



Patient Guide

Kenmore Mercy Hospital • 2950 Elmwood Avenue • Kenmore, NY 14217 • chsbuffalo.org



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Contents

Get to Know Us	2
Your Hospital Stay	4
What to Bring, Connectivity and Communication, Gift Shop, Visitation, Parking	
Food & Nutrition	6
Meal Service, Guest Trays, Cafeteria, Vending	
Spiritual Care	7
Chaplains, Chapel, Advocacy	
Medical Services	8
Laboratory, Imaging, Surgery, more	
Medical Forms & Records	10
MyChart Online Access, Consent for Treatment, Healthcare Proxy/Advance Directives	
Payment for Service	11
Insurance/Billing, Financial Assistance, Medicare	
Patient Safety	14
Safe Care, Speak Up Program, Pain Management, Medication, Falls, Serious Disease	
Going Home	29
Share with Us	30
Recognition, Feedback, Charitable Giving	

Phone Numbers

Main Hospital Number.....	(716) 447-6100
Admissions.....	(716) 447-6131
Business Office	(716) 601-3600
Billing	
Care Management	(716) 447-6098
Social Work, Discharge Planning	
Environmental Services	(716) 447-6033
Food & Nutrition Services...	(716) 447-6201
Foundation Office	(716) 447-6204
Gift Shop.....	(716) 447-6181
Patient Engagement Center..	(716) 447-6205
Outpatient Scheduling	
Information Desk	(716) 447-6262
Operator.....	0
Patient Advocate	(716) 447-6914
Patient Information	(716) 447-1177
Public Relations.....	(716) 447-6188
Security	(716) 447-6137
Spiritual Care.....	(716) 447-6191
Volunteer Office.....	(716) 447-6189
Rapid Response Team.....	55555
<i>Call from any hospital phone.</i>	

Get to Know Us: **Kenmore Mercy Hospital**

Founded in 1951, Kenmore Mercy was established by the Sisters of Mercy to respond to the needs of Buffalo's northern neighborhoods. It continues to grow and evolve to meet the community's changing needs.



Kenmore Mercy Hospital is Catholic Health's Orthopedic Campus of Excellence offering a comprehensive joint replacement program. The team of board certified orthopedic and spine surgeons are recognized for the highest quality standards and innovative offerings of both joint replacement and superior spine surgical programs.

In addition to its orthopedic and spine focus, Kenmore Mercy Hospital is a New York State designated stroke center that provides 24/7 critical care.

The hospital also offers a wide range of other medical and surgical services, and is accredited by the Joint Commission, illustrating that we meet the highest quality and safety standards.

Accreditation:



- Fully accredited by the Joint Commission on Accreditation of Healthcare Organizations, the nation's leading accrediting body for hospitals and health providers
- Certified by The Joint Commission as an Advanced Primary Stroke Center with capabilities to treat complex stroke cases
- The only program in Western New York to earn the Gold Seal of Approval from The Joint Commission for disease-specific certification for knee and hip replacement

Licensed by:

- New York State Department of Health

Member of:

- Catholic Health
- American Hospital Association
- Healthcare Association of New York State
- Western New York Healthcare Association



Key services include:

- **Knee & Hip Replacement**
- **Stroke Care**
- **Medical Rehabilitation Unit**
- **Imaging Technology**
- **Palliative Care**
- **Interventional Radiology**
- **Cardio and Pulmonary Testing**
- **Emergency Care**

Awards & Recognitions:

- Magnet® Recognition from the American Nurses Credentialing Center, considered the most prestigious institutional distinction a hospital can receive for patient care, nursing excellence and innovations in professional nursing (2017, 2022).
- The Medical Rehabilitation Unit (MRU) received a three-year accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF). It is the highest level of accreditation that can be given to an organization (2022).
- Since 2012, the Intensive Care Unit (ICU) has received a Beacon Award for Excellence. In 2022, the ICU received a Gold-Level Beacon Award of Excellence. It is given by the American Association of Critical Care Nurses, and highlights the hospital's accomplishments in fostering the highest standards of quality patient care.
- Kenmore Mercy received consecutive "A" ratings from The Leapfrog Group since Fall 2014, demonstrating how safe the hospital keeps its patients from errors, injuries, accidents and infections. Kenmore Mercy is the only hospital in New York State to have received "A" ratings consecutively since 2014.
- Recognized by Blue Cross & Blue Shield of Western New York as a Blue Distinction Center in both knee and hip replacements, as well as Blue Distinction Center+ for Spine Surgeries.
- Kenmore Mercy received the American Heart Association and American Stroke Association Get with the Guidelines® Stroke Plus Award, for achieving 85% or higher adherence to all Get with the Guidelines® Stroke Performance Achievement Indicators for two or more consecutive 12-month intervals.



Recognition by multiple agencies is your assurance that Kenmore Mercy Hospital meets the highest standards of medical care in personnel, organization, and equipment.

Your Hospital Stay

What to Bring

During your stay, please have your driver's license or other proof of identification available, as well as appropriate insurance cards, including Medicare and other supplemental coverage.

To make your stay more comfortable, we recommend that you bring the following items:

- Bathrobe
- Slippers
- Desired Walking Shoes
- Toiletries

The hospital will provide other necessary items.

Electric razors and blow-dryers are permitted, however the hospital does not take responsibility for the safekeeping of your personal items.

Personal Items/Valuables

Kenmore Mercy Hospital is not responsible for cash, valuables, and personal items you take to your room with you. This includes eyeglasses, hearing aids, dentures, canes, prostheses, wheelchairs, cell phones, laptop computers, electronic devices, and other easily misplaced items.

Dentures, eyeglasses and contact lenses should be kept in protective containers, labeled with your name, when not in use.

