

Surgical Instructions



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Following the instructions in this booklet will take you on a care pathway that has been shown to reduce postoperative complications and Enhance Recovery After Surgery, also called ERAS. You and each of your caregivers will follow evidence-based practices that will optimize your surgical experience.

Welcome

Our dedicated surgeons and staff members are committed to providing you with the highest quality care and service. We'll do everything we can to make your stay as comfortable as possible.

To help you prepare for your surgery, please read this booklet. You'll feel more relaxed and confident when you know what to expect. If you have any questions, please call the St. Jude Outpatient Center at **(714) 446-7250**.

After your procedure, a brief survey may be mailed to your home asking about your experience. Please take the time to provide us with your feedback, as your opinions are valuable in helping us continually improve our programs and services.

Thank you for allowing us to serve you.

Date of surgery: _____

Check-in time: _____

Surgeon: _____

Phone Number: _____

Location of surgery

ST. JUDE MEDICAL CENTER

101 E. Valencia Mesa Dr., Fullerton *(see map on page 3)*

ST. JUDE PLAZA SURGERY CENTER

2141 N. Harbor Blvd., Suite 41000, Fullerton *(see map on page 3)*



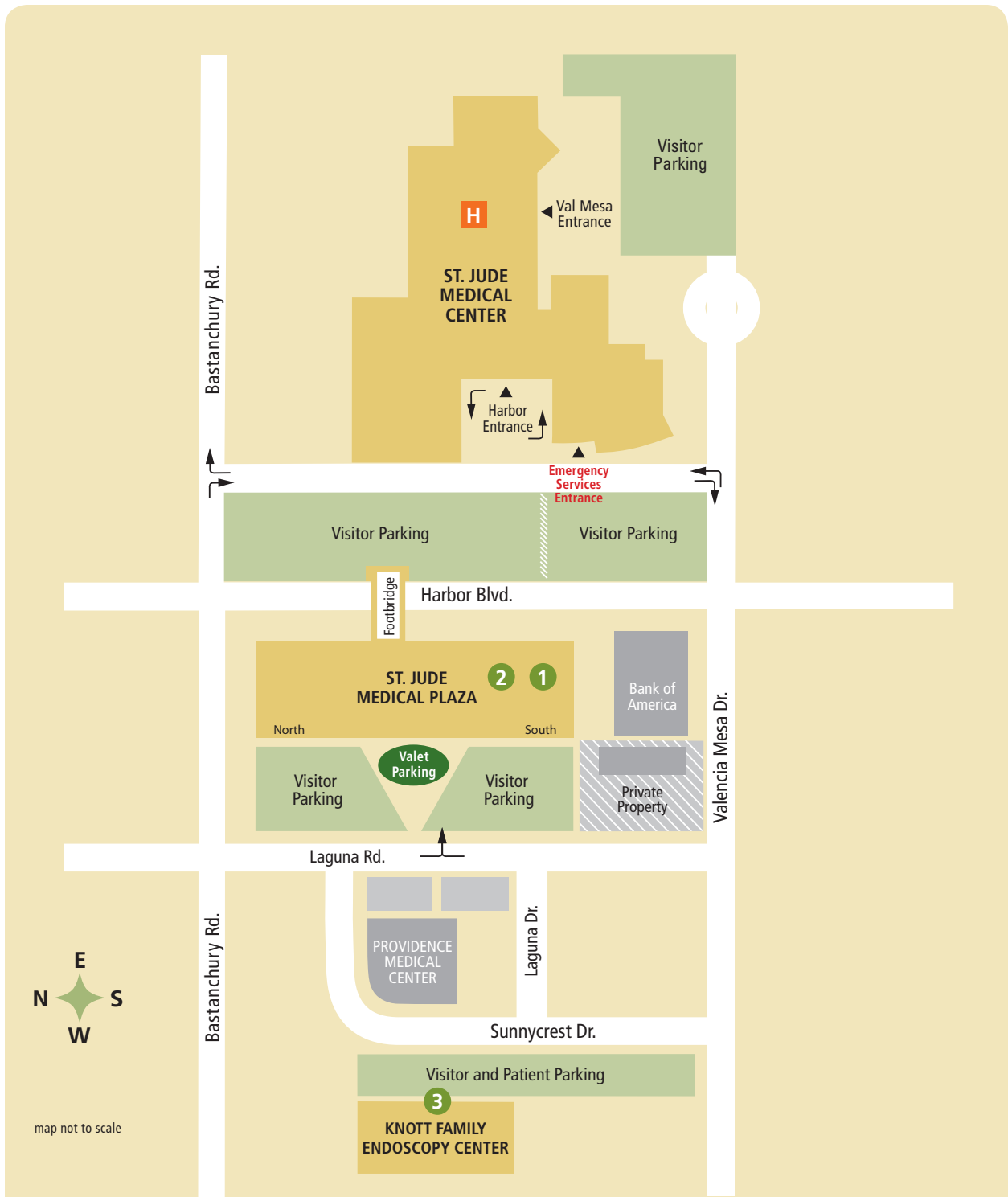
PREGNANT?

