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**MEMORIAL
HEALTH SYSTEM**
OF SOUTHWEST OKLAHOMA

Patient GUIDE



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Healing Begins here

You are the most important member of your healthcare team. Help us give you the best care we can. Please do not hesitate to speak up and ask questions. It is important you feel comfortable and understand your care, every step of the way.

Use this guide to learn:

- What to expect during your stay
- What symptoms to watch for
- How to share concerns
- How to get ready for discharge
- How to manage your medical condition after you leave



About Us

Why we are the right choice for your care

Our Vision

Provide innovative healthcare and an exceptional patient experience, close to home.

Our Mission

Empower people to live their healthiest lives through convenient access to exceptional care.

Our Core Values

- **Innovation:** Act as leaders in technology to gain the most advanced treatment.
- **Connection:** Provide a place where every person who enters our doors feels seen, heard, and valued.
- **Integrity:** Be exceptional stewards of our resources, both human and material, to sustain exceptional care in our community for generations to come.
- **People First:** Lead the way as a healthcare system, but never lose the human touch.

Colors of Caring

At Memorial Health System, many people may care for you at the same time. Sometimes, it can be difficult to keep track of which person is which. To help you, we created the Colors of Caring, which identifies staff members by their scrub colors:

- **RN:** Navy blue
- **LPN:** Gray
- **CNA:** Khaki
- **AUA:** Forest green
- **MA:** Purple
- **Women/Children:** Teal
- **Respiratory Therapy:** Caribbean blue
- **Laboratory:** Royal blue
- **Pharmacy:** Black
- **Physical Therapy:** Red
- **Radiology:** Burgundy
- **Dietary:** Black & red
- **Housekeeping:** Black pants & gray top
- **Surgery:** Powder blue
- **Materials Management:** Eggplant
- **Transport Team:** Khaki pants & lilac top
- **Monitor Tech:** Grape
- **Dialysis Tech:** Coral

CONTACT US

3401 W. Gore Blvd.
Lawton, OK 73505
580.355.8620
memorialhealthswok.com

We value your feedback

Once you leave our facility, we may ask you to take the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. It is used to measure and report patient satisfaction. It is made up of simple questions on key topics, such as:

- Doctor and nurse communication
- Medication and discharge information
- Staff responsiveness
- Overall quality of the hospital

If you are selected to receive this survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Commitment to care

Patient satisfaction matters

Welcome to our hospital. We consider it a privilege to serve the healthcare needs of our community, and we want to thank you for choosing us for your care.

We care about your care

Our goal is to provide the best quality healthcare. We would like feedback such as:

- How is your stay going?
- Are your needs being met?
- Are your doctors and nurses listening and responding to your questions and requests?

If you have questions or concerns about your care, speak with your nurse or the nursing supervisor. They will try to resolve them as quickly as possible.

If you need additional assistance, please email us at **contact@memorialhealthswok.com**.

If you feel your concerns are not being properly addressed, you can contact any of the organizations listed below.

Oklahoma State Department of Health (OSDH)

Director of Hospitals and Related Services
1000 NE 10th St.
Oklahoma City, OK 73117
405.271.5711 and 1.855.255.4890

or

The Joint Commission

The Office of Quality and Patient Safety (QQPS)
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Visit **jointcommssion.org**, select the "Report patient safety event" link in the "Connect With Us" box

Fast Facts about your stay

A-Z guide to the most frequently asked questions

Advance care plans

Advance care plans are official documents that explain the healthcare treatments you want or do not want if you become unable to make or communicate your own decisions.

Once you have completed your advance care plans, you should:

- Discuss your wishes with your family and medical providers and give them copies of your documents
- Keep the documents where you and others can easily find them
- Review your advance care plans once a year to be sure your wishes have not changed

Each state has different rules for advance care plans. If you spend a lot of time in another state, you may want to fill out that state's documents as well.

ATM

ATMs are located across from the Gift Shop in the main lobby and in the hallway by the Dietary office.

Atrium Gardens

Located at northeast corner of the Memorial Health campus on the ground/lobby floor, the hospital cafeteria, Atrium Gardens, offers breakfast, lunch, dinner and snacks. The cafeteria also offers deli and grill services.

Monday - Friday

Breakfast
6-10AM

Lunch
11AM-2PM

Dinner
5-7PM

Late Night
10PM-12AM

Saturday, Sunday & Holidays

Breakfast
6-9:30AM

Lunch
11AM-1:30PM

Dinner
5-7PM

Grill
11AM-7PM

Vending machines are provided in the Emergency Department on the first floor and in the lobby behind the Gift Shop.

Calling your nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located on the bed rails or remote connected to the bed. If you have any questions on how to use the call button, ask a staff member to show you.

Cell phones

Cellular telephones are allowed throughout the hospital. Charging stations are located in the main lobby, outpatient center lobby, and ER lobby. Patients are responsible for their cell phones and other personal belongings.

Discharge medications delivered to your bedside

We offer 24/7/365 prescription service at the time of your discharge. If you would like to leave the hospital with your prescriptions and save a stop at the pharmacy on your way home, please discuss this option with your nurse, pharmacist, medical provider, or discharge planner. We can file most insurance plans and accept cash, credit, and debit cards at the bedside for payment.