Never place dentures on meal trays, put them under the pillow, or wrap them in napkins, as they may be easily lost.

All jewelry and valuables should be sent home or placed in the hospital safe.

Any items left behind in rooms not claimed within one month (30 days) after discharge, will be disposed of.

Television/Telephone/WiFi

Complimentary television and local telephone service is available for all patients. Outgoing calls can be made from the telephone in your room by dialing "8" and then the telephone number you wish to call. For incoming phone calls, family and friends may dial **(716) 447-6262** between the hours of 9:00 am and 9:00 pm.

NOTE: Any long distance telephone calls are made at your own expense.

FREE wireless internet access (WiFi) is also available throughout the hospital. Log on to Catholic Health Visitor in WiFi settings.

Special Communication Needs

The hospital safeguards the rights of patients with physical challenges and/or special communication needs. All patients are assured equal and effective access to our healthcare services with video remote interpreting services using live, web video conferencing, which provides 24-hour access to interpreters in more than 300 languages. If you need any of the following devices and/or services, contact your nurse, who will make the necessary arrangements for you:

- TTY-TTD (telecommunication for the deaf and hearing impaired)
- Sign language interpreter service
- Foreign language interpreter service
- Closed Captioned TV

No Smoking



If you have a tobacco addiction, talk to your healthcare provider or contact the NYS Smoker's Quitline. See page 28.

1-866-NY QUIT

1-866-697-8487



Gift Shop

Located on the first floor of Kenmore Mercy Hospital, the *Willow Tree Gift Shop* caters to the needs of patients, visitors and staff. Offering a wide variety of convenience and specialty items, the *Willow Tree Gift Shop* is staffed by the Kenmore Mercy Hospital Auxiliary volunteers.

The shop carries gifts, flowers, balloons, health and beauty items, candy and snacks, and a large variety of specialty items.

Whether you need a special gift for a hospitalized loved one, or just need to satisfy your sweet tooth, come see us!

You may reach the *Willow Tree Gift Shop* by calling (716) 447-6181.

Shop Hours:

Monday - Friday: 7:30 am - 4:30 pm

Flowers & Mail

Any flowers, mail, or packages will be delivered daily to your room. Outgoing mail may be given to your nurse.

Mail received after your discharge will be returned to sender.

Parking

Parking is free. Handicapped parking is available close to the hospital.

The hospital is not responsible for theft or damage to vehicles while parked on hospital property.

Security is available to accompany you to your vehicle after hours. They can be reached by dialing "0" inside the hospital.

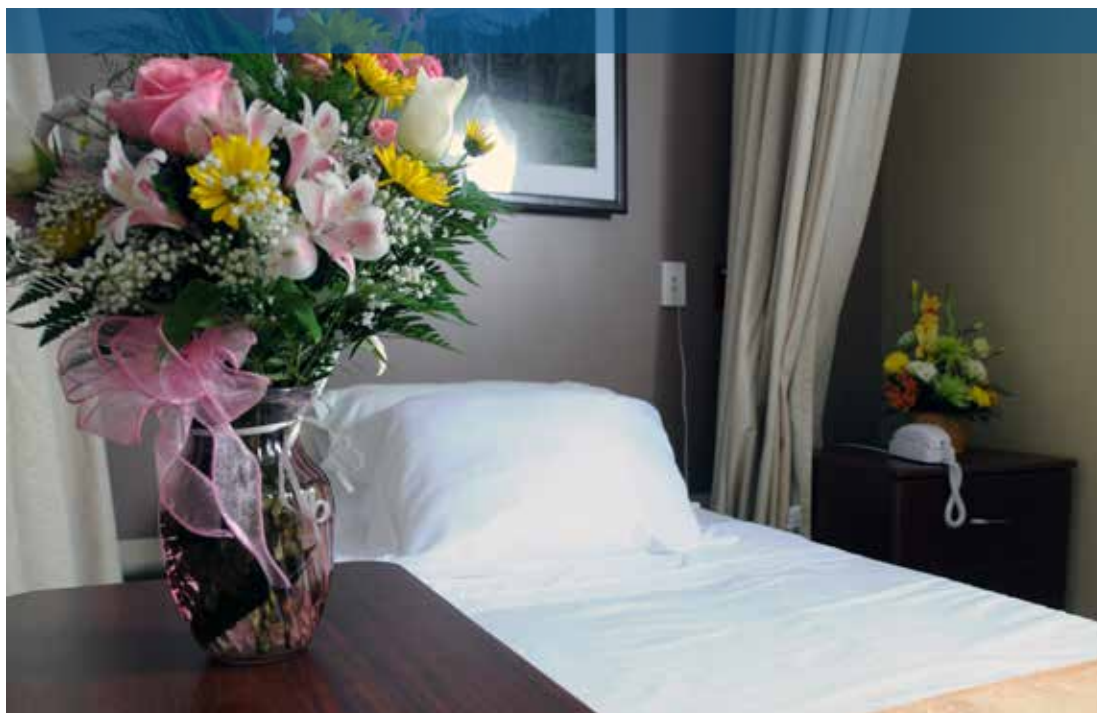
Visiting Hours

Catholic Health supports visitation options that work best for patients and their visitors.

Daily: 9:00 am - 9:00 pm

Hours may change. Be sure to check our website or the front desk at (716) 447-6262.

The hospital has the right to limit or withdraw the right to have visitors if their presence infringes on the rights of others, compromises the safety of patients or associates or is medically or therapeutically contraindicated. Clinical judgment will be used to determine when visitation would interfere with the care of the patients. Please check with your unit for variations to visiting hours.



Food & Nutrition

Meal Service

Hundreds of meals are prepared daily at Kenmore Mercy Hospital and each patient tray receives special care and attention.