If there is a possibility you're pregnant, please notify your doctor or admitting nurse immediately.



SLEEP APNEA?

Please let your physician and pre-screening nurse know if you have this condition.



H **ST. JUDE MEDICAL CENTER**
 101 E. Valencia Mesa Dr.
 Fullerton, CA 92835
 (714) 871-3280

1 **ST. JUDE SURGERY CENTER**
 2141 N. Harbor Blvd.,
 South Bldg.
 Fullerton, CA 92835
 (714) 626-8632

2 **FETTERS DIAGNOSTIC IMAGING CENTER**
 St. Jude Medical Plaza
 2151 N. Harbor Blvd.
 Suite 1400
 Fullerton, CA 92835
 Mon. - Fri., 6:30 a.m. - 6 p.m.
 Phone: (714) 447-6400
 Fax: (714) 446-5375

3 **KNOTT FAMILY ENDOSCOPY CENTER**
 1839 Sunnycrest Dr.
 Fullerton, CA 92835
 Mon. - Fri., 6 a.m. - 3 p.m.
 Phone: (714) 446-7000
 Fax: (714) 446-7131



Steps to Take Before Surgery

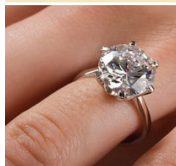
Preparing for Surgery Checklist



- COMPLETE THE MEDICATION LIST** located on page 9. Bring the completed medication list, this booklet, photo ID and your insurance card with you the day of surgery, and to all surgical pre-operative appointments.



- CONFIRM YOUR RIDE HOME.** Your driver must be a responsible adult over 18 years of age. Taxis and ridesharing services such as Uber and Lyft are not acceptable means of transport, unless you have a responsible adult to accompany you. If you are going home the same day as your surgery, please be sure to have a responsible adult with you for the first 24 hours following your procedure.



- REMOVE ALL JEWELRY** for your safety, including wedding bands and all body piercing jewelry. If you cannot remove the jewelry, please visit a jeweler to have it removed. The metal may cause an electrical current to arc during surgery, resulting in burns to the skin. Please leave all jewelry at home.



- STOP DRINKING ALCOHOL OR USING DRUGS.** Don't consume alcohol (liquor, beer and wine) or use recreational drugs at least two days before surgery. This can cause serious reactions with the medication you will be given.



- STOP SMOKING.** To promote good blood flow and healing, it is recommended that you stop smoking at least two weeks before surgery. Smoking may cause anesthesia problems and increase carbon monoxide in the bloodstream.



- If you have an **IMPLANTED DEVICE**, such as a pacemaker, cardiac defibrillator, or other metal device, please bring the following information with you on the day of surgery: **Manufacturer, Model Number and Serial Number.**



- An **ADVANCE HEALTH CARE DIRECTIVE** is a legal document which allows you to appoint an individual to make healthcare decisions on your behalf in the event you are unable to do so yourself. Another form of advance care planning is **Physician Orders for Life-Sustaining Treatment (POLST)**, a doctor's order that indicates what types of life-sustaining treatment you do or do not want if you become seriously ill. The POLST is intended to help you and your doctor discuss and develop specific plans to reflect your wishes, and is designed to be in addition to the Advanced Health Care Directive.

We recommend you discuss your wishes with your family members, spiritual advisor, and doctor while you are feeling well and thinking clearly. Copies of both documents are available under the "For Patients" sections at www.stjudemedicalcenter.org and www.sjhmg.com, or by calling the St. Jude Outpatient Testing Center at (714) 992-3000, ext. 2092. **Please bring a copy of these document(s) with you on the day of your surgery and give it/them to the nurse.**

More Steps to Take Before Surgery

PREPARE YOUR HOME:

- Clean your home
- Clean and put away laundry
- Put clean sheets on the bed
- Put items you will need between waist and shoulder height to avoid bending
- Bring items you will need downstairs
- Stock the kitchen with foods that you like and will be able to tolerate well
- Cut the grass and garden
- Arrange for assistance with your mail, pets, or other loved-ones if necessary

OTHER HEALTH TIPS

Eat healthy foods prior to surgery – this helps you recover faster. Vegetables in a variety of colors provide vitamins and antioxidants, chicken and fish are good sources of protein, which is important for healing.

Keep moving: Get enough exercise so you are in good shape for surgery. Walking is a great form of exercise.

PLEASE SPEAK WITH YOUR PHYSICIAN ABOUT TAKING YOUR MEDICATIONS, VITAMINS AND HERBAL PRODUCTS.