BEDSIDE DELIVERY *of medications*

We deliver medications to patient's hospital room **BEFORE** patient leaves the hospital

FREE prescription delivery for all current Memorial Health patients

The Memorial Health Meds-to-Beds Program provides **THE SAME OR LOWER COSTS** compared to most outside pharmacies.

Our pharmacists will **ANSWER ANY QUESTIONS** the patient has at the time of delivery.

Call **580.250.5850**
for more information

Fast Facts about your stay

Electrical appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, computers, or other electrical devices.

Fire safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers

Outside florists deliver flowers daily to our guest services desk, and then our staff delivers them to the rooms. Please note that flowers are not always allowed in a patient's room.

Hearing impaired

A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing impaired relative or friend. Arrangements can be made to have a person who uses sign language help a hearing-impaired or deaf patient. Contact your nurse for assistance.

Hospital safe for valuables

Nursing Services can assist you in securing your valuables in the hospital safe.

Housekeeping

The Environmental Services team is available 24 hours a day, seven days a week. If your room needs to be refreshed, please call us at **580.512.8034**.

Interpreters

The hospital has access to interpreters for a number of foreign languages, if a patient should require it. For more information, contact your nurse.

Medications

Please tell your nurse about any prescription or over-the-counter medications you are taking. All medications you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medications you take regularly. If you still need these medications, hospital staff will give them to you.

Pharmacy Services

24/7 COMMUNITY PHARMACY
3401 West Gore Blvd
Inside Emergency Room entrance
Delivery to car available upon request
580.280.4445
Hours
Always open

GREAT PLAINS PHARMACY
3201 West Gore Blvd
Inside TMC entrance
580.585.5401
Hours
Monday - Friday
8AM - 5PM

LCHC HEALTH PLEX PHARMACY
7102 NW Cache Rd
Drive-thru available
580.360.0143
Hours
Monday - Friday
8:30AM - 5:30PM

LCHC RAPID ACCESS PHARMACY
3811 W Gore, Suite 8
Drive-thru available
580.404.2216
Hours
Monday - Friday
8:30AM - 5:30PM

LCHC MAIN PHARMACY
5404 SW Lee Blvd
Inside main entrance
580.280.4376
Hours
Monday - Thursday
8:30AM - 5:30PM
Friday
8:30AM - 5PM

Organ donation

You can register to donate your organs or tissues at organdonor.gov/sign-up by submitting your state's form online or downloading and mailing it in. You can also register in person at your local motor vehicle department. If you do not register your wishes or no one knows you have registered, your family will make this decision.

Unsure about being an organ donor? Keep in mind:

- Your care will not change. Lifesaving treatment will be given unless you have advance care plans saying not to.
- Most major religions in the U.S. support organ donation
- It is free to donors and their families. There is no upper age limit

Oxygen

Special regulations are in effect when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is allowed in any hospital room or on hospital grounds.

Parking

Patient parking is available in the garage outside the main entrance and near the Emergency Department entrance. For those visiting for outpatient services, free valet parking is available at the Outpatient Center entrance and Tomlinson Medical Center entrance.

Pastoral care

Pastoral Care is available to you and your family 24 hours a day. The hospital has a board-certified chaplain on staff, and a team of volunteer clergy serves as on-call chaplains. The chaplain can be reached at **ext. 3172** Monday through Friday. On-call volunteer chaplains can be accessed after hours and weekends by calling the operator and asking for the house supervisor. The Martha Lou Lawson Chaplaincy Center is located on the first floor and is open 24 hours a day, seven days a week.

Patient meals

At-Your-Request Room Service Dining is available from 6:30AM to 6:30PM. Dial **ext. 5000** to place your order.

Fast Facts about your stay

Personal belongings and valuables

Personal care items such as contact lenses, eyeglasses, hearing aids, and dentures need to be properly stored. Please let your nursing team know about these belongings so they do not get misplaced. Please do not put them on your bed or food tray to help avoid loss or damage.

Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. If you bring a valuable item, it should be deposited in the hospital safe. You will be given a written receipt for all items, which must be presented when you withdraw them. Memorial Health will not be responsible for replacing personal belongings.

Public restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Telephones

A telephone is provided in all patient rooms, except ICU and CCU. A device for the hearing impaired is available upon request. All local calls are free. To make a local call, dial 9 + the number. You may place a long-distance call by calling collect, charging the call to your home or using a calling card. To call long distance, dial #6288 or O+1 + 866.300.2573. To access a patient room from outside of the hospital, call 580.355.8620 and the operator will assist you.

The Gift Shop

Located off the main lobby

Hours:

Monday - Friday: 9AM to 4:30PM

Saturday & Sunday: Closed

Tobacco use

To promote wellness and healing for our employees, visitors and vendors, Memorial Health is a 24/7 tobacco-free campus. This includes all tobacco products-pipes, smokeless tobacco, cigarettes, cigars, snuff, herbal tobacco products, e-cigarettes, and vapes. Ask your doctor for nicotine patches, gum, or other quit smoking medication or call the Oklahoma Tobacco Quit Line, **1.800.QUIT.NOW**.