Nourishing and well-balanced meals are an important part of your treatment and recovery. A Registered Dietitian works closely with your physician to provide you with individualized nutritional care. You will receive a menu based on your physician's order.

At Your Service, our room service program, allows you to choose when and what you would like to eat. **At Your Service** provides personalized service and high quality meals. Upon admission, a food service ambassador will visit you with your specialized menu, explain our program and take your meal selections. Vegetarian, vegan and gluten-free options are available.

You can also dial **7-FOOD (73663)** and a nutrition associate in the call center will be happy to help you. Remember, you may have special diet restrictions ordered by your physician, so some selections may be limited.

Ordering Information:

- Offered daily: 6:30 am - 10:00 am
10:45 am - 2:00 pm
4:00 pm - 7:00 pm
- Call to order: **7-FOOD (73663)**
A room service line for outside calls is available between 7:00 am and 7:00 pm. Call (716) 447-3663.
- Our goal is to have your meal delivered within one hour or less after receiving your order, or you can select a later time.

Guest Trays

Your guests may wish to dine with you during their visit. For a fee, visitors may order from the Room Service menu. Purchase guest tray vouchers for \$6.00 in our cafeteria, then order from the meal menu by dialing 7-FOOD (73663).

Cafeteria

The Kenmore Mercy Hospital Cafeteria, located on the lower level, is open daily.

Hours:

Monday - Friday: 7:30 am - 7:00 pm
Saturday - Sunday: 11:30 am - 7:00 pm

The cafeteria offers everything from a cup of coffee to a full-course meal, including a wide selection of hot foods, deli and grill items, desserts, and ice cream.

Vending Machines

Vending machines are available in the cafeteria on the lower level and in the Emergency Department waiting area on the first floor.

TIM HORTONS® is located in the lobby.
Daily: 6:00 am - 11:00 pm

Nutritional Services

Should a special diet be prescribed as part of your post-hospital treatment, a registered dietitian will be available to provide instructions so you can properly manage your nutritional needs at home.

Registered dietitians can also assist you if you have food allergies or intolerances, are in need of a supplement or specialized nutrition plan, or have questions to best optimize your health through nutrition.



Spiritual Care

Spiritual Care

A hospital stay can be an anxious time for patients and loved ones. The spiritual aspect of healing is a part of the patient-centered care offered at Kenmore Mercy Hospital. A skillful and sensitive response to emotional needs and spiritual values can help patients find their personal strength and belief, a key component in the healing process.

Our professionally-trained interdenominational chaplains are experienced in the care of persons of all faith traditions and sensitive to the principles of major religions and cultural practices. Our ministry includes patient visitation; death, dying and grief issues; counseling and consultation, especially involving emotional, ethical, and spiritual matters.

A chaplain can be reached through a nurse, any staff member, or by dialing "0" and asking for the chaplain on call.

A chaplain is available:

Monday - Friday: 8:00 am - 5:00 pm
Saturday - Sunday: 8:00 am - 4:00 pm
Overnight availability for emergencies.

Hospital Chapel

The hospital chapel, located on the second floor, is a place for prayer and meditation for all. It is open 24 hours a day.

Religious services are open to all.

CATHOLIC MASS:

Sunday: 10:30 am
Wednesday: 12:00 pm

All Masses are broadcast live on patient televisions, Channel 87.1

EUCCHARIST:

Eucharistic Ministers distribute communion to interested patients daily.



Patient Advocate

The Patient Advocate program is designed to help you with any questions, problems, or concerns that may arise during your stay with us at Kenmore Mercy Hospital.

If you have a special request, any concerns about hospital policies, procedures, or personnel, or if anything occurs during your visit that you would like to share with someone, please ask to see the Patient Advocate or call extension (716) 447-6914.

There is no charge for services rendered by the Patient Advocate.

Patient & Family Advisory Council

The *Kenmore Mercy Patient and Family Advisory Council*, made up of patients, family members, and community residents, was formed to seek feedback on issues that are most important to patients and their loved ones.

For more information or to get involved, please call our Patient Advocate at (716) 447-6914.



Medical Services

Meeting the Needs of the Community

Kenmore Mercy Hospital continues to bring advanced medical and surgical services to its community. With more than 1,000 skilled and caring associates and 300 accomplished physicians, the hospital provides high quality care to more than 130,000 patients each year.

Orthopedic Campus of Excellence

Through its nationally recognized Knee & Hip Center, Kenmore Mercy provides comprehensive orthopedic services, ensuring patients receive the care they need before, during and after surgery. The Knee & Hip Center features modern and comfortable units, and a dedicated rehabilitation team.

With its emphasis on safe, high quality care, Kenmore Mercy is the only hospital in Western New York to earn a Disease-Specific Care Certification from The Joint Commission in both knee and hip replacement – a certification it has maintained since 2011. Many members of the hospital's nursing team have also earned Orthopedic Nursing Certification, designating an advanced level of knowledge in orthopedic nursing.

Our team offers a comprehensive approach to treating muscle, bone, ligament, tendon, spine and joint disorders and injuries – including hip, knee, shoulder pain, carpal tunnel, herniated disc, and sports injuries. Thanks to cutting edge technology, Kenmore Mercy also offers minimally invasive surgery options with the use of robotic surgical systems.

Kenmore Mercy completed a multi-year surgical services upgrade, which included the opening of a new Ambulatory Surgery Unit and the addition of two new surgical suites.

Surgical Services

Kenmore Mercy offers a variety of surgery services, including spine, gastrointestinal, colorectal, urology, podiatry and other general surgeries. Our team of board-certified surgeons have experience and knowledge you can trust.

Stroke Services (Designated Stroke Center)

Recognizing the first warning signs of stroke and getting expert medical help quickly is critical for successful treatment and recovery. Kenmore Mercy Hospital is a New York State designated Stroke Center and, as a part of the network of Stroke Centers of Catholic Health, our team will make sure you get to the right level of care, quickly.