Your unique needs may require special instructions prior to surgery for medications, including vitamins and herbal products. Please speak with your physician about the following:

- Any heart, blood pressure, asthma, diabetic, seizure and pain medication.** Continue taking these unless otherwise directed by your physician. If you are diabetic, contact the physician that cares for your diabetes regarding your medication for the day prior to surgery and the day of surgery.
- Stop** Aspirin, vitamins or herbal products for one week prior to your surgery unless otherwise directed by your physician.
- Stop only as directed: Coumadin (Warfairn), Plavix, Aspirin, blood-thinning medications, or medication for preventing blood clots.**
- You may take NSAIDs such as Ibuprofen, Motrin or Aleve up to 24 hours before your surgery unless otherwise directed by your physician.

The Day Before Surgery (Adults: 18 years of age and older)

- Report any symptoms of potential illness, such as a cold, fever, cough, sore throat, vomiting, rash, flu, diarrhea, and open or draining wounds to your surgeon immediately.
- To confirm, reschedule, or cancel your surgery, please call your surgeon's office.
- If you are staying overnight at the hospital, pack a small bag with personal hygiene items, a bathrobe if you have one, and non-skid slippers. You may want to bring something to read.
- Plan ahead so you will arrive on time.
- Shower the night before and thoroughly wash all areas including the belly button. Do not use a razor or shave.
- If you have been provided an antimicrobial skin preparation product, read and follow the instructions carefully.
- If you have been given a prescription for post-operative medications, be sure to have it filled so it will be ready when you arrive at home.

DO NOT EAT AFTER MIDNIGHT OR DRINK ANY FLUIDS EXCEPT:

- You should drink water or Gatorade up to 4 hours prior to surgery to be well-hydrated.
- **It is recommended that you drink up to 20 ounces of Gatorade or water prior to surgery but be sure to stop drinking 4 hours prior to surgery. Staying well hydrated is important to your well-being and recovery.**

TO MAKE YOUR STAY MORE COMFORTABLE, WE OFFER:

- **INTERPRETER SERVICES** for a wide variety of languages and sign language services are offered. If an in-person interpreter is required, please be sure to arrange prior to surgery. Sign Language services are also offered through a telecommunication device. Please ask your nurse if you would like an interpreter, or call **(714) 446-7250**.
- **SPIRITUAL CARE** services 24 hours a day, seven days a week to patients and families of all religious faiths, please call **(714) 992-3000, ext. 3822**.



PLEASE BRING THIS BOOKLET AND YOUR INSURANCE CARD WITH YOU TO ALL SURGICAL PRE-OPERATIVE APPOINTMENTS.

The Hospital Will Call You to Prepare for Your Surgery

Whether you're having minor or major surgery, it is important for you to understand how to prepare yourself. Each procedure—like each patient—differs a little, but with careful planning you can relieve your anxieties, reduce possible complications and post-surgical pain, and pave the way for getting back to normal as quickly as possible after surgery. Please take the time to read this booklet. Knowing what to expect will help you feel more at ease.



PERSONAL INFORMATION, PHOTO ID & INSURANCE VERIFICATION

You will be contacted by a hospital representative to verify your personal information.

If you have any questions, or you have yet to be contacted three days prior to your surgery, please call Admitting, Monday - Friday, 7 a.m. - 3:30 p.m., **(714) 992-3000, ext. 3700**. Please be prepared to pay all copayments, deductibles and coinsurance charges at the time of admission.

PRE-ANESTHESIA, PRE-SURGICAL EVALUATION AND TESTING

A pre-surgical registered nurse will call you to complete a comprehensive pre-operative assessment. The nurse will verify your medical history and the medications you are currently taking. Please complete the medication list on page 9 and bring it with you on the day of your surgery, and to all surgical pre-operative appointments.

If you do not receive a call within 72 hours prior to your surgery, please call **(714) 446-7250**.

You may also use this number to reach back to the nursing staff if you have any questions about your pre-surgical pathway.

Based on your history and surgical plan, your surgeon or anesthesiologist may order lab tests, imaging, EKGs, or other diagnostic tests prior to your surgery. Have your testing or any other consultative physician visits completed in the time as directed.

Testing locations, hours and parking information are listed below:

Site	Lab	EKG	Radiology
ST. JUDE MEDICAL PLAZA 2141 Harbor Blvd., Fullerton Walk-ins only	Suite 17000 Mon. - Fri.: 6:30 a.m. - 5 p.m. Saturday: 7 a.m. - 12 p.m. (714) 626-8640 Fax (714) 626-8699 <i>Type & Screen within 72 hrs. prior to surgery date.</i>	Suite 17000 (714) 626-8640	Suite 16000 Mon. - Fri.: 6:30 a.m. - 5:30 p.m. (714) 447-6400
VAL MESA MEDICAL BUILDING 100 Valencia Mesa, Fullerton Walk-ins only Valet parking is: \$3	Suite 104 Mon. - Fri.: 7 a.m. - 5 p.m. (714) 446-5218 Fax (714) 446-5012	Suite 104 (714) 446-5218	Suite 108 Mon. - Fri.: 7:30 a.m. - 5 p.m. (714) 446-5433
ST. JUDE HERITAGE MEDICAL GROUP YORBA LINDA 4300 Rose Dr., Yorba Linda Walk-ins only Free parking	Suite T Mon. - Fri.: 7 a.m. - 5 p.m. (714) 579-6803 Fax (714) 524-6142	n/a	Mon. - Fri.: 6:30 a.m. - 5:30 p.m. (714) 579-6802