Visiting hours

Visitors can be good medicine for patients. At Memorial Health, we do not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability and allow patients to withdraw or deny such consent at anytime. However, patient care is our primary concern. In order to enhance the quality of care, specific visiting hours and regulations have been established. Suggested hours for visitation are from 9AM to 9PM.

Visiting regulations

The following are general guidelines for visitors.

- To ensure the safety of our visitors, patients, and team members, we require all who enter the facility to check in with a valid ID through Green Security at the Guest Relations desk to receive a visitor's sticker to wear while on hospital grounds.
- The main hospital entrance is open 7AM - 7PM. Outside of these hours, please use the Emergency Department entrance.
- Visitors requesting to remain with a patient overnight in a patient's room must be an adult or an emancipated minor.
- Guest cots are not permitted at any time in rooms due to fire regulations.
- Staying in critical care areas is discouraged. Children must remain with an adult who is not a patient.
- Visitors may not smoke in patient rooms or anywhere on hospital grounds.
- Visitors must dress appropriately and wear shirts and shoes.
- No more than two visitors are allowed at the bedside at one time.
- People with colds, sore throats, or any contagious diseases should not visit patients.
- Visits should be kept short. Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.
- Ask before bringing foods, drinks, or other items like balloons, flowers, or perfume that might trigger allergies into patient rooms.
- Visitors should wash their hands before entering a patient's room.
- Visitor meal trays are not provided.

Weapons

No weapons of any kind are allowed inside the hospital or on the hospital campus.

Wheelchairs

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be dangerous. Please ask for help from a member of the hospital staff.

Take charge of your care

You are in charge



You are the center of your healthcare team. Know what's happening every step of the way to get the best results from your hospital stay.

Check IDs



Pay attention to staff IDs so you know who is caring for you. Help staff confirm who you are by always stating your name and birthday before you are treated or transported.



Know your medications

Understand what they treat, why you need them, and how to take them for the best results.

Speak up

Know how to ask for help, and make sure you have your nurse call button. It's your body.



PARTICIPATE in your CARE



Educate yourself

Learn about your medical condition, tests, and treatment options.

Find a support person

Pick someone, such as a close family member or friend, to help speak up for care and needs during your stay.



Check before you go.

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Scan the QR code or go to [qualitycheck.org](https://www.qualitycheck.org) to learn more.



Be Informed

Take **charge** of your care

Make informed decisions

- Talk to your doctor and family about whether you want life-saving actions taken in an emergency.
- If you are unsure about your diagnosis, don't be afraid to ask for more information or a second opinion.
- Read and understand all medical forms before signing. Ask for help if you need information explained.

Ask questions

Ask your care team questions like these to help you understand your condition and treatment:

What tests will I need? When will I know the results? _____

What are the short-term and long-term effects of my condition?

How can my condition be treated or managed? _____

What are signs that my condition is getting worse? _____

Learn about equipment

- Make sure you can easily reach the nurse call button and ask a staff member for help if you are not sure how to use it.
- Ask about the equipment we use to keep track of your health. You may be startled by alarms, but do not silence them—your care team needs to know if an alarm is sounding so they can help you. Ask for ear plugs if the noises bother you.
- If your post-hospital treatment involves medical equipment, practice using it with your nurse before you leave.

Check your understanding

Try these tips to make sure you understand and remember the information your care team gives you:

- **Repeat it:** In your own words, repeat back what you heard your care team member say
- **Note it:** Write down important facts so you can look back if you forget
- **Teach it:** Tell your support person about your condition, procedures, and medication instructions



Protect Your Health

Take **charge** of your care

Tell us what you need

We want to make sure we understand you and create a care plan that fits your individual needs. To help us provide the best possible care for you, please tell us if you need:

- Help getting comfortable or managing pain
- Glasses or hearing aids
- Your bed position, linens, or lights adjusted
- Changes in your care to meet your cultural, ethnic, or religious needs or preferences
- Help with emotional, spiritual, or ethical concerns
- Spoken, written, or signed communication in another language
- Information explained again or in a different way (for example, in writing or using pictures)
- More details about your condition, treatment, caregivers, hospital stay, or discharge plan

►Use the tools on page 10 to tell your care team about your pain.

We are here for you

Our doctors and nurses respect and listen to every patient. If you have questions or concerns, you have the right to talk to your care team and get a response that makes sense to you. If you don't feel your concerns are being heard, speak up, and we'll do our best to help improve your care.

Prevent falls

Patients of all ages are at risk for falls. While you are here, you may feel dizzy or weak. Illnesses, surgeries, medications (especially pain medications), or even just lying down too long can make you less steady on your feet. Your care team will assess your risk of falling. If you think your risk has changed since your last assessment, please let them know and ask for help making a plan to stay safe.

- Use the nurse call button for help getting out of bed and anything else you may need between scheduled rounds, procedures, and treatments
- Ask for help getting to the bathroom or walking around
- Use handrails when they are available
- Wear nonslip socks or shoes
- Keep often-used items (glasses, remote, tissues, etc.) within easy reach
- If you are using a wheelchair, make sure it's locked when you stand up or sit down. Never step on a footrest when getting in or out of a wheelchair.

It's better to be extra careful and avoid falling than to risk a new medical problem.