Our dedicated team of medical professionals, specifically trained in stroke care, meets the highest national guidelines, including Advanced Primary Stroke certification by The Joint Commission and Get With The Guidelines® – Stroke Gold Plus Quality Achievement Awards from the American Stroke Association.

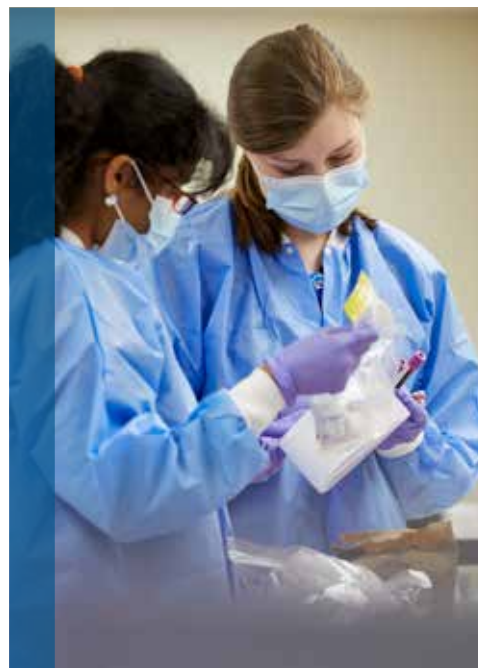
Stroke patients receive care in designated inpatient units with specially-trained nurses and staff. They will also have 24-hour access to neurosurgery and neurologists trained to diagnose and treat ischemic and hemorrhagic stroke. Catholic Health also offers comprehensive stroke therapy services and after stroke care/therapy.

Excellence in Critical Care

A recipient of the Gold-Level National Beacon Award for Excellence, Kenmore Mercy has been recognized as one of the nation's top critical care units, offering consistent high quality, evidence-based care to achieve better patient outcomes. It was also the first hospital in the region to establish an intensivist program, providing 24/7 coverage by providers who specialize in critical care.

Emergency Department

With a state-of-the-art Emergency Department caring for more than 35,000 patients annually, Kenmore Mercy provides advanced care for life threatening medical emergencies, as well as prompt and efficient care to expedite the treatment of minor medical emergencies. Individuals and families throughout the community have access to highly skilled and board certified emergency medical providers in a modern, comfortable and convenient location.



Inpatient Medical Rehabilitation

Whether you are recovering from an illness or injury, or a life-altering event, your body may need extra care to rebuild its strength, relieve pain, or relearn certain skills. Kenmore Mercy's Inpatient Medical Rehabilitation unit received a three year accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF), the highest level of accreditation that can be given to an organization.

Imaging Services

Kenmore Mercy, along with all of Catholic Health, has raised the bar in bringing the most advanced imaging technology to Western New York. The hospital's Imaging Department features a variety of advanced diagnostic and treatment services including bone density, nuclear medicine, diagnostic X-Ray, fluoroscopy, MRI, CT, Mammography, Ultrasound and Interventional Radiology.

Pulmonary Services

Kenmore Mercy offers pulmonary function testing, including spirometry, methacholine challenge, lung volumes, diffusing capacity, arterial puncture with blood gas analysis and pulse oximetry for home oxygen determination.

Cardiology Services

Kenmore Mercy Hospital Cardiology Services offers patients a full range of diagnostic and treatment procedures, including EKG, ECG, TTG, exercise stress testing, nuclear cardiology, trans-esophageal echocardiography and holter monitoring.

Nursing Services

As a Magnet® recognized hospital, our nurses are empowered to reach their highest potential. Our nursing leaders successfully align nursing strategic goals to improve Kenmore Mercy's patient outcomes.

Palliative Care

Catholic Health's Palliative Care Program provides supportive care to patients and their families who are coping with serious illness. This care is available at any stage of the illness, and is provided by a team of professionals with the goal of promoting symptom management and optimal care planning.

This could include:

- Expert management of symptoms such as pain, shortness of breath, nausea, depression, anxiety, and insomnia
- Assistance with emotional, behavioral and psycho-social issues that often accompany illness
- Coordinated team care that focuses on the patient and family
- Assistance with medical decision making and advance care planning
- Counseling and information about available community resources

To learn more about our Palliative Care Program, check with your nurse or provider.



Take control of your health with **MyChart**

Access your medical records, make appointments, see test results sooner, contact a provider — all in one, easy-to-access online portal.

THREE ways to register for MyChart:

1. Any time you check in at a Catholic Health facility ask the front desk staff — or ask during a home visit by one of our Catholic Health nurses or therapists.
2. While you're in the exam room, your clinician can provide instant activation.
3. Visit **MyChart.chsbuffalo.org** and enter your personal activation code. For patients discharged from the hospital, you will find this information in the "Next Steps" blue-shaded area on the first page of your *After Visit Summary* printout.

To register without the code — hit the "Sign Up Now" button under "New User" and follow the prompts.

Questions? Call **(716) 559-3700** or email **MyChart@chsbuffalo.org**.



MyChart.chsbuffalo.org

Medical Forms & Records

Consent for Treatment

When you are admitted to the hospital, you will be asked to sign a *Consent for Treatment and Acceptance of Conditions of Treatment* form. By signing these forms, you enable your physician and hospital staff to give you the care you need during your stay. It also permits release of medical information to facilitate payment of insurance claims directly to the hospital.

If, for any reason, you are unable to sign, the forms must be signed by your next of kin or other responsible party. Consents for minors must be signed by parents or guardians.

