a patient's home church are also welcome to visit during a patient's hospital stay.

OBTAINING YOUR MEDICAL RECORDS

You have the right to obtain a copy of your medical records and to request that your records be provided to someone else (subject to certain limitations). In order to protect your privacy, we must have your written permission before releasing records. To begin your request, you can obtain a copy of the Authorizations for Release of Health Information form.

Can I Take My Chart Home? No, you cannot take your chart home, however, make an appointment with a representative from our Medical Records Department to request information from your records or a copy of your chart. To obtain records, please call 575-748-3333 and ask for the Medical Records Department. Certain restrictions may apply.

GOING HOME

Discharge Planning

It is our goal to help you return to your home and recuperate just as quickly as possible. Planning for your discharge begins the day of your admission! The case management and social service staff will assist you or your family with resource options should special needs or arrangements for your care exist.

Discharge Process

Your doctor will write a discharge order when you are well enough to leave the hospital. Your nurse will work with you to schedule the time of your discharge and will help you with any forms that need to be signed before you leave. The nursing staff will review the discharge instructions

including medications, restrictions and follow up care with you. Please arrange your transportation home, so your discharge will not be delayed. A staff member will escort you to your car at the time of discharge. Remember to check for any personal belongings before you leave your room.

Patient Surveys

We are interested in your opinion of the services we provide to our patients. After you return home, you may receive a patient survey over the phone from a market research service that we employ. It is important for us to know if your experiences and the care you received meet your expectations and the high standards we set for ourselves. Your feedback helps us to make improvements as necessary and allows us to share positive comments with our staff. In advance, thank you for your time and assistance.

Update Your Medication List

After discharge, keep an up-dated list of medications you are taking. Your list should include all prescriptions and over-the-counter medications (including herbal products, vitamins and dietary supplements). Be sure to list the name, dose and how often you take the medication. Also, note how medication is taken (ie. by mouth/with or without food). Anytime medications are added or discontinued, or the doses are changed be sure to make changes to your list. Keep this list with you at all times. In the case of an emergency, show it to your primary-care provider.

COMPUTER FRIENDLY CAMPUS

We are pleased to provide complimentary wireless internet access for our guests and visitors. Simply bring your laptop, PDA or other wireless-enabled device with you if you so desire.

Wireless Internet

For your convenience, we are pleased to offer a free Wi-Fi (wireless) high-speed Internet service for laptop computers, PDA's and other wireless devices.

Please note that our staff is unable to provide technical support and cannot guarantee that your device will work with our wireless connection or will work in our hospital. AGH cannot be held liable for loss of data, damages, or viruses due to use of your device in our hospital.

When you first connect you'll notice Terms and Conditions. When you click Accept, you'll automatically be granted access.

Website

As Artesia General Hospital continues to expand, our information is constantly being updated. For your convenience, the most current information regarding our hospital can be found on our website. We encourage you to visit our site frequently! **www.artesiageneral.com**



Artesia General Hospital

575.748.3333

ArtesiaGeneral.com

702 N. 13th Street • Artesia, New Mexico