For visitors

The patient may be weaker or more confused than normal. Ask for help when they get out of bed. If staff has turned on a bed alarm, do not turn it off.

Explain Your Pain

Take **charge** of your care

Check any words that describe what your pain feels like:

- ☐ Aching
- ☐ Bloating
- ☐ Burning
- ☐ Cramping
- ☐ Cutting
- ☐ Dull
- ☐ Heavy
- ☐ Itching
- ☐ Numb
- ☐ Pinching
- ☐ Pressing
- ☐ Pulling
- ☐ Sharp
- ☐ Shooting
- ☐ Stabbing
- ☐ Swollen
- ☐ Throbbing
- ☐ Tight
- ☐ Tingling

Pay attention to your pain, and use these tools to tell your care team.

1. How long have you had your pain? _____
2. Where do you feel the pain? _____
3. Is your pain constant, or does it come and go? If it comes and goes:
How often do you feel it? _____
How long does it last? _____
4. List anything that makes your pain worse: _____
5. List anything that makes your pain better: _____
6. If you were taking any pain medication before you came to the hospital:
What medication(s) did you take? _____
Did it help with your pain? _____
Have you ever had a bad reaction to a pain medication? _____
7. Is your pain preventing you from (circle all that apply): taking a deep breath, turning in bed, walking to the restroom, getting restful sleep, getting out of bed, sitting in a chair, eating, any other self-care activities?
8. List any other activities that are more difficult or that you can no longer do because of your pain: _____

Use this pain scale to let your care team know how bad your pain is:



Mild (Blue)

- 0 - I have no pain
- 1 - I hardly notice the pain
- 2 - I'm aware of the pain, but it's not distracting
- 3 - The pain sometimes distracts me

Moderate (Green)

- 4 - The pain makes some activities uncomfortable
- 5 - The pain interrupts some activities
- 6 - The pain is hard to ignore, and I avoid some activities
- 7 - The pain is the focus of my attention and prevents many activities

Severe (Red)

- 8 - The pain is awful, and it's hard to do anything
- 9 - I can't bear the pain, and I can't do anything
- 10 - The pain is as bad as it could be

Prepare for Safe Care

Take **charge** of your care

Your care team continuously monitors your healthcare to prevent medical errors. You can help them keep you safe by paying attention to the treatment you are receiving.

Prepare for surgery

When you find out you will need a procedure, ask questions like these to be sure you understand what will happen and why:

Why is this procedure needed? Will it cure my condition or help me manage symptoms? _____

Will I be given anesthesia? How might it affect me? What side effects should I watch out for? _____

Are there any other risks I should know about? _____

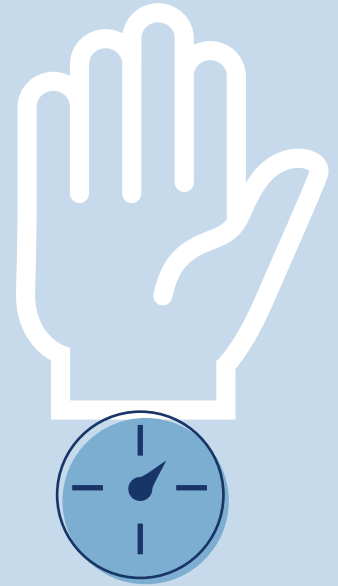
Take medication safely

Before they give you any medication, your doctors and nurses should:

- Use your ID bracelet to check that your name matches the name on the medication
- Have a current list of all the prescription drugs, over-the-counter medications, and herbal or vitamin supplements you take
- Know any allergies you have—medications, anesthesia, foods, latex, etc.

It's also important for you to understand your take-home medications. For every **new** medication, ask:

- What are the brand and generic names of my medication?
- Why am I taking it? How will it help? When will it start working?
- What dose should I take? How often? How long?
- What is the best time (morning, night, etc.) and way to take it (with food, with water, etc.)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks, or activities to avoid?
- What do I do if I miss a dose?
- Does it replace any medications I was taking before coming to the hospital?
- Is it safe to take with all my other new and existing medications and supplements?



Pause to check

Before your procedure, your surgeon will pause to make sure you are the right person, getting the right surgery, on the right body part.

Keep track

Write down important information about your medications. Speak up if you think it's time for your next dose. Never take medication if you don't know what it is.



5 Ways to Fight Infections

Take **charge** of your care



Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing “Happy Birthday” twice).

At the hospital, you might come into contact with germs that could give you a new illness. Reduce your chances of infection with these safety tips.

1. Clean your hands

- After touching surfaces, especially doorknobs and handrails
- Before eating
- After using the restroom
- After sneezing, coughing, or blowing your nose

2. Ask visitors to help you stay safe

Everyone, including all hospital staff and guests, should clean their hands before they touch you. Make sure your visitors wash their hands or use alcohol-based hand sanitizer when they enter your room. Ask friends and family not to visit if they are sick.

3. Cover your cough or sneeze

To limit the spread of germs, cough or sneeze into tissues, then immediately throw them away and clean your hands. Ask staff if you should wear a surgical mask. Even if you don't feel sick, you could be carrying germs that can make others sick.

