

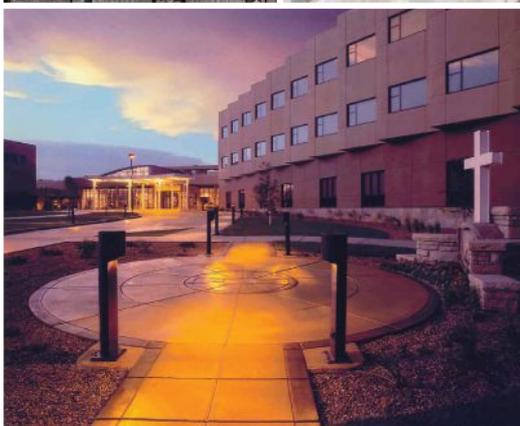


St. Catherine Hospital



Centura Health[®]

PATIENT & VISITOR guide





critical care transport
rotor wing • ground • fixed wing

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ABOUT LIFETEAM

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St. Catherine Hospital



Main Number
(620) 272-2222

Administration
(620) 272-2560

Community Relations
(620) 272-2529



table of CONTENTS

Our History	4
President's Letter	5
Patient Care	6
Your Health Care Team	7
Rapid Response Team	8
Patient Information	9
Patient Services	12
Discharge Information.....	14
Ethics Committee	15
Privacy	16
Speak Up When it Hurts (Pain Management)	17
Urinary Catheter.....	19
Blood Clots	20
Surgical Care	28
Patient Safety.....	37
Preventing Infection.....	41
5 Steps to Safer Health.....	42
Patient Rights and Responsibilities	43
Patient Rights.....	44
Patient Responsibilities	48
Insurance and Billing Information.....	50
The Joint Commission	51
Visitor Information	52
Patient Feedback	55
Campus Map.....	56



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Edition 6



our HISTORY

St. Catherine Hospital has long served the Garden City and southwest Kansas community as a not-for-profit organization meeting their health care needs. We share the rich pioneering heritage of southwest Kansas. Our earliest beginnings date back to 1902 when a two-room “hospital” facility over a clothing store on Main Street provided basic care to local residents.

In 1923, Dr. O.W. Miner & Dr. Charles Rewarts founded the Rewarts-Miner Clinic. They expanded their facility in 1928 to include 45 beds. They later sold the hospital in 1931 to the Nuns of the Third Order of St. Dominic in Great Bend, Kansas, who renamed the hospital after Saint Catherine of Siena who ministered untiringly to the sick, especially those who had no one to care for them.

By 1940, America and St. Catherine Hospital were beyond the dust bowl years and well into a growth phase. This growth included a major addition to the hospital every decade to

By 1940, America and St. Catherine Hospital were beyond the dust bowl years and well into a growth phase. This growth included a major addition to the hospital every decade to the present.

the present. Today, St. Catherine Hospital is licensed for 115 beds, is accredited by The Joint Commission, and affiliated with Centura Health, one of the largest non-profit healthcare systems in the nation.

The expansion of St. Catherine Hospital is not possible without the generous donations made to the St. Catherine Hospital Development Foundation by individuals from Garden City and southwest Kansas. If you would like additional information please call 620-272-2530 and someone from the foundation will be in touch with you.



Scott J. Taylor
President and CEO
 St. Catherine Hospital

Welcome to St. Catherine Hospital



For over 85 years, our hospital has been serving the people of Finney County and southwest Kansas as the region's healthcare leader. Changing times have transformed the role of the healthcare provider. Over the years one thing remains at St. Catherine Hospital; we have always made it our priority to cultivate a positive patient experience by allowing patients access to the highest level of healthcare available while providing quality customer service.

I believe that our objectives are achieved through good communication between you, your family, and St. Catherine Hospital associates. In order to continue to exceed the expectations of our patients and their family members, we have created this *Patient and Visitor Guide* to give you immediate access to hospital information as it relates to your stay here at St. Catherine Hospital. Use this guide as a reference for general hospital policies and procedures. Please don't hesitate to ask any associate if you need additional information. Your comfort plays a key role in our patient services, and we want you to communicate your needs to us at all times.

To ensure you will receive the best customer service possible, we are committed to the following core values in every decision we make regarding your care:

- COMPASSION
- RESPECT
- INTEGRITY
- SPIRITUALITY
- STEWARDSHIP
- IMAGINATION
- EXCELLENCE

Thank you for making St. Catherine Hospital the choice regional hospital in southwest Kansas.

Warm Regards,
Scott J. Taylor, *President and CEO*



— patient —
CARE



Your Health Care Team

Patient care is provided by a team of health care professionals who work together to meet the needs of each patient. Here is a general description to help you understand the role that each health care professional plays in your care, facilitating discharge planning needs, or referring you to other services when necessary.

Medical Staff

You may have more than one doctor directing your care at St. Catherine Hospital. Your admitting physician may consult specialty physicians to help make decisions about your care. If you have questions about your illness, please consult the physicians, or ask a nurse or other health care professional to talk with your physician.

Nursing Staff

Patient care is provided by professional registered nurses, licensed practical nurses and nurse assistants. Please discuss any concerns or questions you may have about your care with your nurse.

What is a Hospitalist?

As a patient at St. Catherine Hospital you may be cared for by a hospitalist. A hospitalist is a physician who is specially trained to care for patients who are admitted to the hospital. If you are assigned to a hospitalist he or she will be your inpatient specialty care physician while you are in the hospital.

Why does St. Catherine Hospital use Hospitalists? Hospitalists are able to spend

more time with patients because they work exclusively with hospital-based patients. The hospitalist is on call for your needs or questions. If you have questions for the hospitalist, you may ask the nurse to contact him or her.

You may not see your primary care physician while you are in the hospital, but your primary care physician will oversee your medical care when you are discharged from the hospital. The hospitalist, case managers, social workers and nurses will provide your primary physician with information about your hospitalization at your discharge. The hospitalist works closely with your health care team to assure that you have all of the services you need at discharge. This may include home health services, physical therapy or special medications.

To ensure that you have the very best care, it is important that you communicate to the hospitalist any concerns that you may have regarding your medications or treatment.

Blood Draws

While you are a patient in the hospital,
continued on page 8

Each employee is required to wear a picture I.D. You have the right to know the first name, title and purpose of visit for each person who enters your room. Your multidisciplinary team members may include these and other professionals.

your doctor may order blood to be drawn for testing. Often blood is drawn to check for infection, anemia, electrolyte balance, or to monitor the level of a medication in your blood stream. These blood tests are done to assist in understanding your health problems and how you are responding to treatment.

Depending on the reason for the test, blood may be taken at different times during the day. Frequently, blood is drawn before breakfast (4 a.m. to 6 a.m.) because food alters many lab values. Early morning blood draws allow laboratory staff time to complete the tests and have the results on the chart for your doctor to see during morning rounds. Blood taken later in the day is often used to re-evaluate your condition or to monitor the level of a medication.

The doctors and St. Catherine Hospital associates try to limit the number of blood draws you experience. If you have any questions or concerns about your blood draws, please talk with your nurse, doctor, or the laboratory staff.

Other Clinical Staff

Your physician may order tests or treatment for you that call on the experience and expertise of other health care professionals. This may include treatment from our professional staff of registered and certified physical therapists, occupational therapists, respiratory therapists,

radiation oncology, dietitians, pharmacists and others. Also, you may need tests from radiology or the laboratory. Usually, a physical therapist will visit you and provide treatment in your room; however, you may be moved from your room for some tests or treatments such as for a radiology exam.

Rapid Response Team

Does your family member/loved one seem different than a hour ago? Do you feel like something is wrong but not sure what?

Here's what you do:

Activate the Rapid Response Team

Ask the nurse taking care of your family member/loved one to initiate the Response Team. The nursing coordinator, respiratory therapist and a critical care nurse will respond! Remember, early intervention improves quality and saves lives!

Social Services

Social workers are available to assist patients through counseling, assessments and interdisciplinary collaboration. Social workers also help patients and their families with discharge planning to ease the transition from the hospital to home, or from the hospital to another care facility. They have access to resources that can be of benefit to any patient. If you would like to speak with a social worker, ask any associate member to contact one for you.

Pastoral Care

The Chaplaincy Department is available to provide spiritual and emotional support to

patients, families and staff. Chaplain services routinely available include pastoral visits, emotional support during times of crisis or loss, prayer, counseling and referrals to community clergy.

Chaplains

A chaplain is available at all times. In addition, clergy members of all faiths are welcome at St. Catherine Hospital.

Chapel

St. Catherine Hospital has two chapels available for our patients and visitors. Our chapels are always open and offer a quiet refuge for prayer, meditation and spiritual refreshment.

ST. CATHERINE CHAPEL:

This main chapel is located in the north lobby which is next to the Emergency Department waiting room.

Eucharistic Adoration is held in this chapel 24 hours a day and seven days a week. Mass is held on Wednesdays at noon. People of all faiths are welcome!