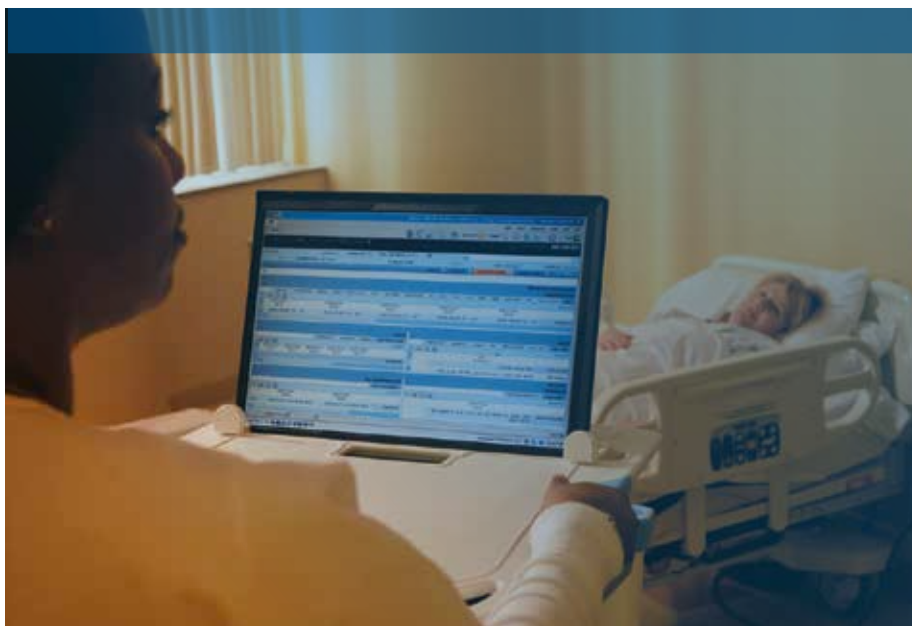
Please keep in mind that your hospital record is confidential. It is for hospital or billing use only. Unless subpoenaed by court authority, we cannot report its contents to anyone without your written consent.

Healthcare Proxy/ Advance Directives

The New York State Healthcare Proxy Law allows you to appoint someone you trust — for example a family member or close friend — to make healthcare decisions for you if you lose the ability to make decisions yourself. By appointing a healthcare proxy, you can make sure that healthcare providers follow your wishes. Your proxy can also decide how your wishes apply as your medical condition changes. Hospitals, doctors, and other healthcare providers must follow the decisions of your proxy. You may give the person you select as your healthcare proxy as little or as much authority as you want. You may allow your proxy to make all healthcare decisions or only certain ones. You may also give instructions that he or she has to follow. In addition, the proxy form can be used to document your wishes or instructions with regard to organ and/or tissue donation.

Hospital Records

Upon arrival, information was obtained from you or your family to create your hospital records. While some questions may have seemed personal, all information is necessary for your records. It is important that you provide the name and phone number of a family member or friend we can notify in case of an emergency. You should also consider assigning a healthcare proxy during your hospitalization in the event you are unable to speak for yourself. For more information on assigning a healthcare proxy, refer to the publication, *Your Rights as a Hospital Patient*.



Payment for Services

Insurance/Billing

Catholic Health accepts a variety of insurance and contracted managed care plans. Your Medicare, Medicaid, HMO, private insurance or other government plans must be validated at the time of admission. Patients admitted without insurance coverage are personally responsible for their entire bill and arrangements for payment will be required prior to an elective admission.

If you are uninsured, one of our Certified Application Counselors can assess your eligibility for health insurance coverage through federal or state programs. If it is determined that you are eligible for one of these programs, our counselors will gladly assist you with the application process.

Your daily charges include your room accommodations, nursing care, bedside meals, special diets, linen service, housekeeping, and other hospital-related services. Our Financial Services Team is available to answer any questions you may have regarding your medical bill.

In an attempt to secure payment from your insurance carrier, we file all health-care insurance claims for you, as a courtesy. Medical insurance plans do not always provide full coverage of your hospital stay; your medical insurance coverage is a contract between you and your insurance company. Although the hospital will assist in processing and expediting your claim, you are ultimately responsible for your account with this hospital. Unless other payment arrangements are made prior to treatment, you will be expected to pay in full the difference for all charges not covered by insurance.

Please check with your insurance company directly if you have any questions concerning coverage. They make the final decisions on payments.

While you are a patient at Kenmore Mercy Hospital, you will be cared for in a variety of patient settings. Your treatment may involve the services of

many different healthcare professionals. Depending on the tests or procedures ordered by your doctor, there may be several physicians involved in your care and each may bill separately for their services. Not all of these physicians participate in all plans. It is your responsibility to check with your insurance carrier to see which physicians are participating members and choose your doctors accordingly. It may be necessary for you to make arrangements with your insurance carrier if a physician you select does not participate in your plan.

If you have any questions about your bill, please call (716) 601-3600.

Financial Assistance

Catholic Health offers a generous financial assistance program to ensure that cost will not be a barrier for anyone to get the healthcare services they need. If payment of your Catholic Health services creates a financial hardship for you, you may be eligible for financial assistance through our Healthcare Assistance Program (HAP). This program allows qualified persons to receive medically necessary services at no charge or a reduced charge at Catholic Health facilities. It is not an insurance program and does not replace benefits and payments that are, or could be, received from government programs that pay for care.

Catholic Health extends discounts to uninsured and underinsured patients who receive medically necessary services. Discount amounts are based on the Federal Poverty Level guidelines and sliding income scales. While we primarily serve the five counties of Western New York, everyone in New York State who needs emergency services can receive care and financial assistance through Catholic Health. Additionally, everyone in New York State can receive assistance for non-emergency, medically necessary services in Catholic Health facilities.