Site

QUEST DIAGNOSTICS

www.questdiagnostics.com/appointment
 or call (888) 277-8772

WILL YOU NEED BLOOD?

Ask your doctor if you will need to receive blood during your surgery. If so, your doctor can provide information regarding transfusion options. If you choose to donate your own blood or have designated donors donate for you, arrangements must be made two to four weeks in advance of your surgery date. Your physician's office can initiate the required paperwork.

Donations may be arranged with the American Red Cross, (800) 696-1757 or (909) 859-7003 or by visiting redcrossblood.org.

If your doctor indicates that you will need blood during your surgery, your blood will need to be typed and crossmatched. This must be performed at the St. Jude Medical Plaza Laboratory one to three days before your surgery. For more information, call **(714) 626-8640**.



The Day of Surgery

BEFORE YOU LEAVE HOME

Medications and Devices:

- Take a shower
- Please be sure to keep your cell phone available or listen for your landline in case we may need to contact you regarding scheduling delays or changes.
- Take medications as directed by your physician with small sips of water.
- If you have chronic pain, you may take prescribed pain medication with a sip of water prior to coming in for surgery, with the exception of medication(s) the doctor has instructed you to discontinue.
- Bring asthmatic inhalers, but please leave them with a family member or friend upon your admission.
- Bring your completed medication list with you. If you do not have a list, bring your labeled medications with you, but please leave them with a family member or friend upon your admission.
- If you have sleep apnea, please bring your CPAP breathing machine with you.
- Bring crutches, walker, slings or other devices needed for your surgery.
- Continue to drink up to 20 ounces of water or Gatorade until 4 hours prior to surgery.**

Clothing and Personal Belongings:

- Leave all valuables at home, including cash, credit cards, jewelry and cell phones.
- Dress in comfortable, loose-fitting clothes. Socks may be worn, but not pantyhose.
- For breast, eye, shoulder or arm surgery, wear a shirt that buttons down the front. For shoulder surgery also bring a large, loose fitting, comfortable T-shirt that may be cut on the operative side.
- Bring a case with your name on it to hold eyeglasses or contact lenses.
- Please wear your hearing aids and bring a container with your name on it.
- Do not wear any make-up, especially mascara.
- Do not use lotions, gels, hairspray, cologne, perfume, or body powders. If your surgery is above the chest, do not use deodorant.



Overwhelming evidence shows that washing your hands is the single most important precaution that anyone (including your doctor or nurse) can take to effectively prevent the spread of infection. Please wash your hands after using the bathroom, blowing your nose, coughing, sneezing, and before eating. If you cannot get to a sink, please ask your healthcare provider for a waterless alcohol hand gel. It is very important for your family and visitors to also wash their hands upon entering and exiting your hospital room.

- Bring copies of your Advance Health Care Directive and/or POLST, make sure the information is accurate.
- Have a responsible adult with you to hear your discharge instructions and drive you home (If you are going home the same day). If you plan to take a taxi or any ridesharing service such as Uber or Lyft, a responsible adult should travel with you. If you are going home the same day as your surgery, please be sure to have a responsible adult with you for the first 24 hours following your procedure.

PREOP (UP TO 2 HOURS BEFORE SURGERY)

- You may receive oral medications to help relieve your pain after surgery.
- Warming blankets are available.
- Bring reading materials. While we expect to be time, delays can sometimes occur.
- You may be given a blood sugar test.
- Skin preparation or nasal swabs may be conducted to help prevent infections.

IN THE OPERATING ROOM:

You may not recall being in the operating room because of the medications provided for anesthesia. Every patient has a check-in to confirm your identity and surgery. You will have compression boots to support circulation of your legs and may have blood thinner medication to prevent clots. You may receive antibiotics to fight infection. Just before surgery starts, a “time-out” is called as a final check as to your identify and confirm the location of your surgery.

The anesthesiologist in consultation with your surgeon, may perform a nerve block to reduce post-op pain or may inject medication in your back to call a spinal to block pain. These methods of pain management may reduce your need for narcotic medications that delay recovery. Please review the section of this brochure on pain management and discuss with your physicians.