DOMINICAN PRAYER ROOM:

This smaller chapel is located in the south lobby across from the surgery waiting area. It is open for personal and spiritual reflections.

HOLY COMMUNION:

Eucharistic Ministers are available for Catholics who requests Holy Communion. Non-Catholics are also welcome to request communion.

Patient Information

Your Room

Your room assignment is based upon your admitting diagnosis and bed availability on the day of your admission.

Communication System

When you are admitted to your room, a staff member will show you where the call button is located and how to use it. If you do not understand or have any problems, please ask for help.

When you need help for any reason, push the call button. When you push the call button, a light also goes on outside your door.

Your call may be answered by a staff member at the nursing station via the communication system. The person

answering the call will page the appropriate care team member. The nurse or other team member will arrive at your room.

In addition to call lights, staff will be making rounds to assure your needs are being met.

Television

Rest is an important part of your recovery, and to further assist you St. Catherine Hospital provides five custom TV channels for you. Channels 81-85 provide differing options for your relaxation, enjoyment and education. Channel 81 provides soothing images and sound to relax by. Channels 82-83 have first run movies licensed exclusively to St. Catherine Hospital for your entertainment.

continued on page 10



Channel 84 is an all Spanish channel that provides first run movies and channel 85 is a health education channel. We hope that these options are a benefit to you.

Telephone

To make calls:

- Within departments of the hospital, dial the six-digit extension 782265.
- Locally, dial “9,” wait for a dial tone, then dial the complete number.

All long distance calls must be made collect with a credit card or billed to another number. Dial “0” and tell the operator how you want to place the call.

Family members and friends who wish to telephone you from home may call the hospital at (620) 272-2222 and request to

be transferred to you. Or, they may request your phone number and dial directly to your room.

Internet Access

St. Catherine Hospital provides wireless access to our patients. To access the internet connect to the wireless network. Follow all instructions and click “yes” if you agree to terms and conditions.

Mail and Flowers

Your mail and flowers will be delivered to you by hospital personnel or volunteers. To ensure prompt delivery, your mail should be addressed with your full name and room number:

C/O St. Catherine Hospital

401 E. Spruce

Garden City, KS 67846

Mail received after discharge will be forwarded to your home address. The delivery florist will be responsible for redelivery after discharge. Please, no fresh flowers in ICU.

Newspapers

The Garden City Telegram is available from vending machines in the north lobby. A volunteer or hospital staff will be happy to help you in purchasing the daily paper.

Personal Belongings

You may have brought a small bag of personal belongings such as a toothbrush,

hairbrush, robe and slippers. Label your belongings, if possible. Labeling greatly increases your chances of finding your items in case they are misplaced. **Please leave all valuables, credit cards, cash and jewelry at home.**

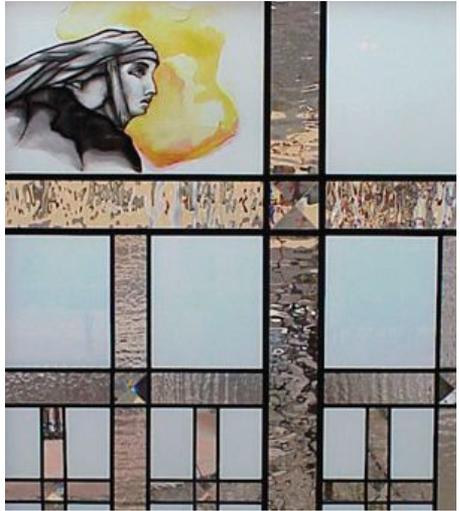
VALUABLES - If you did not have the opportunity to leave your valuables at home or give them to a family member before your admission, please ask your nurse or care partner for a “valuables envelope.” Your valuables will be taken to a secure location for safekeeping until your dismissal. **DO NOT** keep large amounts of cash, credit cards, jewelry and other valuables in your room. We regret that we cannot be responsible for valuables kept in your room.

DENTURES - If you have full or partial dentures, ask the nurse to supply you with a denture cup. Please be sure to label this cup with your name. The hospital is not responsible for broken or lost dentures.

EYEGLASSES - When not wearing your glasses or contact lenses, please put them in their appropriately labeled case and place them in the bedside cabinet. The hospital is not responsible for broken or lost eyeglasses or lenses.

LOST AND FOUND - Call (620) 272-2173

St. Catherine Hospital does not assume responsibility for lost articles but will make every effort to help you in finding such property. While a patient, notify



your nurse immediately for information regarding lost articles.

When discharged, make sure you have all your personal belongings before you go home. If lost articles are found after your discharge, St. Catherine Hospital will attempt to notify you and make arrangements to claim them. Clothing that is not claimed will given to charity.

Patient Services

Meal Service

The Food and Nutrition Services Department would like to extend a warm welcome to you during your visit to St. Catherine Hospital. “We are here to serve you!” Please let your nurse know if there are any immediate needs that you may have.

Our patient meal service will begin:

Breakfast: 7:15 a.m.

Lunch: 11:45 a.m.

Dinner: 4:45 p.m.



Interpreters/Special Needs

Patients needing special help for any of the following needs should tell their nurse:

- Foreign language interpreter
- Closed captioning
- Sign language interpreter
- TTY phone (hearing impaired)

If immediate foreign language interpretation is needed, any health care provider can access the CYRACOM

Volunteer

Are you interested in giving back? Join us! Call the Volunteer Department at 620-272-2522 and embark on a new adventure.



SPECIALIZING IN MINIMALLY INVASIVE THERAPIES

- Male, Female & Pediatric Urology • Treatment of Urinary Stones • Laparoscopic Kidney Surgery
- Holmium Laser treatment of Benign Prostate Hyperplasia (BPH) and Kidney Stones
- Urinary Incontinence • Vasectomy & Vasectomy Reversals • Prostate Disorders
- Hormone Replacement Therapy • Bladder & Prostate Cancers • ED Therapy

620.275.3760

1.866.854.5586

RONALD P. CATANESE, M.D.

311 East Spruce, Suite 3A

Garden City, KS 67846

Diplomate American Board of Urology





Language line or Martti, the real-time Time Trusted Interpreter. These services are available 24 hours a day, seven days a week.

Volunteer Services

The mission of St. Catherine Hospital would never be possible without the selfless service of our wonderful volunteers. The many hours that our volunteers freely give are essential to St. Catherine Hospital's ability to provide health care for our community. They act as liaisons between the community and the hospital, providing invaluable service to patients, families, friends, and associates.

Family-to-Family Health Information Center

providing guidance and support for Kansas families of children and youth with special health care needs. We assist families as they navigate the health care systems and understand their child's special health care needs.

www.familiestogetherinc.org



Reach us at 888.820.6364 or
gardencity@familiestogetherinc.org



If you would like to join this special group of St. Catherine Partners contact **Gary Reynolds.**

1-800-561-4686 EXT 115

or email

greynolds@pcipublishing.com

Discharge Information

Before You Go Home

After your doctor has said that you are well enough to return home, you will be discharged. **Do not leave until the nurse has reviewed your discharge instructions and you have received them in writing.**



Dismissal

Your length of stay in the hospital will be determined by your physician in accordance with your condition. We generally dismiss patients by noon on the day of dismissal. However, the time may vary. Your dismissal must be approved for discharge by all physicians involved in



your care. We make every attempt to begin the discharge process in a timely manner so you will be prepared to go home, have transportation arranged, prescriptions, discharge instructions, etc.

Discharge Instructions

Before you leave, you should know:

- What medicines you need to take when you get home and how, when and why you are taking them
- What problems to watch for
- Who and when to call concerning any problems
- What foods to eat and what foods to avoid
- How to use any medical equipment you might be taking home with you
- When your next doctor's appointment will be

We want you to be informed about help after discharge from the hospital. If you would like more information about what assistance might be available for you once you have been discharged, please call us at 620-272-2376.

Ethics Committee

The hospital has an **Ethics Committee**. The committee members are able to talk with you and/or your family when you are facing difficult decisions. This can be helpful when the people involved do not agree about what should be done. This difference of opinion may be between you and your family, or between you and your doctors. Ask your doctor or nurse to call if you would like the help of the Ethics Committee. Your doctors, nurses, social worker, or chaplain are willing to help also.

Resolving Patient Concerns

If there is a problem or you have a complaint about any part of your care while you or your family member is hospitalized, we



want to know about it.

How you can get help in solving the problem:

- The director of each unit will be happy to discuss any concerns.
- If the problem is still not resolved, or you do not wish to talk with a nursing representative about the problem, **call extension 782265 and ask for the Administrative Coordinator.**



Healthy Minds. Healthy Lives. Healthy Communities.

Dialectical Behavioral Therapy (DBT) is a cognitive behavioral therapy that integrates acceptance and is designed to help people change patterns of behavior that are not helpful and to teach skills to help people manage stress and regulate emotions.