4. Keep an eye on bandages, dressings, tubes, & drains

If a dressing on a wound, surgical site, or IV gets wet or loose, tell your nurse. Also let your nurse know if a catheter or drainage tube becomes loose, comes out, or does not seem to be draining well. Speak up if the area around the tube hurts or is hot to the touch.

5. Keep your vaccinations up to date

Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Post-Procedure Recovery

Take the next steps to feeling better

What you do during the first few days after surgery is key for a smooth, successful recovery. It's common to feel tired, achy, or sick to your stomach after a procedure. Your doctor may prescribe medication to help you feel better.

Your care team will tell you when you can start eating and sipping liquids after your procedure. If you have any tubes or drains, they will be removed as soon as safely possible. Make sure you follow your doctor's orders for moving, getting out of bed, and walking to help your body heal faster. And ask your doctor when you can:

- Go home
- Return to a normal diet
- Start physical therapy or rehabilitation, if needed
- Go back to work
- Start normal activities again, such as driving, exercise, and sex

Incision care

As your incision heals, you'll notice swelling, soreness, and bruising begin to go away. Your incision may also itch, but don't scratch it—scratching can introduce germs that could cause an infection.

Talk with your nurse and make sure you know how to take care of your incision before you're discharged from the hospital.

Call your nurse

Have your nurse call button where you can easily reach it. Call immediately if you:

- Feel more pain and pain medication doesn't help
- Have chest congestion or trouble breathing
- See bright red blood at your incision
- See signs that your incision is opening
- Notice signs of infection-like drainage, redness, heat, or swelling-around your incision

If you have any of these symptoms after you leave the hospital, call your healthcare provider right away.



Manage Pain

It is normal to have some pain after a procedure. Talk to your doctor about the best way to treat your pain. They may prescribe certain medications or show you other ways to lessen pain, like applying ice or heat to the area.

Taking non-opioid pain medications on a schedule can help keep pain under control. Your doctor may also prescribe opioid pain medication if you need it.

► See page 14 for information about taking opioids safely.

Taking Opioids for Pain

Know the risks and how to use them safely

Opioids are medications that help relieve pain. They affect your brain by blocking or reducing pain signals and interacting with its reward system. They are available legally as prescription pain medications like hydrocodone and oxycodone and illegally as heroin.

Prescription opioids can be very addictive and dangerous if they are not used properly. Long-term use can lead to dependence and then withdrawal when you try to stop. You can also develop tolerance to opioids over time, having to take more and more to get the same pain relief.

Side effects

You can experience side effects from prescription opioids, even when you take them as directed by your doctor. Opioid pain medications can cause:

- Constipation
- Confusion
- Depression
- Fatigue and dizziness
- Nausea, vomiting, and dry mouth
- Itching and sweating
- Slow breathing

Long-term use can lead to side effects like:

- Tolerance
- Dependence
- Addiction
- Increased sensitivity to pain
- Overdose

Talk to your doctor

If you are prescribed an opioid pain medication, be sure you know the possible risks. Talk to your doctor about safe use, especially if you need oxygen or use a CPAP machine. You may be more likely to have problems with breathing and getting enough oxygen when taking opioids.

The best way to avoid side effects is to stop taking opioids as soon as possible. Talk to your doctor about how long you will need to take them, and ask about other options for managing pain. Discuss all of your concerns with your care team, and schedule a follow-up visit.

Safe use

Take opioid pain medications exactly as prescribed, avoid drinking alcohol while you are taking them, and ask your doctor for a list of medications to avoid. Never share your opioid pain medications or use someone else's, and store your prescriptions in a secure place that others cannot access. When you have leftover pills, dispose of them safely by visiting [fda.gov/drugs](https://www.fda.gov/drugs). Memorial Health also has a year-round drop-off location inside the Emergency Department.

Other pain relief methods

If you don't want opioid pain medication during your hospital stay, tell your doctor or nurse. Ask your care team about alternatives that work alongside or instead of pain medication, like massage therapy, physical therapy, electrical nerve stimulation, acupuncture, or heat and cold therapy.

You can also try these tips to help relax your body and relieve pain:

- Dim or turn off the lights
- Practice deep breathing or meditation with a video, or through a mindfulness app on your phone or tablet
- Play calming music
- Talk or text with a loved one
- Watch a movie, read, or play a game

Substance abuse

If you need more information about opioid use disorder or are worried about a friend or loved one's risk of overdose, visit the "OK, I'm Ready" website for more information about substance use disorder.

You can find resources to prevent illicit substance use, find specialty treatment options, and order free naloxone kits for your home. Scan the QR code to learn more.



Walk-in Naloxone program

Memorial Health offers a walk-in naloxone program.

Naloxone is a medication approved by the Food and Drug Administration to rapidly reverse opioid overdose. Access for life-saving naloxone should not come with barriers or stigma. Our hospital is committed to reducing opioid use disorders and illicit substance use in our local communities.

Getting a free naloxone kit is easy!

- Visit our pharmacy
- Request a naloxone kit
- Complete a brief survey
- Receive a naloxone kit

Millions of Americans have mental and substance use disorders, Find treatment providers and programs here:

Oklahoma



United States



Prevent Hospital Infections



Reduce your risk during your stay

According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients pick up an infection during their hospital stay. Your healthcare team will work hard to prevent infections, but there are also steps you can take to protect yourself.