RECOVERY ROOM:

For the first 30 minutes to 2 hours you will be in a recovery room with specially trained nurses who will check your breathing, pulse, and blood pressure. They will inspect your incision area and record your progress. You will have an IV, oxygen mask, and other monitoring devices during this phase of recovery. Follow the nurses’ directions to breathe deeply, move your extremities, and reposition in the bed. The sooner you get moving, the better for your health.

INPATIENT ROOM:

If you are admitted to the hospital, you will stay in an inpatient room where your recovery will progress to include oxygen, taking clear fluids and walking with a hospital attendant. You may still have a urinary/Foley catheter to collect your urine. Urine production indicates that your kidneys are working.

You contribute to your recovery by moving extremities, deep breathing and coughing, and walking with hospital staff, and drinking fluids as tolerated.

COMPLICATIONS THAT CAN DELAY DISCHARGE OR RECOVERY:

Surgical site infection can happen from the organisms that normally live in your bowel, on your skin, or are transferred from your hands. Caregivers should always wash their hands when they enter the room. You too should wash your hands before eating and after using the restroom.

Nausea and vomiting is a common side-effect from the surgical procedure or medications. You should start with a clear diet. Medications can be given to reduce nausea and start motility. Decreasing your narcotic medications, walking, and taking small amounts of warm fluids at a time can help to avoid nausea.

PREPARING FOR DISCHARGE:

Your discharge plans should have been arranged prior to your day of surgery. Your discharge and recovery partner will need to be with you at the hospital on the day of discharge. You will be drowsy and may require help in remembering your discharge instructions, arranging for home medications, and helping you transfer from the car to your home, and keeping an eye on your adjustment and progress at home.

If you need help with your discharge, a Care Manager is available to assist you. Contact the Care Management Department at **(714) 992-3000, ext. 3637**.

AFTER DISCHARGE:

Call your surgeon if you have any signs of complications:

- Fever greater than 101.5
- Vomiting and unable to keep liquids down for greater than 4 hours
- Severe pain not controlled with your medication
- Severe watery diarrhea
- You are unable to pass gas and have severe abdominal pain
- Your wound opens, is draining pus, or is very red

Bowel function may be irregular, loose, constipated, or a feeling of urgency are not unusual.

Abdominal cramping or spasm may occur but should not last more than an hour or two. Drink warm fluids and use a warm blanket to relax the spasm.

Tapering Opioids: If you are taking opioid medication for postoperative pain, develop a plan with your surgeon or primary care physician to taper off your opioid medication you are taking for pain as you move through your recovery process. This plan will help you to gradually reduce the dose of these medications every day or two as you heal until you no longer require them for pain control. At that time, if needed, your physician may recommend you switch to an over-the-counter, non-opioid pain reliever.



Children and Surgery

IMPORTANT INFORMATION FOR CHILDREN, 13 YEARS OR UNDER:

- **STOP** eating solid food and drinking milk products after midnight prior to surgery. Four ounces of clear liquid is allowed up until **TWO HOURS** before surgery. Acceptable clear liquids are white grape, apple juice, water, or Pedialyte. Breast milk may be given up to four hours prior to surgery, infant formula up to six hours before surgery. Surgery will be canceled or delayed if these instructions are not followed.
- You may bring children in pajamas and underwear can stay on.
- You may bring formula or a special drinking cup for use after surgery.
- Bring an extra diaper or change of underwear.
- Children may bring a freshly laundered blanket or a small, soft toy.
- **If possible, do not bring other children on the day of surgery.**
- Parents must stay on the premises during their child's surgery, and will be encouraged to stay with their child as long as possible prior to surgery.
- It is advisable to have two adults present so one may drive and one adult may attend to the child.
- A car seat, appropriate for the child's age and weight, is required.

A signed consent is required for surgery. A parent or legal guardian must accompany and sign the consent for patients who are under 18 years of age. If someone other than a natural or legally adoptive parent, such as a grandparent or foster parent, has custody of a minor, court papers confirming the relationship must be presented at the time of admission.

In the event that hospitalization is required, patients younger than 16 years of age will be transferred to Children's Hospital of Orange County, with whom St. Jude Medical Center is affiliated.

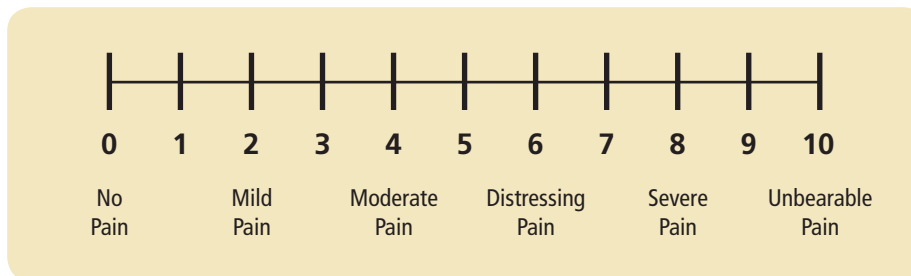


Pain Scale and Comfort Management

The prevention and treatment of pain and discomfort are best accomplished when the patient and health care team work together. Our goal is to partner with you so your pain is always well-controlled. Talk to your doctor or nurse about your pain:

- How long have you had your pain?
- Where is your pain located?
- What does your pain feel like? (sharp, stabbing, throbbing, etc.)
- Can you rate your pain on a 0-10 scale? (0 = no pain; 10 = your worst pain)
- How have you managed pain in the past?