DBT Skills Group with 4 Modules:

1. Core Mindfulness
2. Distress Tolerance
3. Emotional Regulation
4. Interpersonal Effectiveness

For more information, give us a call or schedule an appointment ~
We have same day; next day access

Compass Behavioral Health
1111 E Spruce Street, Garden City, KS
620.276.7689

We have a Team of trained DBT Professionals

Create a Life Worth Living ~

If you are struggling with or diagnosed with any of the following, DBT is a great treatment option for you:

- ❖ Borderline Personality Disorder
- ❖ Major Depression
- ❖ Mood Disorder with problematic Substance Use
- ❖ Eating Disorder
- ❖ Posttraumatic Stress Disorder
- ❖ Emotional Dysregulation
- ❖ Chronic thoughts of or acts of self harm or suicide

DBT can help you learn to manage and decrease destructive thoughts, urges & behaviors.

Dialectical Behavior Therapy is a form of therapy offered through Compass Behavioral Health for both Adults and Adolescents.

- ❖ Adults engage in weekly individual and group therapy.
- ❖ Adolescents participate in weekly individual therapy and a weekly family group with (at least) one parent.



Privacy

Patient Privacy

St. Catherine Hospital is committed to protecting our patients privacy. Every effort will be made to keep your medical information private and confidential. Disclosure of your health information will occur between care givers in order to provide care during your stay and after discharge.

Personal Contact

Your caregivers will only share medical information about you with persons you have designated. These contact names were provided by you at the time of admission and are documented. Any other persons inquiring about your care will be directed to you or one of the contact names you provided.

Visitation Options

If you do not wish to have visitors during your stay with us, you can request to not be included in the facility directory. Please contact your caregiver or call Patient Admissions at extension 782265 if you do not want to be included on the directory.

In the event that someone comes to the hospital and inquires about you, no information will be given to them. In addition, flowers and cards will not be delivered.



Your caregivers will only share medical information about you with persons you have designated. These contact names were provided by you at the time of admission and are documented.

Additional Information

You, as a patient in our health system, have privacy rights. These rights are defined in the Notice of Privacy Practices given to you upon admission. Please review this notice thoroughly. If you no longer have the notice, please request one from your caregiver.

Questions or Concerns

If you believe your privacy rights have been violated or you have questions, please call (620)271-2173 or refer to the how to file a complaint located in the notice of privacy practices in this book.

Speak Up When it Hurts

What You Need to Know About Managing Your Pain

Understanding your Pain

Being comfortable will help you recover faster. Unrelieved pain can slow down your recovery and keep you from enjoying life and feeling well. We will do all we can to reduce your pain for a more comfortable recovery. **We work in collaboration with your health care team to control your pain.**

Myths About Pain

- Pain medications are addictive and should not be used unless necessary
- Severe or chronic pain cannot be well managed
- Strong pain medication must be saved for a last resort
- Pain is a result of something I did wrong
- “Good” patients don’t report their pain
- Although pain causes discomfort, it is not harmful

Rating your Pain

Pain is any kind of discomfort. It can be an aching, hurting, burning or stabbing feeling. The most common way to rate pain is with a number scale of 0 (zero) to 10. This lets you easily describe

how strong your pain is. “0” means no pain and “10” means the worst possible pain. “5” is moderate pain. We can use other pain scales if the number scale isn’t right for you.

During your stay, we will frequently ask you to rate your pain. We will also ask after you cough and move to see if that makes a difference. However, any time you have pain, speak up and let us know. If we do not know you are in pain, we cannot help.

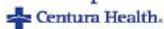
Comfort Goal

To help us treat your pain, we will ask you to set a comfort goal. This is the level of pain or pain score that is acceptable to you. A comfort goal is typically a score of less than “4” on the pain scale. Pain above your comfort goal will keep you from doing things needed to get better such as deep breathing, coughing, moving and resting. Please report any pain above your comfort goal right away.

Treating your Pain

Your report of pain is the single most accurate indicator that you are having pain. We will accept your report of pain and act quickly. Most pain

St. Catherine Hospital Development Foundation



it all comes back to you



For more information call 620-272-2530

The St. Catherine Hospital Development Foundation was created to help the Hospital provide new equipment and facilities to everyone in Southwest Kansas. Many giving opportunities are available. Your gift will insure the hospital is able to meet the healthcare needs of our community today and well into the 21st Century.

401 East Spruce, Garden City, KS 67848

can be managed well. To know how best to treat you we will ask about your pain — how strong it is, where it hurts, how long you have been hurting and what makes it better or worse.

Pain medication is one of the most effective ways to relieve pain. There are many options to maintain acceptable pain relief:

- Tablets
- Injections or shots
- Patient controlled analgesia (PCA) — small doses of pain medicine you control

Treating your Pain continued

- Local anesthetics — given near your wound to block the pain
- Epidural/spinal — given into your back to block pain
- Special techniques

Other ways to relieve pain:

- Relaxation techniques
- Music therapy
- Breathing exercises
- Heat or cold therapy
- Massage
- Physical therapy
- Electrical nerve stimulation that uses small jolts of electricity to block pain
- Exercise
- Diversion therapy — taking your mind off the pain with conversation, movies, games or reading
- Laughter — the best medicine!

We will ask you about your pain level after you receive treatment such as pain medication or an ice pack. We will adjust your medication if your pain score is above your comfort goal. If acceptable pain relief is not reached, we will

**We work in collaboration
with your health care team to
control your pain.**

promptly notify your doctor or health care provider.

Answers to Your Questions

What are the side effects of pain medication?

Not all medications have side effects. Side effects can include constipation, nausea, vomiting, itching and sleepiness. We can anticipate side effects and treat them before they are a problem.

Does this mean all my pain will be gone?

Although most pain can be well managed, it often cannot be removed completely. Our goal is to help you to be as comfortable as possible, especially when moving and doing things you need to do to get better.

Are pain medications bad for me or addictive?

No. Studies show that an addiction is unlikely. This is especially true if you have never had an addiction.

Will pain medication work if I take it for a long time?

After a while the body gets used to medication. This is called “tolerance.” Over time, you may need more medicine or a different kind of medicine to control your pain. It is also possible that the condition causing your pain may be getting worse. Let your doctor or nurse know what you are feeling.

What if I Have More Questions?

Please don't hesitate to ask your nurse or doctor.

Urinary Catheter

WHAT IS A URINARY CATHETER?

A urinary catheter is a thin, soft tube often called a “Foley Catheter.” The tube is threaded into your bladder. It allows urine to drain into a bag. A small amount of water is pushed into a balloon at the end of the tube to keep the catheter in place. Your urine will be checked often and the bag will be emptied regularly.

ASK WHEN YOUR CATHETER CAN BE REMOVED

Catheters can allow germs or viruses to get in your bladder and cause infection. The longer a catheter is in place, the greater the risk of infection. As soon as it is safe, your catheter should be taken out. Ask us when it can be removed.

CARE OF YOUR CATHETER

To reduce pain and avoid infection:

- The bag must always stay below your hips so urine drains properly
- Move or touch the catheter tube and bag only if needed
- Keep the catheter tube taped or secured to top of your leg
- Don't let the bag touch the floor
- Wash the area between your legs where the tube enters your body at least daily. Use soap and water, and wash gently
- Avoid use of creams or powders where the tube enters your body

LET YOUR NURSE KNOW

- If you feel pain or burning from the catheter

- If you notice the tube or bag is loose or leaking

What is a central line catheter?

A central line catheter is a thin, soft tube inserted into a vein at the neck, chest or arm and used to give medicine or fluids. It is sometimes used to get blood samples. The tube is threaded into a larger vein by your heart. A peripherally inserted central catheter (PICC) is a type of central line that can be used for a prolonged period of time.

A central line is used when:

- Medicine may irritate a smaller vein
- Many doses of medicine are needed
- A catheter is needed for a longer time

How is a central line inserted?

A central line is inserted by a specially trained doctor or nurse who has special training. The area where the catheter will enter your skin will be numbed and disinfected. After the tube is put in, a dressing will be placed over the end of the catheter. An X-ray will be taken to make sure the tip of the tube is in the right place.

What you can do to help

Let your nurse or doctor know if:

- The bandage comes off or is wet or dirty
- The skin around the catheter is red or sore
- Avoid touching the catheter, tubing and bandage
- Ask visitors to clean their hands with soap and water or hand sanitizer when entering your room,

and before and after touching you
Your questions are important. Please ask:

- Why do I need the catheter?
- How long will I need the catheter?
- Which vein will the central line go in?
- How will we clean the skin before putting the line in?
- What steps will we take to lower the risk of infection?



Preventing infection together

Catheters can allow germs or viruses to travel into the blood and cause infection. This is called a bloodstream infection. The longer a catheter is in place, the greater the risk of infection. The skin around the catheter may become red or sore and you may experience chills and a fever.

A bloodstream infection is serious, but can be treated with antibiotics. The catheter may need to be removed.