Superbugs

A superbug is a germ that causes bacterial, viral, or fungal infection and doesn't respond to standard treatments. These germs make you sicker longer and increase your risk of serious complications.

Type	How It Starts	Symptoms	Prevention
Catheter-associated urinary tract infection (UTI)	Germs enter your urinary tract through a tube used to drain urine	• Fever • Burning or pain in lower belly • Bloody or frequent urination	• Clean hands before touching area • Keep urine bag below level of bladder to prevent backflow, and ask for it to be emptied regularly • Don't pull, twist, or bend tube • Secure catheter to your leg and ask every day if it's still needed.
Surgical site infection	Germs affect the site of your surgery—either on your skin or internally	• Redness • Pain • Drainage of cloudy fluid • Fever	• Clean hands before touching area • Do not shave surgery site yourself (irritation increases risk of infection) • Don't let visitors touch or dress your wound • Ask your nurse to show you how to care for your wound
Central line-associated bloodstream infection	Germs enter your bloodstream through a large tube that is inserted in a vein near your neck, chest, or groin	• Red skin and soreness at site • Fever • Chills	• Clean hands before touching area • Speak up if your bandage looks or feels loose, wet, or dirty, or if your skin looks red or feels sore • Avoid touching tube or letting visitors touch tube • Ask when tube can be removed
Ventilator-associated pneumonia	Germs enter your lungs through a tube in your mouth, nose, or neck used to help you breathe	• Cough with mucus • Nausea and vomiting • Fever and chills • Chest pain • Shortness of breath	• Clean hands before touching area • Ask if it's safe to raise the head of the bed • Know the plan for cleaning the inside of your mouth and speak up if needed to stay on track • Ask when tube can be removed

Privacy & Health Information

your privacy matters



Who must follow this law?

- Most doctors, nurses, psychologists, social workers, pharmacies, hospitals, other healthcare providers and staff, and their business associates or vendors
- Health insurance companies, HMOs, and most other employer health plans
- Government programs that pay for healthcare, such as Medicare, Medicaid, and CHAMPVA

What information is protected?

- Any identifying or health information in your medical records
- Conversations you or your doctor have with nurses and others about your care
- Information about you in your health insurer's computer system
- Financial and billing information in your medical record
- Most other health information about you held by those who must follow this law

What rights do you have over your health information?

Healthcare providers and insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared

- Request that those who must follow HIPAA restrict how they use or share your health information
- File a complaint

Who can see and receive your health information?

To make sure your health information is protected in a way that does not interfere with your healthcare, your information can be used and shared with:

- Healthcare providers for your treatment and care coordination
- Hospital and doctor billing offices to pay for your healthcare and help run their businesses
- Family or others you identify who are helping with your healthcare or your healthcare bills, unless you object
- Quality oversight bodies to make sure doctors give good care and nursing homes are clean and safe
- Public health officials to protect the public's health, such as by reporting when the flu is in your area
- Law enforcement officials, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information or image for marketing or advertising
- Share notes about mental health evaluation or counseling with anyone outside your care team

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [samhsa.gov](https://www.samhsa.gov).

Your Rights & Responsibilities

Please review the following rights and responsibilities to help us provide you with quality care.

Your rights as a patient are:

- to be informed regarding your rights
- to express grievances about your care or possible violations of your rights. To discuss a grievance, contact the operator by dialing 0 and request to speak with the house supervisor. Any grievance immediately will be investigated with written response from the chief executive officer within 30 business days.
- to address your concerns to the Oklahoma State Department of Health (OSDH), regardless of whether you have utilized the hospital's grievance process first. The telephone numbers at the OSDH are 405.271.5711 and 1.855.255.4890. Complaints should be addressed to the Director of Hospitals and Related Services, 1000 NE 10th St., Oklahoma City, OK 73117 or The Joint Commission:
 - jointcommission.org, using the "Report patient safety event" link in the "Connect With Us" box.
 - by mail to The Office of Quality and Patient Safety (QQPS), The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181
- to be free of discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression
- to personal privacy in your healthcare treatment
- to receive care in a safe setting
- to be free from neglect, exploitation, and verbal, mental physical and sexual abuse, and workplace violence
- to be free from restraint or seclusion of any form imposed as a means of coercion, discipline, convenience or retaliation by staff
- to have access, request amendment to, and obtain information on disclosures of your health information within a reasonable time, in accordance with law and regulation
- to participate in the formulation of your treatment plan and to know the names of the physician, other practitioner and staff members responsible for your care
- to participate in the consideration of ethical issues involving your care
- to formulate or review and revise an advance directive for health care and to have hospital staff comply with your advance directive
- to be transferred to another facility if this hospital cannot provide the services you need
- to quality treatment and continuity of care that is respectful of your dignity as well as personal values, beliefs, and cultural preferences, which contributes to a positive self image
- to discuss a concern about an ethical issue, contact the operator by dialing "0" and request to speak with the house supervisor
- to obtain from your physician complete, current information concerning your diagnosis, treatment, and prognosis
- to give or withhold informed consent and be informed about your medical treatment and to receive informed consent before you are treated. The informed consent process includes a discussion about potential benefits, risks and side effects of your proposed care, treatment, and services; the likelihood of achieving your goals; and any potential problems that might occur during recuperation.
- to appropriate assessment and management of pain
- to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action
- to confidentiality of your medical records and communications with your healthcare providers, except when state or federal law requires disclosure
- to expect that the hospital, within its capacity, makes a reasonable response to your requests for services
- to obtain information about any relationship the hospital has with healthcare institutions insofar as your personal care is concerned
- to be advised if the hospital proposes to engage in research affecting your care or treatment. Patients have the right to refuse to participate in such projects.
- to protect your respect and rights during research, investigation, and clinical trials
- to expect reasonable continuity of care and the right to know, in advance, what appointment times and physicians are available and where
- to have your communication needs met in an effective manner that you understand
- to be provided information that is tailored to your age, language, and ability to understand
- to have access to language interpreting and translation services
- to receive information that is tailored to your needs, to include impairments such as vision, speech, hearing, or cognitive
- to participate in decisions about your care, treatment, and services
- to have your own physician promptly notified of your admission to the hospital
- to assign a surrogate decision maker in making decisions regarding your care, treatment, and services in the event you are unable