ADULT PAIN SCALE 0-10



WONG-BAKER FACES PAIN RATING SCALE



You will choose a number on the pain scale that is your comfort goal. This number indicates a level where you can sleep and comfortably move and deep breathe. You should alert your nurse or care team member when your pain exceeds your comfort goal. Staying in the comfort zone will minimize periods where your pain becomes difficult to control.

In addition to pain medications, be open to using strategies such as relaxation, imagery, heat or cold, movement or immobility, or music. Inform your care team of what works and what doesn't work, and if the pain is not relieved. Research shows that patients who participate in their care using relaxation strategies such as deep breathing or visualization (such as picturing yourself in a favorite comfortable place) enhance their healing response.



Patient Information

PATIENT AND FAMILY CENTERED EXPERIENCE: COMPLAINT RESOLUTION AND GRIEVANCES

We take your concerns very seriously and want to act on them. Don't hesitate to discuss any issues with your healthcare provider.

If your concern remains unresolved, please contact the unit or department manager or the patient relations department at **(714) 992-3000, ext. 3749**, Monday through Friday, 8 a.m. – 4:30 p.m. After business hours, or on weekends and holidays, contact the charge nurse or nursing supervisor at **(714) 871-3280**.

You also have the right to contact The Joint Commission by calling (800) 994-6610 or emailing complaint@jointcommission.org. Handwritten letters may be sent to: Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL, 60181.

You may file a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. Their phone number is (800) 228-5234. Letters may be sent to: California Department of Public Health, Licensing and Certification Program, Orange County District Office, 681 S. Parker St., Suite 200, Orange, CA 92868.

CONDITION H: CREATING A SAFE PLACE FOR PATIENT CARE

Condition H is a St. Jude Medical Center initiative that allows hospitalized patients or their family members to call for help if they feel they are not receiving the medical attention they need.

If you have been admitted to the hospital and are unable to contact your nurse and need immediate assistance, call ext. 2158 and identify the call as Condition H.



FINANCIAL ASSISTANCE PROGRAM

St. Jude Medical Center is committed to providing high quality, compassionate healthcare to all patients within the community we serve, regardless of their ability to pay. Medically necessary care should not be delayed because you don't have health insurance or you're unable to pay your hospital bill. If you do not have health insurance and worry that you may be unable to pay your hospital bill, it is important to let us know. You may qualify for the Patient Financial Assistance Program. Please call **(800) 378-4189** to speak to a financial counselor. If you would like to speak to someone in person, financial counselors are available at the hospital.

INTERPRETER SERVICES

Interpreter Services are available for a variety of languages, including American Sign Language and Spanish Sign Language. This ensures clear communication and understanding of medical treatment and procedures. Interpreter services is available 24 hours a day, seven days a week. Please contact your screening nurse, or call **(714) 446-7250**.

MEDICAL RECORDS

To obtain a copy of your medical records, you or your legal representative must sign an Authorization for Use or Disclosure of Medical Information, or submit a written request. Requests for medical

records are usually ready in seven to 10 business days, and there may be a fee. For information or to obtain an authorization form, call Health Information Services at **(714) 992-3940**. Forms are also available at www.stjudemedicalcenter.org under "For Patients." Send your written request to: St. Jude Medical Center/Health Information Services, 101 E. Valencia Mesa Dr., Fullerton, CA 92835.

SENIOR SERVICES

St. Jude Medical Center offers a wide variety of services for seniors. These services include a Falls Risk Reduction Program, Medicare insurance counseling, and transportation to non-emergency medical appointments and therapies. We also provide Late Life Depression Assessment and Solutions and a grief recovery support group. In our Caring Neighbors program, volunteers provide visits, phone calls, light housekeeping, and assistance with errands and grocery shopping. For more information, please call **(714) 446-7035**.



Billing Information and Frequently Asked Questions

This information has been prepared to help you better understand the billing process. During your hospital stay, please contact Financial Counselors at **(714) 992-3000, ext. 3825**. If you have questions after you leave the hospital, please contact Patient Financial Services at **(800) 378-4189**, Monday – Friday, 8 a.m. – 4 p.m.

Patients are responsible to pay for all known deductibles, co-insurance, co-pays and non-covered services prior to or at the time of service. We accept cash, check, traveler's checks, money orders, Visa, MasterCard, American Express, and Discover. In the event that you need assistance with your balance we offer various payment options, as well as the Patient Financial Assistance program.