To prevent an infection, your caregivers will:

- Choose a vein where the risk of infection or injury is small
- Clean their hands with soap and water or hand sanitizer
- Wear a mask, cap, sterile gloves and gown; clean the skin; and place a sterile sheet around the area before putting the catheter in
- Clean their hands and the catheter tip before using the catheter to draw blood, giving medicine or fluids, or changing the bandage
- Check often for signs of infection

and change the bandage as needed

- Check every day to see if the catheter can be removed, and take the catheter out as soon as it is not needed
- Carefully handle medications and fluids that are given through the catheter

WHAT YOU NEED TO KNOW ABOUT BLOOD CLOTS

What is DVT and PE?

Deep vein thrombosis (DVT) is a blood clot that develops in a deep-lying vein, such as those in the legs or the pelvic area. DVT can be caused by extended periods of inactivity, surgery, injury or disease. These things can cause blood to collect in a vein and form a clot. Being hospitalized increases your risk for DVT. Other risk factors include age, hormones, obesity, stroke, paralysis, varicose veins, heart or respiratory conditions, and history of blood clots.

A pulmonary embolism (PE) is a blood

clot that has moved to the lungs and may cause death. If you have been diagnosed with DVT and suddenly start having shortness of breath or chest pain, or you begin coughing up blood, you may have a PE.

Symptoms of DVT

- Swelling
- Pain
- Tenderness
- Redness or discoloration
- Can occur with no symptoms

Symptoms of PE

- Shortness of breath
- Chest pain
- Rapid heartbeat
- Cough (may cough up blood)
- Fever

Treatment Goals

- Prevent new clots
- Prevent a clot from getting bigger
- Prevent complications (such as a stroke)
- Allow time for the clot to dissolve

Medical devices

You may be directed to wear compression stockings or use an intermittent compression device. These help prevent blood from collecting in the veins of your legs and forming a clot. Your nurse will teach you how to use these items and what to check for.

Medication

Blood clots are treated with medications that thin the blood. These are called anticoagulants or blood thinners. Heparin



and enoxaparin (brand name Lovenox) are anticoagulants injected under the skin. Warfarin (brand name Coumadin) is an anticoagulant pill. Take medication as directed.

Side effects

While taking blood thinners, you will have regular blood tests to check how well your blood is clotting. Too much medicine may cause internal bleeding. Your dosage must be adjusted to balance the risk of side effects against the risk of blood clots.

Notify your health care provider if you have any of the following symptoms:

- Feeling like you are going to faint
- Dizziness
- Severe headaches
- Severe stomach pain
- Increased weakness
- Red or brown urine
- Unusual bruising
- Red or black bowel movements
- Cuts that don't stop bleeding
- Coughing up blood
- Unexpected bleeding from any part of your body

Care at home

When your blood tests show your dose of medicine is safe, you may be able to go home. You may continue to take a blood thinner.

- Take medication as directed (if prescribed)
- You or someone in your family may learn to give shots

- Follow your health care provider's schedule
- Follow recommendations for physical activity
- Contact your health care provider before taking any new medicines (including nonprescription drugs). Some antibiotics can interfere with or increase the effect of blood thinners
- Avoid aspirin unless otherwise directed
- Tell all of your health care providers, such as dentists and podiatrists, that you are taking a blood thinner
- Wear a bracelet that lists the medications you take

If you use compression stockings:

- Have two pair so that a clean pair is always available
- Wash stockings in mild detergent after two days of wear; lay flat to dry
- Wear nonskid shoes to prevent falling
- Remove stockings at least once a day, or as instructed by your doctor, to inspect your skin and check the circulation in your legs

Diet

Reduce salt and avoid alcohol. Also, check with your health care provider to see if your medicine (warfarin (Coumadin®) is affected by vitamin K.

Foods that may contain medium to high levels of vitamin K; asparagus; avocado; broccoli; brussel sprouts; cabbage; canola

oil; cranberries; endive; green onions; kale; lettuce; liver; margarine; mayonnaise; parsley; soybean oil; soybeans; spinach; and turnip, collard and mustard greens.

Call your health care provider if you are unable to eat for several days or have stomach

problems such as vomiting or diarrhea that last for more than one day.

Preventing blood clots

If you have DVT or are at risk for DVT, there are several things you can do to take care of yourself:

- Change your position often. Avoid sitting for long periods of time
- Follow your exercise plan
- Avoid tight clothing such as nylons or socks that might restrict blood flow. If compression stockings have been prescribed, wear them as instructed
- Keep your legs raised when you are in bed or sitting down; avoid pillows under your knees
- Don't smoke. Smoking increases the risk for blood clots
- Maintain a healthy weight
- Look for unusual swelling or redness
- Avoid crossing your legs and bumping or injuring your legs

What you need to know to prevent pressure ulcers

What are pressure ulcers?

Pressure ulcers are injuries to the skin



or the fatty tissue under the skin caused by pressure or friction.

What causes them?

When parts of the body are pressed against the bed, chair, each other or any object for a long period of time, the tissue may not get enough blood or oxygen. If the pressure is unrelieved, the tissue can be damaged and a pressure ulcer can form. Skin can also be damaged when it is rubbed against an object, even for a short period of time.

Where do they appear?

Pressure ulcers usually form on bony areas of the body like heels, elbows, shoulders and the tailbone.

Are pressure ulcers serious?

Pressure ulcers can cause pain, infections and longer hospital stays. Serious complications include damage to muscle and bone, and death. The good news is that most pressure ulcers can be prevented.

Who is at risk?

Your risk factors for developing a pressure ulcer may include:

- Age
- Reduced mobility
- Incontinence with urine or stool
- Reduced sensitivity to pain or discomfort
- Damp skin from perspiration or a wound
- Poor circulation
- Dehydration or poor diet
- Previous pressure ulcers

What will my health care providers do?

Your health care providers will assess your risk of developing a pressure ulcer and determine what preventive steps to take. They will document these things in your medical record. Preventive steps may include:

- Inspecting your skin regularly
- Keeping your skin clean, dry and moisturized
- Repositioning you at specific intervals
- Making sure you eat a good diet and

drink enough water

- Using special devices that minimize pressure
- Using special lifting equipment to protect your skin

What can I do?

Your health care providers can teach you how to take care of your skin, what to watch for and when to seek medical attention.

Skin Care

Check your skin every day for:

- Purplish/bluish patches on darkskinned people
- Red patches on light-skinned people
- Swelling
- Blisters
- Shiny areas
- Dry patches
- Cracks, calluses and wrinkles
- Hard areas
- Warm areas

- Keep skin dry and clean. Clean skin with warm water and mild cleanser; do not scrub
- Prevent dry skin by using creams or oils and avoiding dry or cold air
- Minimize exposure to urine, stool, perspiration or wound drainage. Use pads that keep moisture away from the skin. Use a barrier cream or ointment such as petroleum jelly



or zinc oxide

- Let your health care provider know if there is something you are concerned about

When in Bed

- Change position at least every two hours
- Use pillows between knees and ankles and under the mid-calf
- Limit sitting upright; this puts pressure on the tailbone

When in a Chair

- Do not sit on a donut-shaped cushion instead, use a specialty

cushion

- Change position at least every two hours
- Shift weight every 15 minutes
- Eat a balanced diet and ask about nutritional supplements
- Drink plenty of water

What if I have questions?

- Ask your nurse or doctor

Isolation precautions protect everyone

Isolation precautions are special steps we take to keep patients safe by preventing the spread of germs.

Some people catch infections easily. Even if you are not ill you may be carrying germs that can spread to others.

Patients are placed in isolation if they have an infection or might have a condition that can spread to other patients or health care providers.

While in isolation, staff and visitors will wear gloves, gowns or masks in your room.

Your doctor or nurse will decide what isolation precautions are needed based on guidelines from the Centers for Disease Control and Prevention.

What happens now?

While in isolation, a sign will be posted outside your room telling health care providers and visitors what steps to take to prevent the spread of infection. The sign



will not have your name or infection. It will list only the precautions that need to be followed.

Your visitors will be given information about special precautions such as washing their hands when entering and leaving your room. If you have questions, please ask your nurse or doctor.

For your safety, we always take precautions

We use standard precautions in caring for all patients. For example, we wash our hands before and after touching patients. We treat all body fluids as if they might be infectious and wear gloves, gowns and masks as needed. This is for your protection and ours.

Extra precautions are taken depending on the type of infection you have and how it spreads.

Airborne precautions

If your infection is spread through the air



- Your room door will be closed except when someone is entering or leaving
- You will wear a mask when you are out of your room
- Visitors will wear a mask unless they are immune to your infection or have been exposed (for example, have been around you at home)



- You will wear a mask when you are out of your room

Contact precautions

If your infection is spread through touching you or objects in your room.

Your health care providers and visitors will:

- Put on gown and gloves before entering your room
- Remove gown and gloves before leaving your room
- Clean hands before leaving your room.
- Avoid eating in your room

Droplet precautions

If your infection is spread through coughing and sneezing

- Health care providers and visitors will wear masks



The Right Help.
Right when you need it.

You want the best for your family. We do, too. The right help at the right time is just the beginning. With two locations in Garden City, we offer the services that fit your needs. Homestead of Garden City Assisted Living is ready to help when you need a little extra care. If your needs become greater, or if you're just in need of short-term therapy, Homestead Health & Rehabilitation is the place for you. Call to set up a tour at either location and see everything we have to offer.