Your Rights & Responsibilities

Your rights as a patient are:

- to have your surrogate decision maker refuse care, treatment and services on your behalf, in accordance with the law and regulation
- to have your family involved in your care, treatment, and service decisions to the extent permitted by you or your surrogate decision-maker, in accordance with law and regulation
- to have information provided to your surrogate decision-maker about the outcomes of care, treatment, and services you need in order to participate in current and future healthcare decisions
- to inform you or your surrogate decision-maker about unanticipated outcomes of care, treatment, and services
- to receive informed consent, a discussion about any circumstances under which information about the patient must be disclosed or reported. Such circumstances may include information regarding HIV, tuberculosis, viral meningitis, and other diseases that are reported to organizations such as health departments or the Centers for Disease Control and Prevention.
- to give or withhold informed consent to produce or use recordings, films, or other images of you for purposes other than your care
- to have your decisions addressed about care, treatment, and services received at the end of life
- to have your wishes honored concerning organ donation within the limits of the hospital's capability and in accordance with law and regulation
- to voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care
- to access protective and advocacy services. Information is available through the hospital's Care Management Department
- to have access to religious and other spiritual services
- to have a family member, friend, or other individual present with you for emotional support during the course of your stay. The individual may or may not be your surrogate decision-maker or legally authorized representative.
- to receive visitors who you designate, including, but not limited to, a spouse, domestic partner, same-sex partner, another family member, or a friend. You may also withdraw or deny such consent at any time. All designated visitors (or support person where appropriate) shall enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy. Justified clinical restrictions may be imposed on your visitation rights. When restricting visitation rights, the hospital shall explain the reasons for the restrictions or limitations on your visitation rights and how the hospital's visitation policies are aimed at protecting the health and safety of all patients.

- to verbally designate a support person to exercise your visitation rights on your behalf, should you be unable to do so. Upon such designation, the legal status or the relationship between you and the designated support person shall be irrelevant.
- to know what hospital rules and regulations apply to your conduct as a patient

Your responsibilities as a patient are:

- to bring with you information about past illness, hospitalizations, medications, and other matters relating to your health to the best of your ability
- to cooperate with all hospital personnel caring for you, and to ask questions if you do not
- to understand any directions given to you regarding treatment or care decisions
- to follow instructions, policies, rules, and regulations in place to support your quality of care and a safe environment for all individuals in the hospital
- to be considerate of other patients, and to see that your visitors are considerate as well by maintaining civil language and conduct in interactions with staff and licensed independent practitioners
- to keep appointments or to contact the hospital when you cannot keep a scheduled appointment
- to be prompt in your payment of hospital bills, and to provide the information necessary for insurance processing
- to respect others, the property of other persons and the property of the hospital
- to abide by hospital rules and regulations
- to work with your healthcare provider to develop a pain management plan
- to help your physician, nurses and allied medical personnel in their efforts to restore you to health consistent with your diagnosis, by following instructions and medical orders
- to inform hospital administration, as soon as possible, if you believe that any of these responsibilities have not or may not be fulfilled
- to maintain the treatment recommended by your physician upon discharge from the hospital and to notify the physician of any changes
- to report perceived risks to your care or any safety concerns
- to not infringe on the rights of others while exercising your rights
- to examine and receive an explanation of your bill regardless of source of payment. Patient care decisions are not affected by financial arrangements. Any questions or concerns will be addressed on an individual basis.

Navigating Diagnosis

a step-by-step guide



A new diagnosis can be overwhelming and confusing. After you have processed the news, follow these five steps to help navigate your new diagnosis:

- 1. Make a follow-up doctor's appointment and prepare for it.** Bring a list of questions and be ready to write down answers. Have a loved one come to your appointment with you to hear what your doctor says and give you support.
- 2. Build a support team.** Tell trusted family members and friends about your diagnosis. They can help you cope. Also ask your discharge planner for help finding support groups, either online or in person. You can meet other people with the same diagnosis to share information and concerns.
- 3. Call your insurance provider.** Tell them about your new diagnosis and ask about your coverage for treatments. Don't be afraid to ask how much treatments will cost. Your doctor may be able to offer different treatments that better fit your budget.