- **Medicare:** We will bill Medicare and your secondary insurance following receipt of Medicare's payment. Once your secondary insurance has been billed, you will receive periodic statements advising you of any balance due.
- **HMO/PPO/POS (Managed Care):** We will bill your insurance plan. You will not be billed while your claim is being processed with your health plan.
- **Medi-Cal/CalOptima:** With verified eligibility and receipt of any monthly share of the cost, we will bill Medi-Cal/CalOptima for authorized services.
- **Group/Indemnity:** Payment of any deductible, co-insurance, and non-covered services are expected at time of registration or when services are rendered. Any remaining amounts will be billed to you once your health plan processes your claim. You will receive statements and follow-up calls advising you of the balance due.
- **Cash:** Patients with no insurance coverage will be expected to make payment at the time services are rendered.

FREQUENTLY ASKED QUESTIONS

Q. Can I get an estimate of my bill?

A. After verification of coverage, our staff will make every effort to provide you with an estimate of what your out-of-pocket costs will be after your health plan pays all covered benefits for your care.

Q. Who else might I receive a bill from?

A. You will be billed separately by each physician involved in your care. These physicians usually include your surgeon, anesthesiologist, radiologist (if X-rays are performed), pathologist (if pathology specimens are examined), Intensivist or Hospitalist, and any physician who may interpret an exam ordered by your doctor.

Q. What is reflected on my bill?

A. Your bill reflects all of the services you received, aside from physician's fees. Charges fall into two categories:

- basic daily rate, including your room, meals, nursing care, housekeeping, telephone and television
- special services, including items your physician orders for you, such as X-rays or laboratory tests.

Q. Will my insurance cover these services?

A. Coverage varies. Please call your health plan, plan administrator, or the benefits department of your employer with any questions regarding coverage or prior authorization requirements for treatment.

Q. What if I do not have insurance?

A. We are committed to providing high quality, compassionate healthcare to all patients, regardless of their ability to pay. Medically necessary care should not be delayed because you do not have health insurance or you're unable to pay your hospital bill. If you do not have health insurance and are concerned that you may be unable to pay your hospital bill, it is important to let us know. You may qualify for the Patient Financial Assistance Program.

This program is limited to hospital charges and does not include physician, anesthesiologist or professional charges that are not billed by the hospital. For more information call a Financial Counselor at **(714) 992-3000, ext. 3825**.

Q. How soon after receiving services will I receive a bill?

A. You can expect a bill once we have received payment or denial of payment from your health plan. If you are paying your bill without filing with your health plan, you should receive a bill within 30 days.

Q. Why do I have to give my insurance information every time I visit St. Jude Medical Center?

A. Individuals and/or employers frequently change health plans, so we ask for your insurance information every time you visit to ensure that our records are accurate and up-to-date. This also helps us protect you from potential identify theft so that we validate the person seeking services is the patient of record.

Exceptional care begins with your safety

Your health and safety are our highest priority. In fact, we are one of the few hospitals in the nation to invest so significantly—nearly \$15 million—in state-of-the-art information technology, allowing us to create ever higher levels of patient safety.

Sophisticated information systems and a highly trained staff are critical to ensuring your safety, but you and your family can also play an important role. Here are some steps you can take:

1 GET INVOLVED. ASK QUESTIONS.

Please tell us if you have questions or concerns about a test, medication or treatment. And if you don't understand the answer—ask again. Don't hesitate to ask for further explanation from a physician, nurse, or staff member. And if something doesn't seem quite right, speak up. The more we know, the more successful your care and recovery will be.

You may want to write down your questions so you won't forget them when speaking to your physician or healthcare provider. It's also helpful to have a family member or friend present to help you ask questions and understand your treatment plan.

2 ASK ABOUT MEDICATIONS AND SIDE EFFECTS.

Make sure you understand what medications have been prescribed and why, and provide us with information:

- About allergies or reactions you have had to medications and foods in the past.
- About all the medications you take at home—include both prescription and over-the-counter medications as well as vitamins, herbs, and dietary supplements.

Ask the doctor, pharmacist or nurse:

- What is the medication for?
- How and when am I supposed to take it? For how long?
- Should I take the medication with food or on an empty stomach?
- What side effects are likely? What happens if they occur?
- Is this medication safe to take with the other medications and dietary supplements (such as vitamins or herbs) I am currently taking?
- Are there any foods, drinks, or activities I should avoid while taking this medication?



If you will continue taking a medication once you leave the hospital, you will be provided written instructions on how and when it should be taken as well as information about possible side effects. Clarify any questions: for instance, if the medication label says to take “four doses daily,” does that mean taking a dose every six hours around the clock or just during regular waking hours.