Let our family care for yours!



2414 Henderson Drive • Garden City, KS 67846
620.272.9800 • HomesteadofGardenCity.com



2308 N 3rd Street • Garden City, KS 67846
620.276.7643 • GardenCityHealth.com



Surgical
CARE

Dear Patient:

St. Catherine Hospital, Siena Medical Clinic and the Women's Clinic offer outpatient and inpatient surgical services for a wide range of specialties. Caring, compassionate surgeons care for you in the fields of Breast, Cardiac Catherization and Pacemakers, ENT, General Surgery, GI procedures, GYN, Ophthalmology, Orthopedics, Podiatry and Urology. The qualified and experienced team of physicians and skilled nursing staff, in the Pre-op, Operating Room, and PACU (Post Anesthesia Care Unit) departments are dedicated to providing every patient with optimal quality care. Boasting 8 modern, technology updated operating room suites and 2 specialty rooms and top rated in patient satisfaction, the surgical care department at St. Catherine Hospital continuously provides expertise and compassion by each member of the team.

Surgical specialties offered at St. Catherine Hospital for both inpatient and outpatient surgical procedures:

Anesthesia	Obstetrics
Endoscopy	Ophthalmology
Ear/Nose/Throat	Orthopedics
General Surgery	Podiatry
Gynecology	Urology

Surgical services include:

Pre-Anesthesia Assessment
 Same Day Surgery Admission and Discharge
 Post-Anesthesia Care
 Pain Management Clinic





Your length of stay in the hospital will be determined by your physician in accordance with your condition.



PRE-ADMISSION INFORMATION:

Preparing for surgery can be a stressful time in your life. There are many things to take care of prior to your hospitalization. However, there are also some very important preoperative instructions to remember:

DO NOT EAT OR DRINK ANYTHING (gum, mints and candy included), even water, after midnight before your surgery. The only exception to this is if your physician or the anesthesia personnel instruct you differently.

DO bring your medications or a list of your medications and the doses taken with you to the hospital when you admit.

DO NOT TAKE ASPIRIN or Aspirin

products between the time of pretesting and your surgery date.

AVOID alcohol, smoking & chewing tobacco for 24 hours prior to your surgery.

Notify your doctor if you develop any signs of an illness before the date of your surgery. (IE: high fever, chest pain, breathing difficulties).

You should shower or bathe the night before or the morning of surgery.

You should brush your teeth and gargle on the morning of surgery but **DO NOT** swallow any water.

VALUABLES AND JEWELRY SHOULD BE LEFT AT HOME

- If you wear contacts or glasses, please bring a case for safekeeping
- Please remove make-up, lipstick, and

nail polish before you arrive at the hospital

- Wear casual, loose-fitting and comfortable clothing
- Wear your hearing aides if hearing impaired
- FOR CHILDREN: Plan to bring one (1) small favorite toy or blanket for the child to have. An empty bottle, bottle of formula, or pacifier is encouraged to be brought with babies for the post-operative period.

PRE-OPERATIVE INFORMATION:

Visitors are invited to accompany you to the hospital the morning of surgery; however, only ONE person will be allowed to go into the pre-op admission room with you. All other visitors are requested to wait in the surgery waiting room during the admission and surgery times. This is where the doctor will contact you after the surgery has been completed.

There are certain circumstances that might render it necessary to change your scheduled surgery time. In such instances, every effort will be made to notify you prior to the day of your surgery.

Each surgical patient will be admitted into the pre-operative admission room for pre-op assessments and instruction. There, IVs will be started, consents will be signed, and any other physician orders will be carried out. ALL patients will be asked to sign a consent form giving the doctor permission to perform surgery. Children

who are patients MUST BE accompanied by at least one adult (parent or guardian). For patients under 18 years of age, a parent or guardian must be present to sign the consent form and remain in the surgery waiting room throughout the surgery and recovery period.

Patient consultation with anesthesia personnel, shave preps and epidural placement also take place in the pre-operative area. Please be aware that many questions during the initial admission through the surgical experience may seem repetitious, but are extremely important to the medical staff in order to offer you the best of care.

Pre-op admission nurse coordinator (620) 272-2625 Office Hours: 8:00 am to 4:00 pm.

PRE-OPERATIVE ADMISSIONS:

Please be advised that the final surgery schedule times aren't available until the afternoon prior to your surgical procedure. Therefore, the pre-op admission nurse will call you the day before your surgery with a time to arrive at the hospital. If you do not have a telephone or will not be available for us to reach at home the day before surgery, please call 620-272-2625 and leave a message as to what number you can be reached and when is a good time to contact you. Every effort will be made to contact you at your convenience.

Also, within the 1-2 days prior to your surgery the pre-op admission nurse will



Visitors are invited to accompany you to the hospital the morning of surgery; however, only one person will be allowed to go into the pre-op admission room with you. All other visitors are requested to wait in the surgery waiting room during the admission and surgery times.

be contacting you for a brief medical/surgical history. This allows us to make any necessary preparations to ensure you better care during your hospitalization. If you have any questions or concerns not already addressed in this brochure or by your physician's office, please contact the pre-op admission nurse coordinator at 620-272-2625. Office Hours are 8:00 am to 4:00 pm.

THE RECOVERY ROOM:

Immediately after surgery, patients are taken directly to the PACU (or recovery room). The purpose of the recovery room is to offer more advanced immediate post-operative care to all surgical patients.

Upon admission to the PACU, all patients are critically monitored until they are awake and in stable condition. It is at the discretion of the doctor, anesthesia and nursing personnel as to when a patient is ready to be transferred to the nursing unit or home. The patients seen in the St. Catherine Hospital recovery room remain there an average of 1-2 hours. It is important for family members and patients

to be aware that it is our policy not to allow family to be present during the recovery room phase of the surgical experience due to other patients' privacy.

POST-OPERATIVE INFORMATION:

Same day or outpatient surgical patients are returned to the initial pre-operative area following the recovery phase for any further monitoring, education, and discharge instructions. Inpatient surgical patients will be assigned a room in the patient tower. If there are changes concerning a patient placement post-operatively, the waiting room volunteer will be notified. If your surgical or anesthetic procedure becomes unexpectedly prolonged or complicated, your doctor may arrange for an admission or a short stay for overnight monitoring and recovery purposes.

DISCHARGE INFORMATION:

Each surgical patient will be discharged from St. Catherine Hospital according to his/her physician's orders. A review of

discharge instructions will be provided by your nurse prior to your dismissal. You and your family are encouraged to verbalize any questions that might exist regarding post-operative care.

PLEASE ARRANGE FOR SOMEONE TO DRIVE YOU HOME.

Due to medications and anesthetics, you will not be allowed to drive at the time of discharge. We strongly recommend that ALL patients have an adult at home with them for the first 24 hours after surgery, especially if you have had a general anesthetic. Prior to your surgery, arrangements must be made to transport you home.

Patient parking is available in the parking lot south of Siena Medical Clinic, in the parking lot west of the Outpatient Services and Surgery Center, and in the parking lot on the north side of the hospital.

Surgical Site Infection

What is surgical site infection?

Surgical site infection (SSI) is an infection that happens after surgery in the part of the body where you had the surgery. You can have the infection in:

- the incision (cut) made in your body when you had the surgery
- the body cavity where the surgery occurred, like the chest or the belly
- the organ operated on, or a nearby organ

SSI is an important concern because:

- It causes more pain and discomfort as you recover from surgery
- It can cause serious, sometimes fatal illness
- You may need to stay at the hospital longer
- It will take you longer to recover from the surgery
- You may need more surgery to treat the infection

Surgical site infection can happen in several ways. You have a greater risk of SSI if:

- You are a smoker and did not quit at least 30 days before surgery
- You have another serious medical condition
- You have diabetes and do not have good control of your blood sugar
- Just before surgery you shaved the area where your skin was going to be cut. Shaving with a razor can irritate your skin and make it easier to develop an infection.
- You did not prepare for surgery as instructed by your healthcare provider. For example, if you had colon surgery, you did not clean out your bowel the day before surgery
- You did not shower with antibacterial soap the night before your surgery

SSI can also start after surgery if:

- The surgical wound gets bacteria in it when your healthcare provider examines or cares for it
- The wound is not cared for properly
- Doctors, nurses, and other healthcare providers do not clean their hands well before and after caring for each patient
- The place where you have an IV is not carefully checked or changed, if needed, to prevent infection

The infection may start in the hospital or it may not start until several days after you have gone home.

Over the past few decades some bacteria have become resistant to many antibiotics. This means that the antibiotics no longer kill the bacteria. These infections are very hard to treat. Some bacteria are resistant to all known antibiotics. The infection can become life threatening. This is why all staff, patients, and visitors must follow all rules for clean, antiseptic care.

What are the symptoms?

- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

How is it diagnosed?