Our Healthcare Assistance Program does have limits to what it will cover:

- This program does NOT cover doctor fees, even if that doctor's office is located at one of our hospitals. Only physician fees/services at our hospital-operated primary care sites are covered.
- Cosmetic surgery is NOT covered.
- Charges for medical equipment and supplies are NOT covered.
- Long-term and Home Care programs are NOT covered.
- Physician services such as radiology, anesthesia, emergency room physicians, consulting visits, or any private providers are NOT covered. For these services, you will need to make separate payment arrangements with these providers.

For more information, please call (716) 601-3600.

Pay Online

Catholic Health offers an option to pay your bill online. It's fast, secure and easy. You can set up an account for future transactions and receive an emailed receipt. We accept all major credit cards and electronic checks. Please visit **[MyChart.chsbuffalo.org](https://mychart.chsbuffalo.org)**.

If you have any questions, please call our Financial Services Team at (716) 601-3600.

*Regardless of
your ability to pay,
you will never be denied
medically necessary care
at Catholic Health.*

Frequently Asked Questions:

Levels of Care

I have been told that I am being "held for observation" – what does that mean?

Observation status means that you need to remain in the hospital to be observed to determine your medical condition and your treatment plan.

Observation treatment can be provided to you anywhere in the hospital, including the emergency department and may include an overnight stay, but the care you receive will be the same regardless of the length of your stay or treatment location.

When will I be allowed to go home?

Your physician is responsible for releasing you to go home when appropriate. You will be provided with instructions for follow-up care, the diet and medication you should take, and what your activity level should be.

What financial impact might this have on me?

This is determined by your health insurance company and health insurance plan.

The copay/deductible/coinsurance you might be responsible for as part of an observation treatment may be significantly different than the copayment/deductible/coinsurance you would be responsible for as part of an inpatient admission.

Even if you stay overnight in a regular hospital bed, you might be considered an outpatient. *Ask your doctor or member of your care team.*

What happens if I am admitted?

If your physician determines that your medical condition requires inpatient treatment, you will be responsible for any inpatient copayment/deductible/coinsurance as determined by your health insurance company and health insurance plan.

What happens if I end up needing surgery or another type of procedure?

If your physician determines that your medical condition requires a surgical or other type of procedure, you will be responsible for any copayment/deductible/coinsurance as determined by your health insurance company and health insurance plan. Many procedures can be done as outpatient treatment and do not require inpatient admission; other procedures are only performed on inpatients and normally require an overnight stay. Therefore, the type of procedure performed may have a significant impact on your copay/deductible/coinsurance.

Connect with your health insurance company or call (716) 601-3600 for specific financial information.

Contact information for your insurance company is often located on your insurance card.



If you have Medicare...

ASK: "Am I a hospital inpatient or outpatient?"

This affects how much you pay for hospital services (ex. x-rays, drugs, laboratory tests) and whether Medicare will cover the care you receive in a skilled nursing facility.

What do I pay as an inpatient?

Medicare Part A (hospital insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all your hospital services for the first 60 days in the hospital. Medicare Part B (medical insurance) covers most of your doctor services when you are an inpatient. You pay 20% of the Medicare-approved amount for doctor services after paying the Part B deductible.

What do I pay as an outpatient?

Medicare Part B covers outpatient hospital and doctor services. Generally, this means you pay a copayment for each individual outpatient hospital service. This amount may vary by service. NOTE: The copayment amount for a single outpatient hospital service can't be more than the inpatient hospital deductible. In some cases, your total copayment for all services may be more than the inpatient hospital deductible. Part B also covers most of your doctor services when you are a hospital outpatient. You pay 20% of the Medicare-approved amount after the Part B deductible. Generally, the prescription and over-the-counter drugs you get in an outpatient setting like the emergency department (sometimes called "self-administered drugs") are not covered by Part B. If you have Medicare Part D prescription drug coverage, these drugs may be covered under certain circumstances. You will likely need to pay out-of-pocket for these drugs and submit a claim to your drug plan for a refund. Call your plan for more information.

? For more information on how Medicare covers hospital services (ie: premiums, deductibles, copayments) visit [medicare.gov/Pubs/pdf/10050-](https://www.medicare.gov/Pubs/pdf/10050-Medicare-and-You.pdf)

[Medicare-and-You.pdf](https://www.medicare.gov/Pubs/pdf/10050-Medicare-and-You.pdf) to view the booklet "Medicare and You."



How does my hospital status affect the way that Medicare covers care in a skilled nursing facility (SNF)?

Medicare will only cover care you get in a SNF if you have a "qualifying hospital stay." A qualifying hospital stay means you have been a hospital inpatient for at least 3 days in a row (counting the day you were admitted as an inpatient, but not counting the day of discharge). If you do not have a 3-day inpatient hospital stay, ask if you can get care in other settings (like home healthcare) or if any other programs (like Medicaid or Veteran's benefits) can cover your SNF care. Always ask your doctor or hospital staff if Medicare will cover your SNF stay.

How would a hospital's observation services affect my skilled nursing facility's (SNF) coverage?

Your doctor may order "observation services" to help decide whether you need to be admitted to the hospital as an inpatient or can be discharged. During the time you are getting observation services in the hospital, you are considered an outpatient. This means that you cannot count this time toward the 3-day inpatient stay needed for Medicare to cover your SNF stay.

? For more information on how Medicare covers care in a skilled nursing facility, visit [medicare.gov/Pubs/pdf/10153-](https://www.medicare.gov/Pubs/pdf/10153-Medicare-Skilled-Nursing-Facility-Care.pdf)

[Medicare-Skilled-Nursing-Facility-Care.pdf](https://www.medicare.gov/Pubs/pdf/10153-Medicare-Skilled-Nursing-Facility-Care.pdf) to view the booklet "Medicare Coverage of SNF Care."



What are my rights?