- 4. about your diagnosis.** Having a good understanding of your condition will help you feel more in control. Ask your doctor for resources. And remember to keep learning about your condition. You may discover new ways to better manage it.
- 5. Take time to make decisions.** You may not have to decide on a treatment plan right away. Take time to understand your diagnosis and treatment options and talk to your loved ones. Doing this will help you feel more confident in your decisions.

Second opinion

Feeling unsure about your diagnosis or treatment? Tell your doctor you would like a second opinion. Most doctors will understand that you want to be sure before making decisions about your health.

Accept your emotions

A new diagnosis may make you angry, sad, or scared. You may be accepting one day, then upset the next. You may also be relieved to finally know what is going on. All your feelings are normal and will get better with time. If they do not, consider talking to your nurse, doctor, or a counselor.

TV Channels

3 KFDX (NBC)	30 ESPN2	59 National Geographic
4 OETA (PBS)	31 ESPN Classic	60 Discovery Channel
5 MeTV	32 FS Oklahoma	61 OWN
6 KAUZ (CBS)	33 FS Plus	62 TLC
7 KSWO (ABC)	34 Outdoor Channel	63 Animal Planet
8 HSN	35 Fox Sports 1	64 Hallmark Channel
9 KWTW (CBS) OKC/Weather	36 Golf Channel	69 GSN
10 QVC	37 ESPNU	71 Investigation Discovery
11 The Weather Channel	38 NBC Sports Network	72 The Cowboy Channel
12 KJTL (FOX)	39 MSNBC	75 INSP
13 KETA (PBS)	40 Bravo	77 FXX
14 KAUZ-TV (CW)	42 AMC	78 Hallmark Movies & Mysteries
15 Disney Jr.	43 Turner Classic Movies	79 Fox Sports 2
16 Disney Channel	44 FX	80 EWTN
17 TBS	45 E! Entertainment	83 SonLife
18 USA	46 Oxygen	84 WGN America
19 Lifetime	47 Food Network	85 Fox Business
20 Lifetime Movie Network	48 HGTV	88 Olympic Channel
21 Cartoon Network	49 Travel Channel	89 WE tv
22 Disney XD	50 TNT	90 BBC America
23 Boomerang	51 truTV	91 FXM
25 CNBC	52 A&E	92 IFC
26 CNN	53 Freeform	93 Nat Geo Wild
27 HLN	54 Syfy	94 Smile of a Child
28 Fox News	57 American Heroes Channel	
29 ESPN	58 History Channel	

Hospitalist Guide



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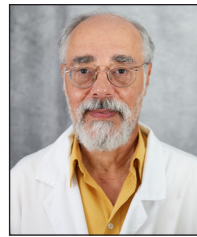
Alexander Degazon, MD



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Sukhdeep Kaur, MD



Pierre Laughton, MD



Jordan Leach, DO



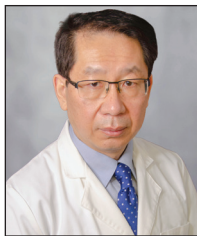
Logan Mills, MD



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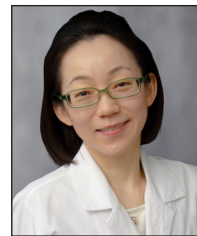
Kanwardeep Singh, MD



Dongxu Sun, MD



Priyanka Upadrasta, MD



Chao-Ling Wu, DO



Scan the QR code for the more current list of providers.

What is a Hospitalist?

A Hospitalist is a specialized physician exclusively dedicated to providing comprehensive in-hospital care. Our Hospitalists, experts in internal medicine, family medicine, and other specialties, focus solely on their hospitalized patients, ensuring undivided attention and optimal medical care.

Understanding hospitalist care

Hospitalists play a crucial role in the medical field, primarily focusing on patient care within hospital walls. Their services cater to a diverse range of individuals, including:

- **Patients with local physicians:** Many primary care physicians choose to focus on their outpatient practice. The hospitalists are able to use their expertise and knowledge so the primary care provider knows their patients are getting the best care during their stay.
- **Patients without a primary care physician:** Hospitalists provide vital medical attention to individuals who do not have an established primary care physician.
- **Out-of-town patients:** Visitors from outside the community who lack access to a local primary care physician benefit from the specialized care provided by hospitalists during their hospitalization.

Advantages of hospitalist care

There are several distinct advantages to entrusting your hospital care to a dedicated hospitalist:

- **On-site availability:** Hospitalists work exclusively within the hospital setting, ensuring their constant presence and accessibility, 24 hours a day.
- **Hospital expertise:** Hospitalists possess in-depth knowledge of hospital procedures and protocols, allowing them to efficiently order diagnostic tests, consult with specialized medical professionals, and make real-time adjustments to treatment plans.

How does the hospitalist work with my doctor?

While in the hospital, the hospitalist will supervise your care and communicate with your primary care physician as needed.

Upon discharge, the hospitalist will help transition you back to your primary care physician. If you do not have one, our team will assist you in finding a suitable healthcare provider.

Our hospitalist team is dedicated to expert care during your hospital stay.



FIND THE CARE YOU NEED



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