Your health care provider will examine the surgical site, looking for redness,



swelling, tenderness, and drainage of pus. Your temperature readings will be reviewed. You may have blood tests to look for signs of infection. When possible, fluid will be taken from the wound to check for bacteria. If the lab finds bacteria in fluid from the wound, the fluid can also be tested to see which antibiotics will be best for treatment of the infection.

If the surgical wound infection is inside your body, you may need special X-ray or ultrasound scans to look for a collection of pus in your abdomen, chest, or pelvis.

How is it treated?

Treatment depends on the situation. The infection may be treated by draining infected material from the body. The draining may be done at the hospital or in the surgeon's office. If the infection happens after you leave the hospital, you may need to go back to the hospital.

You may be given antibiotics after the draining. Antibiotics may be given in the hospital or at home with the help of a

visiting nurse or home health service.

In some cases you may need more surgery to treat the infection.

You can help prevent SSI by doing what you can to be as healthy as possible before your surgery. For example:

- If you smoke, quit 30 days before surgery
- If you have diabetes, keep good control of your blood sugar

Make sure you understand and follow preoperative instructions exactly as they were given to you. Tell your surgeon if you have any infections—like bladder infections or bronchitis—just before surgery is scheduled. Also tell your surgeon about any antibiotics you are taking. Be sure to talk to your surgeon about the risk of infection and how to prevent it. All caregivers must follow all proper procedures for prevention of infection before, during, and after surgery.

After your surgery:

- Make sure that your healthcare

providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub

- Family and friends who visit you should not touch the surgical wound or dressings
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands

If you have any questions, be sure to ask your healthcare provider.

When should I call my health care provider?

- The area around your wound is getting redder or more painful
- The wound area is very warm to touch
- You have blood, pus, or other fluid coming from your wound area
- You have a fever of 101.5° F (38.6° C) or higher
- You have chills, nausea, vomiting, or muscle aches

PLAZA

PHARMACY, Inc.

911 MAIN
GARDEN CITY, KANSAS 67846

Jennifer Schmitt, RPh.
Robin Schenck, RPh.
Kay Petersen, RPh.

620-276-8251

1-800-536-8251

Fax: 620-275-2804



patient
SAFETY

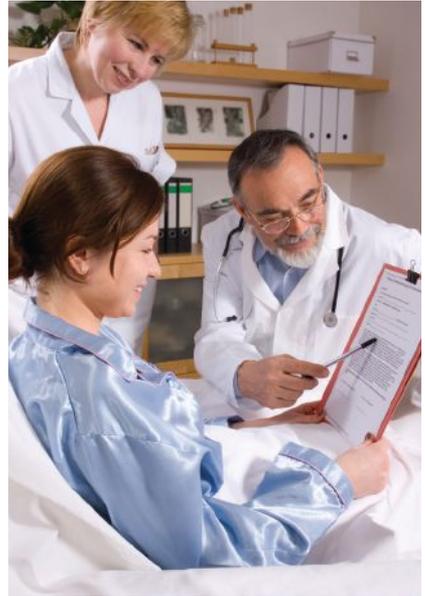
St. Catherine Hospital's Patient Feedback

We are committed to providing a safe and caring environment for our patients. It is always our goal to give the highest level of care. If you have any safety concerns or questions, please call the Quality Management Department at 620-272-2713 or email nancykillion@centura.org.

Patient Safety Tips for the Hospitalized Patient

Ask Questions

- Speak up if you have concerns. It's ok to ask questions and to expect answers you can understand. Be involved in your care. It is your body; you have a right to know.
- Don't be afraid to tell the physician, nurse or other caregiver if you think you are about to receive the wrong medication or if you think they have confused you with another patient
- Tell someone if you think something is not quite right



Educate Yourself

- Know about your condition. Write down important facts your doctor tells you
- Read all medical forms and make sure you understand them before you sign anything. Ask if you don't understand

Prevent Infections

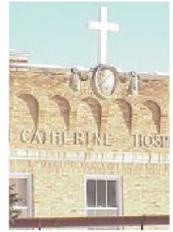
Ask your caregivers if they have washed their hands before they care for you. Ask your family and friends to follow any visiting or precaution signs.

Family and Friends Can Help

It is sometimes helpful for family members and friends to stay with a patient, especially when the patient seems restless. You may be asked to help in this way.

Fall Prevention

Sometimes a patient in the hospital



may be at risk for falls or other injuries. The risk for falling is high if the patient is:

- Confused (sometimes due to being in the hospital or new medications)
- Forgetful
- Weak
- Dizzy
- Combative

Safety Precautions

If a patient is at risk for injury, the staff may decide to use extra safety precautions. We strive to promote dignity as we provide a safe environment.

Types of Safety Precautions

- Nurse call lights and side rails on beds are available to all patients
- Diversion kits, magazines or other activities are sometimes used to keep a patient busy
- A special alarm can be used on a chair or bed to remind the patient to get up only with help

- Medicine is sometimes given to reduce anxiety

Medications

- Upon admission, give your doctor or nurse a list of all the medications you take, including over-the-counter medicines such as aspirin, ibuprofen, vitamins and herbals plus any drug allergies you have
- If the medication looks different than you expected, ask the nurse about it
- Ask your nurse to check your name band before giving your medications, and compare it to the name on the medication

Surgery

When having surgery on a limb or side of your body, please verify this site with your caregiver, nurse, physician, and etc. the day of surgery.

Patient Safety

Alcohol/Unauthorized Drugs

The use of alcohol or drugs not ordered by your doctor is not allowed in the hospital. Their use could delay your recovery or cause serious problems to your health.

WASH YOUR HANDS

The most important thing you can do to prevent infection is wash your hands. Wash them before and after touching the tube or bag and after using the toilet.

PLEASE ASK: "DID YOU WASH YOUR HANDS?"

Everyone should clean their hands with soap and water or a hand gel before and after touching you. This is for your safety and theirs. Do us a favor; remind us. The power to stop infection is in your hands.

Violence

If you are being emotionally or physically hurt, we are here to help you. Your health is our main concern. Our staff has been educated to assist you if you are abused. If you would like to talk to someone who can support you, please consult your nurse or ask to have the social worker contacted.

Personal Electronic Devices

If you have brought a radio, electric razor, hair dryer or other small, please give it to nursing staff for a safety check.

Tobacco Free Policy

St. Catherine Hospital has implemented a

policy that does not allow smoking or tobacco use anywhere in our hospital. Smoking is the number one cause of preventable illness. Our tobacco free policy was created to ensure our hospital is a healthy environment for everyone who visits our hospital campus, whether as a patient, a visitor, or an employee. Patients who find it difficult to comply with the tobacco free policy should speak with their physician or with their nurse. Smoking cessation and tobacco cessation support aids are available.

Hazards of Smoking

WHAT ARE THE RISKS OF SMOKING TO SMOKERS?

Cigarette smoking is the greatest cause of preventable deaths in the US. On average, people who smoke die 5 to 10 years earlier than people who don't smoke.

Smoking increases the risk of many health problems, such as:

- Lung cancer (most people who have lung cancer are smokers or people who live with smokers)
- Other cancers such as cancer of the mouth, cervix, and bladder
- Heart disease
- Stroke
- Ulcers
- Hip fractures

Smoking can make sleep problems worse. Smokers also tend to get colds and other respiratory infections more often.

Smoking is especially harmful if you have:

- Lung disease
- Heart or blood vessel disease
- Diabetes

- High blood pressure
- High cholesterol
- A family history of one or more of these problems

Smoking affects pregnant women and their unborn children. If you smoke while you're pregnant:

- You have a greater risk of losing your baby during pregnancy
- Your baby may have a low birth weight
- Your baby may have trouble breathing at birth
- Your child may have more respiratory infections, ear infections, and asthma
- Your baby has a greater risk of dying from SIDS (sudden infant death syndrome)

Recent research suggests possible links between mothers who smoke and attention-deficit disorder (ADHD) in their children, and there is a greater chance that the children of smokers will become smokers themselves.

The more cigarettes you smoke each day, the greater the risk of disease. Switching from cigarettes to a pipe or cigars may not decrease the risk of disease if you continue to inhale the smoke. Cigar and pipe smokers are at the same risk for cancers of the mouth, lip, larynx, and the esophagus as cigarette smokers. Fortunately, if you stop smoking, many of these risks decrease.

What are the risks if smoking to nonsmokers?

Exposure to tobacco smoke is dangerous to children and other nonsmokers.

The term second hand smoke is used for smoke breathed by nonsmokers. It is a mixture of the smoke given off by the burning end of the cigarette, pipe, or cigar and the smoke exhaled from the lungs of smokers. Being near someone who is smoking is called passive smoking. If you are regularly around someone who smokes at least a few cigarettes a day, your risks of medical problems are similar to the increased risks of smokers. A nonsmoker in a very smoky room for 1 hour with several smokers inhales as many bad chemicals as someone who has smoked 10 or more cigarettes.