No matter what type of Medicare coverage you have, you have certain guaranteed rights. As a person with Medicare, you have the right to all of the following:

- Have your questions about Medicare answered
- Learn about all of your treatment choices and participate in treatment decisions
- Get a decision about healthcare payments or services or prescription drug coverage
- Get a review of (appeal) certain decisions about healthcare payment, coverage of services, or prescription drug coverage
- File complaints (grievance), including complaints about the quality of your care

? For more information about your rights, the different levels of appeals, and Medicare notices, visit [medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf](https://www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf) to view the booklet "Medicare Rights and Protections."



**You can also call 1-800-MEDICARE (1-800-633-4227).
TTY users should call 1-877-486-2048**

You know your loved one best.

If you are concerned, we want to know!



RAPID Response

is just a phone call away.

If you notice a sudden change of their condition, bring immediate help:

- **Dial 55555**
from any hospital phone
- Ask the operator to call the **"Rapid Response Team to _____ Unit Room # _____"**
- **Notify someone** at the nurses station that you called the Rapid Response Team.

The Rapid Response Team includes a registered nurse, respiratory therapist, and physician to assess your loved one's condition, provide emergency care, and keep the primary doctor up-to-date about any changes.

The Right Way to Care

Partner with us to maintain a safe care environment.

1. When you are being admitted to the hospital, you will have an identification band placed on your wrist. Offer to show your ID wristband to staff when they enter your room. You can expect staff to check it before giving you medications, drawing blood, or taking you for procedures. If they do not, please ask them to. If your wristband has to be removed for any reason, you can expect the staff to replace it.
2. If you are scheduled for surgery, you can expect staff to confirm the correct location of your surgery and mark the correct site.
3. You can expect nurses, physicians, and other caregivers to cleanse their hands with disinfectant soap or hand gel before and after patient contact. Feel free to ask your caregiver if they have washed their hands before providing you care.
4. You can expect staff to label all blood specimens at your bedside.
5. You can expect staff to introduce themselves and tell you what they are doing. All staff can be identified by their badge, which has their name and photo image.
6. Make sure your physician knows what medications you are currently taking. This includes prescription and over-the-counter medications, as well as supplements such as vitamins and herbs.
7. Alert your physicians and nurses about any allergies you may have had to medications in the past.
8. If you or your family notices a significant change in your condition, notify the nurse immediately. Our organization has a trained team of professionals (Rapid Response Team) ready to respond and assist the nursing staff in addressing your condition.

We Believe In
Safe Care

If you have suggestions to improve patient safety or have safety concerns, we encourage you to speak with your doctor or nurse.

Additionally, you may call (716) 447-6914 to reach the Patient Representative for Kenmore Mercy Hospital.

Speak Up™ About Your Care



Speak up...

- If you don't understand something or if something doesn't seem right.
- If you speak or read another language and would like an interpreter or translated materials.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.



Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.



Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.



Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.



Use a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.



Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

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Speak UpTM To Prevent Falls



Take care of your health

- Exercise regularly. It builds strength and some exercises can improve your balance.
- Prevent dehydration. It can affect your balance.
- Have your vision checked.
- If your medicine leaves you drowsy, dizzy, weak or confused, tell your doctor. Ask how to reduce these side effects or if you can take another medicine.



Take extra precautions

- Turn on the lights when you enter a room. Do not walk in the dark.
- Make sure your pathway is clear.
- Use the handrails on staircases.
- Sit in chairs that do not move and have arm rests to help you sit down and stand up.
- Wear shoes that have firm, flat, non-slip soles.
- Do not wear shoes that do not have backs on them.
- Replace the rubber tips on canes and walkers when they become worn.



Make small changes to your home

- Install timers, “clap-on” or motion sensors on your lights.
- Declutter regular pathways, such as to the bathroom and in poorly lit areas.
- Use night lights in your bedroom, bathroom and the hallway.
- Remove rugs that can slip. Rubber mats are a good replacement.
- Put frequently used items in easy-to-reach places that do not require using a step stool.
- Make sure it is easy to get in and out of your bed.
- Apply non-slip treads on stairs.
- Apply decals or waterproof, non-slip mats in the bathtub and shower.
- Install grab bars near the toilet and the bathtub or shower.
- A home care agency, personal care and support agency, or community program may be able to help make changes to your home if you live alone and need help.



Ask for help in the hospital or nursing home

- Always use your call button to ask for help getting out of bed. It’s for your safety. You may be weaker than you realize.
- Pay attention to what your doctors or nurses tell you about your risk of falling. A fall can mean a longer hospital stay. Also, injuries from a fall can affect your health for the rest of your life.
- Tell your doctor or nurse if your medicine makes you sleepy, light-headed, dizzy, sluggish, unbalanced or confused.
- Do not feel embarrassed asking for help going to the toilet. You will need extra help until you get stronger.
- Wear non-slip socks or footwear.
- Lower the height of the bed and the side rails.

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Speak Up™ To Prevent Infection



1. Clean your hands ...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.



2. Remind caregivers to clean their hands ...

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection.



3. Stay away from others when you are sick ...

- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.



4. If you are coughing or sneezing ...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as possible after you cough or sneeze.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 6 feet between you and others.



5. If you visit a hospital patient ...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patient's room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse.



6. Get shots to avoid disease ...

- Make sure your vaccinations are current — even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

Be Aware of Healthcare Associated Infections

- **Speak with your doctor** about all questions or worries you have.
Ask how you can prepare for surgery to reduce your infection risk.
Ask if tests will be done to make sure the right antibiotic is prescribed. (See page 21.)
If you have a catheter, ask each day if it is necessary.
- **Know the signs and symptoms of infection.** Some skin infections, such as MRSA, appear as redness, pain or drainage at an IV catheter site or surgery site. Often these symptoms come with a fever. Tell your doctor if you have these symptoms.
- **Watch out for deadly diarrhea** (AKA. C. difficile)
Tell your doctor if you have 3 or more diarrhea episodes in 24 hours, especially if you have been taking an antibiotic.