3 HELP PREVENT INFECTIONS.

Hand washing is the single most important precaution that anyone—including friends, family and healthcare professionals—can take to effectively prevent the spread of infection.

Please wash your hands and remind family, friends, and staff members to wash their hands when entering or leaving your room.

4 WAS YOUR ARMBAND CHECKED?

Show your armband to anyone who provides care to you and make certain the information on your armband is being matched with medications as well as any specimens (blood or urine) collected from you.

5 GET ANSWERS ABOUT YOUR SURGERY.

Make sure that you, your doctor, and your surgeon agree on exactly what will be done—and that all of your questions or concerns have been answered.

Some questions to ask:

- Who will take charge of my care in the hospital?
- Who will be operating on me?
- Exactly what will be done during the surgery? Why?
- How long will it take?
- What will happen after the surgery?
- How can I expect to feel during recovery?



Prior to the start of surgery, there is a checklist of information that is reviewed to make sure everyone in the operating room understands the details of the surgery. You will be asked to confirm the site of surgery. While these precautions may seem excessive, they help us ensure your safety.

6 REDUCE YOUR RISK OF FALLING.

Even if you have never fallen before, remember that hospitals can be disorienting—especially at night. Ask for help by using your call light when getting in and out of a bed or wheelchair. If needed, a member of your care team can remain in attendance while you use the facilities.

If you have fallen within the last 3 months, please alert your nurse during your falls risk assessment, performed upon your admission. Assessments will also be performed during each nursing shift to monitor your risk for falling. If you are at high risk for falling, you will be given an orange armband and provided with red non-skid socks to wear, to help identify this high risk regardless of where you are taken in the hospital. High fall risk signage will be placed at your room's doorway, to alert all caregivers.

Find out if you are taking any medications that produce dizziness or confusion—or medications for sleeping or pain—each of which can increase your risk of falling. Likewise, if you wear glasses or hearing aids, use them, and keep these and other important items within reach, including dentures and your call light.

We encourage family to be present at the bedside. Please have someone notify our staff when your family leaves.

When steadying yourself, avoid using your IV pole, tray table, wheelchair, or other wheeled objects. Please use hand rails in the bathrooms and hallways, and wear shoes or non-skid footwear every time you get out of bed.

Our staff will actively work with you to prevent falls by ensuring:

- Your nurse call light is within reach and calls for assistance are answered promptly
- Your bed is kept at a low height with the wheels locked
- Your wheelchair is locked when not in use
- Your walker, cane, or other assistive devices are within reach
- Your room is adequately lit and free of clutter

Please do not feel you are bothering us by asking for assistance or alerting us about any concerns you may have about falling. We expect and WANT you to call us when you are getting in or out of bed. It is particularly critical that you notify your nurse if you begin to feel dizzy, weak, or unsteady.

7 BECOME WELL-INFORMED.

Learn as much as you can about your condition by asking your doctor, nurse and pharmacist, and through other reliable sources. We offer a wealth of information to help you become an active partner in your care. Let your doctor or nurse know if you would like written information to help you learn more about your medical condition or treatment.

8 UNDERSTAND YOUR DISCHARGE INSTRUCTIONS.

Before you leave the hospital, make sure you understand the discharge instructions and treatment plan you will use at home. While you will receive written instructions, it is also helpful to have a friend or family member take careful notes. Clarify any points you're uncertain about.

This includes learning about:

- Your medications
- Any follow-up appointments you have or will need to schedule
- How to connect with home care agencies, if needed
- When you can return to regular activities, such as driving

WHAT IF I HAVE A CONCERN ABOUT MY CARE OR SAFETY?

We take your concerns very seriously and want to act on them. Don't hesitate to discuss any issues with your healthcare team.

If you feel more comfortable—or if your concern remains unresolved—please contact the Patient Relations Department, **(714) 992-3000, ext. 3749**. After business hours, or on weekends and holidays, contact the charge nurse or nursing supervisor at **(714) 871-3280**.





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www.stjudemedicalcenter.org

1 ST. JUDE PLAZA SURGERY CENTER

St. Jude Medical Plaza
2141 N. Harbor Blvd.
Suite 41000
Fullerton, CA 92835
Mon. - Fri., 7 a.m. - 5 p.m.
Phone: (714) 626-8632
Fax: (714) 626-8676

2 FETTERS DIAGNOSTIC IMAGING CENTER

St. Jude Medical Plaza
2151 N. Harbor Blvd.
Suite 1400
Fullerton, CA 92835
Mon. - Fri., 6:30 a.m. - 6 p.m.
Phone: (714) 447-6400
Fax: (714) 446-5375

3 KNOTT FAMILY ENDOSCOPY CENTER

1839 Sunnycrest Dr.
Fullerton, CA 92835
Mon. - Fri., 6 a.m. - 3 p.m.
Phone: (714) 446-7000
Fax: (714) 446-7131