Diabetes Education

St. Catherine Hospital offers the services of a Certified Diabetes Educator (CDE) to support those patients and families who have been diagnosed with Diabetes. An all day Diabetes Class, recognized by the American Diabetes Association, is offered several times a year to review core skills for self care management of diabetes. Please contact Joan Booker, Certified Diabetes Educator, at 620-272-2323 for more information.

Clean Hands Can Prevent Infection

THE MOST IMPORTANT STEP TO STOP INFECTION

Washing your hands—with soap and water, or with waterless gel or foam—is the most important thing you can do to stop the spread of infection. This is true for patients, visitors and caregivers. It's true for at home and work.

Germs are everywhere. Even healthy people can spread infection. Since sick people get infections more easily than other people, we need to be very careful to protect them by washing our hands. Clean hands help protect ourselves from infection, too.

EVERYONE, EVERY TIME

Every person that enters your room should clean their hands either with hand gel or soap and water. They should also clean their hands before and after touching you. This is for your safety and theirs.

When hands go unwashed both patients and staff are at risk for infections. Many of these infections are serious. Proper hand washing is one of the best ways to prevent infection.

The power to stop infection is in your hands.

SOAP OR GEL, BOTH EFFECTIVE

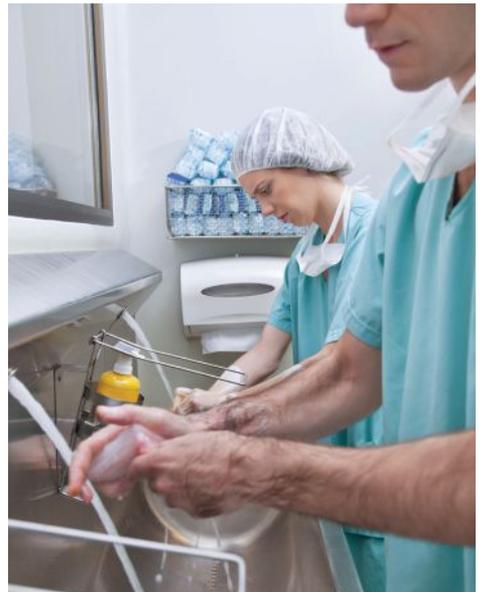
Washing hands with soap and water or using a waterless gel or foam are both very good for reducing germs on the skin and preventing infection.

WHEN TO WASH OR GEL UP

- When entering and leaving a patient room
- Before or after touching a patient
- After using the toilet
- Before eating, drinking or handling food
- After touching your mouth or nose
- After sneezing or coughing
- After combing your hair
- After touching surfaces such as doorknobs, countertops and tables
- When hands are visibly soiled

PLEASE REMIND US

Do us a favor and remind us: “Excuse me, did you clean your hands?” We appreciate a thank you too: “I saw that you washed your hands. Thank you!”



5 Steps to Safer Health

1. Ask Questions

- Speak up if you have concerns. It's ok to ask questions and to expect answers you can understand
- Choose a doctor whom you feel comfortable talking to about your health and treatment
- Take a relative or friend with you if this will help you ask questions and understand the answers

2. Medications

- Keep a list of all medicines you take
- Tell your doctor and pharmacist about all the medicines you take, including over-the-counter medicines such as aspirin, ibuprofen, vitamins and herbals and any drug allergies you have

ADDITIONAL MEDICATION ISSUES

- Ask the pharmacist about side effects and what foods or other things to avoid while taking the medication
- Read the label, including warnings. Make sure it's the medication your doctor ordered and you know how to use it. If the medication looks different than you expected, ask the pharmacist about it

3. Test Results

- Make sure you get the results of all tests and procedures
- Ask the doctor or nurse when and how you will get the results

- Don't assume the results are ok if you don't get them when expected. Call the doctor and ask what the results mean

4. Choosing a Hospital

- If you need hospital care, talk with your doctor about your care options.
- Hospitals do a good job of treating a wide range of problems. For some procedures, however (such as heart bypass surgery), research shows results are often better at hospitals doing a lot of these procedures.
- Before you leave the hospital, ask about follow-up care and understand all instructions

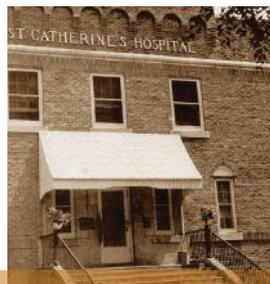
5. Surgery

- Make sure you understand what will happen if you need surgery. You, your doctor and surgeon should all agree on exactly what will be done during the operation
- Tell the surgeon, anesthesia provider and nurses if you have allergies or have had a bad reaction to anesthesia

ASK THE SURGEON

- Who will take charge of my care while I'm in the hospital?
- Exactly what will you be doing?
- How long will it take?
- What will happen after surgery?
- How can I expect to feel during recovery?

Source: www.jcabo.org.



patient

**RIGHTS &
RESPONSIBILITIES**



Patient Rights:

Centura Health hospitals support the rights of all patients across the lifespan, including geriatric, adult, adolescent, pediatric, infant and neonatal populations. These rights may be exercised through the patient individually or through their surrogate decision-maker (legal representative).



You have the right to . . .

1. Be informed of your patient rights in advance of receiving or discontinuing care when possible.
2. Have impartial access to care and visitation. No one is denied access to treatment or visitation because of disability, national origin, culture, age, color, race, religion, gender identity or sexual orientation. No one is denied examination or treatment of an emergency medical condition because of their source of payment.
3. Give informed consent for all treatment and procedures with an explanation in layman terms of:
 - Recommended treatment or procedure.
 - Risks and benefits of the treatment or procedure.
 - Likelihood of success, serious side effects and risks including death.
 - Alternatives and consequences if treatment is declined.
 - Explanation of the recovery period.



- Whether physicians or qualified medical providers other than the responsible practitioner will be performing important parts of the surgery or administering the anesthesia.
- 4. Participate in all areas of your care plan, treatment, care decisions and discharge plan.
- 5. Have appropriate assessment and management of your pain.
- 6. Be informed of your health status/prognosis.
- 7. Be treated with respect and dignity.
- 8. Personal privacy, comfort and security to the extent possible during your stay.
- 9. Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.
- 10. Confidentiality of all communication and clinical records related to your care.
- 11. Have access to telephone calls, mail, etc. Any restrictions to access will be discussed with you, and you will be involved in the decision when possible.
- 12. Have the right to choose a “visitor” who may visit you including, but not limited to, a spouse, a domestic partner



- (including a same-sex domestic partner), another family member or a friend, and your right to withdraw or deny such choice at any time. You also have the right to an identified “support person” who can make visitation decisions should you become incapacitated.
13. Have access to interpreter services at no cost to you or your companion when you do not speak or understand the language, as well as communication aides, at no cost to you or your companion, for the deaf, blind, speech impaired, etc., as appropriate.

14. Have access to pastoral/spiritual care.
15. Receive care in a safe setting.
16. Be free from all forms of abuse or harassment.
17. Have access to protective services (e.g., guardianship, advocacy services and child/adult protective services).
18. Request medically necessary and appropriate care and treatment.
19. Refuse any drug, test, procedure or treatment and be informed of the medical consequences of such a decision.
20. Consent to or refusal to participate in teaching programs, research, experimental programs and/or clinical trials.
21. Receive information about advance directives, set up or provide advance directives and have them followed, and designate a surrogate decision-maker (legal representative) as permitted by law and as needed.



22. Participate in decision-making regarding ethical issues, personal values or beliefs.
23. Have a family member or representative of your choice and your physician promptly notified of your admission to the hospital.
24. Know the names, professional status and experience of your caregivers.
25. Have access to your clinical records within a reasonable timeframe.
26. Be examined, treated and if necessary, transferred to another facility if you have an emergency medical condition or are in labor, regardless of your ability to pay.
27. Request and receive, prior to the initiation of non-emergent care or treatment, the charges (or estimate of charges) for routine, usual and customary services and any co-payment, deductible or non-covered charges, as well as the facility's general billing procedures, including receipt and explanation of an itemized bill. This right is honored regardless of the source(s) of payment.
28. Be informed of the hospital's complaint and grievance



procedure and whom to contact to file a concern, complaint or grievance.

29. Patients have the right to receive a complete copy of the hospitals Notice of Privacy Practices.

Patient Responsibilities

1. Ask questions and promptly voice concerns.
2. Give full and accurate information as it relates to your health, including medication.
3. Report changes in your condition or symptoms, including pain, and request assistance of a member of the health care team.
4. Participate in the planning of your care, including discharge planning.
5. Follow your recommended treatment plan.
6. Be considerate of other patients and staff.
7. Secure your valuables.
8. Follow facility rules and regulations.
9. Respect property that belongs to the facility or others.
10. Understand and honor financial obligations related to your care, including understanding your own insurance coverage.

The Heart Center Team at St. Catherine Hospital

Committed to Keeping Your Heart Healthy

- Interventional Cardiologist
- Cardiac Catheterization
- Coronary Angioplasty & Stenting
- Stent Placement
- Cardiac 64 Slice CTA Scan
- Cardiovascular Diseases

- Implementation & Follow-up Echocardiogram
- Pacemaker
- Nuclear Medicine
- Peripheral Angiography
- Transeophageal Echocardiogram
- Plus much more

Heart Center
St. Catherine Hospital
+ Centura Health.

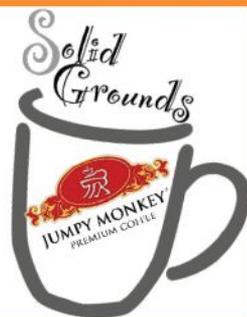
620-272-2431

Solid Grounds is operated by **Mosaic**, which serves those with intellectual disabilities.

Open: M-F 7:30 – 11:00 am
Serving Delicious Coffee Hot or Iced

Located in the Lower Level of St. Catherine's just downstairs from the Cafeteria.

620-272-2213



Insurance and Billing Information

Registration

Our registration program has been designed to be as efficient and pleasant as possible so that you can get settled in your room, get acquainted with your health care team and feel comfortable quickly.

A patient registrar will help you with your registration information. This individual will ask for information that will give us as complete a record as possible so that we can better protect your health. This information is held in the strictest confidence.

Your patient registrar has asked you for insurance cards and information. It is important that you understand the extent of your insurance coverage.

Financial Counseling/ Assistance

The patient registrar will work closely with the financial counselor who will handle the financial details and answer any questions you might have about charges, financial arrangements, or insurance coverage. Feel free to call your financial counselor at ext. 782104, 782206 or 782214. Your counselor will answer your questions either on the phone or in person based on your personal preference.

St. Catherine Hospital will call your insurance company to get benefit information as well as information regarding any portion of your charges which will not be covered by your insurance. Depending upon your estimated bill and your insurance coverage, the hospital may request a deposit during your hospital stay. If your benefits are about to be reduced or to expire,

your case manager will notify you ahead of time.

If your insurance coverage appears to be inadequate, your financial counselor will help you identify assistance programs, which might offer help in meeting your financial obligations.

Billing

With adequate information and your written authorization, we will be glad to file your claim with your insurance company or healthcare organization.

A summary of your charges will be mailed to you shortly after your discharge. Upon request, we will submit to the patient or legal guardian an itemized statement detailing charges.

We will automatically bill your insurance and/or medicare for these charges, and you will be responsible for any outstanding balances. The daily hospital rate includes the cost of your room and general nursing care. There are separate charges for items which apply to your care such as medications, operating room oxygen, blood products, recovery room, laboratory services, and diagnostic X-rays. If you have any questions about your hospital bill or are requesting an itemized statement, call the Patient Accounts Department at (620)272-2208.

In addition to the hospital bill, you will receive a bill from your private physician, emergency department physician, consulting physicians, radiologist, pathologist, anesthetist, and non-emergency transport for their services. Ambulance fees are also billed separately by ambulance services. Questions about any of these bill(s) should be directed to their respective offices.

THE JOINT COMMISSION

St. Catherine Hospital is proud to be accredited by the Joint Commission. The Joint Commission surveys our hospital services at least every 3 years. They evaluate and make recommendations for hospital safety, quality patient care, and general life safety requirements for our facility.

The designation is evidence that St. Catherine hospital has voluntarily asked to be surveyed and held to these standards.

As a patient of St. Catherine Hospital you should report issues or concerns with patient safety, quality of care or life safety to a supervisor or administration. If your concern cannot be resolved through the hospital, you may contact The Joint Commission at complaint@jointcommison.org, or mail Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. 1 (800) 994-6610.

Financial Arrangements

As a convenience for our patients, St. Catherine Hospital has trained financial counselors who may discuss your individual financial needs with you during your hospital stay.

If you do not have insurance or will have difficulty paying your portion of the hospital bill, we will assist you with making payment arrangements, or with determining eligibility for financial assistance. Patients will be provided emergency medical care regardless of ability to pay.

FINANCIAL COUNSELORS ARE AVAILABLE:

Monday – Friday, 8:30 a.m. to 5:00 p.m.

To reach a financial counselor, dial **782206,**
782214 or **782104.**

Outside hospital: 272-2206, 272-2214 or 272-2104



Visitor Information

Family members are requested to designate a contact person to call the hospital for patient status and this person will make determinations about visitation if you cannot. The contact person should then keep the rest of the family and friends informed, per the patient's wishes. This will decrease the amount of time the patient's nurse needs to spend on the phone, allowing more time for patient care.

We consider visitors important therapy for our patients. Patients are interested in learning what is happening at home, and visitors are anxious to learn how the patient is progressing. All children must be under direct supervision of an adult. Family waiting rooms are available on each nursing floor.

Visiting Hours

Visiting Hours: 6:00 a.m. – 10:00 p.m.

Cafeteria

At St. Catherine Hospital, we offer a variety of freshly prepared food selections

and serve hot breakfast, lunch and dinner.

Our quick service location offers smart salads, sandwiches, soup to go, sweet treats, and other items for the customer on the run.

Visitors are welcome to dine in the hospital cafeteria located in the lower level of the hospital.

Hours of Operation:

6:50 a.m. – 9:50 a.m.	Hot Breakfast
9:50 a.m. – 11:30 a.m.	Cold Breakfast
11:30 a.m. – 1:30 p.m.	Lunch
1:30 p.m. – 5:00 p.m.	Limited Menu
5:00 p.m. – 6:30 p.m.	Hot Dinner

Vending Area

Vending areas are located on the lower



- Call 272-2265 and ask for an administrative coordinator

level by the cafeteria. Vending machines dispense cold beverages, candy, snacks and microwavable items. Microwaves are located in the cafeteria area.

Benincasa - The Good Home

The Benincasa House is a beautiful home-away-from-home in Garden City where care, accommodation, and support are offered to those patients, their families and caregivers who must endure ongoing medical, cancer or chronic wound care treatments at St. Catherine Hospital. The Benincasa is located at 809 N. Sixth St. To inquire about a room, please contact:

Parking

Patient and visitor parking is free and available near all hospital entrances. Parking includes designated spaces for people with disabilities.

Security

Security services are available 24 hours for your safety. Security patrols the hospital facilities, grounds, and parking areas. St. Catherine Hospital will provide a security escort for patient, visitors, and staff requesting help. Dial "0" and the hospital operator will contact a security staff member for an escort to your vehicle.

"At St. Catherine's Women's Clinic we always put you first...your health is our priority."



The Women's Clinic Centura Health
620-275-9752 Located at 115 N. Main St. in Garden City

Patient Experience and Safety Feedback

Your feedback matters. Once you return home you may receive a survey from Press Ganey, our independent survey providers, by email or in the mail. It is always our goal to give the highest level of care, if this was not your experience please call us at 620- 272-2376. We are counting on your feedback.

If you would like to complete the form below, please give it to your caregiver or you may mail to the **Stewardship Department** at *401 East Spruce, Garden City, KS 67846-5679.*

Based on your recent stay, what did we do well and what could we have done better?

Name: _____
(Optional - Please Print)

Phone: _____
(Optional)

Address: _____
(Optional)

Date: _____

We appreciate your feedback!

(Caregiver- Please give this completed form to your supervisor.)

early detection works

Early Detection Works is a breast and cervical cancer screening program. Women between the ages of 40-64 without any insurance may qualify for a free clinical breast exam, mammogram, and pap smear.

You can call EDW at 620-275-5302 for more information or to see if you qualify!

la deteccion temprana

La Detección Temprana, es un programa que cubre exámenes del seno y cervical. Mujeres de 40-64 años de edad que no tengan aseguranza pueden calificar para servicios gratis que incluyen examen clinico del seno, mamografía, y papanicolaou.

LLame al 620-275-5302 para saber si califica o más información.

GRANT COUNTY MEDICAL EQUIPMENT LLC



Committed to Customer Satisfaction

Grant County Medical Equipment is hometown, family owned and operated. Let us help you with all your respiratory and home medical equipment needs.



We will deliver the equipment ordered by your physician to your home and provide needed instructions.

Grant County Medical Equipment is available 24 hours, 7 days a week to assist you with all your respiratory and home medical equipment needs.

We are dedicated to providing superior service and customer satisfaction.

Let Our Family Help Take Care of Yours.

213 N. Main	601 N. Main
Ulysses, Kansas 67880	Garden City, Kansas 67846
620.356.1373 (office)	620.272.2660 (office)
620.356.1474 (fax)	620.272.2659 (fax)

24 Hour Toll Free 1.866.642.3215

These are just a few of the services and products we can provide for you:

- Home Oxygen
- Nebulizers
- CPAP/BiPAP
- Hospital Beds
- Trapeze Bars
- Wheel Chairs
- Power Chairs
- Walkers/Cane/Crutches
- Patient Lifts
- Seat Lift Chairs
- Grab Bars
- Toilet Seat Risers
- Commodes
- Shower Chairs
- Daily Living Aids (reaches, button pullers, sock aids, etc.)
- Diabetic Shoes & Supplies
- Blood Pressure Kits
- Stethoscopes
- Biliblanket

campus map