Speak Up™ For Safe Surgery

Patients can help ensure that their surgery is safe and successful by being an informed and involved member of the care team. Here's how.



Plan for your surgery

Talk to your doctor about:

- Your regular medications and if and when you should stop taking them.
- When you need to stop eating or drinking.
- If you should be on a specific diet in the days or weeks leading up to the surgery.
- Removing nail polish and makeup. Your nails show how much oxygen you are getting, and your skin shows how well your blood is circulating.
- What devices or items you need to bring with you for your surgery, such as a walker. Be sure to leave jewelry and other valuables at home.
- Your options regarding anesthesia or sedation.
- Your pain control plan.

- Documents stating your advance directives and naming your health care proxy.
- Other questions you have.

Have a friend, relative or patient advocate who can:

- Take you to and from the hospital or surgery facility.
- Be with you at the hospital or surgery facility.
- Communicate your patient directives to the care staff when you cannot.
- Remind you to ask questions which helps ensure you are getting the best care possible.

Tip: Find out if the hospital or surgery facility is accredited by The Joint Commission by visiting the Quality Check website at www.qualitycheck.org.



Before your surgery

You will be asked to sign an Informed Consent form. This form includes:

- Your name and other information that can help staff make sure you are receiving the right care.
- The type of surgery you are having and the exact location on your body.
- Any implants or devices you may have as a result of the surgery.
- Confirmation that you spoke to your doctor about any risks involved, different care plans available to you, and your post-surgery care plan.
- Your agreement to have the surgery.

Tip: Make sure the information is correct. If you have questions or if you do not understand something on the form, speak up!

- Someone from your care team will mark the spot that is being operated on.

- If you are having spine surgery, the Informed Consent, X-rays and other information will be used to confirm the exact place on your spine in the operating room after you are asleep. Prior to your surgery, check to make sure that your surgeon has all necessary spine imaging.
- Ask your surgeon if the care team will take a "time out" right before your surgery to make sure they are doing the surgery you agreed to on your Informed Consent form.

Tip: Marking usually happens while you are awake. However, if that's not possible, your patient advocate, family member or friend can ensure that the care team has marked the correct spot.

- Ask your surgeon about any incisions, drains or lines that may be made or inserted during your surgery and where they may be located.



After your surgery

- Let your doctor or nurse know if you are in pain.
- For any new medications, find out the dosage, how often you should take them, and side-effects.
- Let your care team know if you have any allergies or reactions to medications before taking them.
- You may be given intravenous fluids. These are liquids that drip from a bag into your vein. Ask how long the liquid should take to run out. Tell the nurse if it seems to be dripping too fast or too slow.

- Let your care team know immediately if you develop any signs of infection, such as:
 - o Fever, chills or fatigue.
 - o Redness, warmth or pain near any surgical incision sites.
 - o Discolored fluid exiting the surgical wound.
- Schedule your follow-up appointments, get prescriptions for new medications, and follow the instructions in your discharge plans.



Special considerations for COVID-19 pandemic

Find out about the hospital's or surgical facility's pandemic-related safety procedures, including:

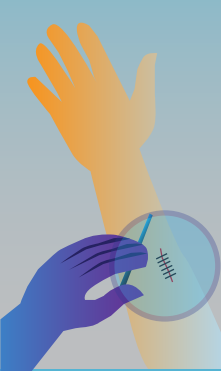
- Wearing a face mask or covering when entering the facility.
- Cleaning and disinfecting protocols.
- What personal protective equipment will be used.
- How your care team will help protect you from the spread of the coronavirus.
- What to do if you develop a fever or cold symptoms the day before your surgery.

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Speak Up™

Anesthesia & Sedation



What is anesthesia?

Anesthesia is the use of drugs to prevent pain during surgery or other medical procedures.



What is sedation?

Sedation is the use of drugs to relax you and may be used with anesthesia.

Types of anesthesia

The anesthesia you are given is based on your health, history, the procedure, and your choices.

Regional

produces a loss of feeling to a specific region of the body. A shot is given to numb the area that requires surgery.

Local

produces a loss of feeling to a small, specific area of the body. A shot is given to numb the area.

General

affects the entire body. You have no awareness or feeling. You may breathe gases or vapors through a mask or tube. Drugs may also be given through an intravenous (IV) tube in your vein.

Effects of sedation

Relaxed and awake.

You can answer questions and follow directions.

Relaxed and drowsy.

You may sleep through much of the procedure. You may hear sounds and voices around you. You can be easily awakened when spoken to or touched.

Drowsy to lightly sleeping.

You may have little or no memory of the procedure. Your breathing slows and you may be given oxygen. You may sleep until the drugs wear off.

Tell your doctor or anesthesia professional about

- General health issues and any recent changes
- Allergies to medicines, foods, latex, rubber or any other things
- Medical problems, such as high blood pressure, heart disease, diabetes, kidney or liver disease, asthma, acid reflux and sleep apnea
- Recent hospital admissions, surgeries or procedures
- Experience with anesthesia, especially any problems

- Any family history of anesthesia problems
- Any hearing or language concerns
- If you are or could be pregnant
- All drugs you are taking, including prescriptions, supplements, herbs and over-the-counter drugs
- Questions or concerns

Before surgery or a procedure

- Ask a friend or relative to be your advocate. They can help remember questions, write down answers, and remind you about directions.
- Arrange to take off work and other activities.
- Have someone care for your small children.
- An anesthesia professional will talk to you. This could be a physician anesthesiologist, a nurse anesthetist or an anesthesiologist assistant.
- Ask the anesthesia professional about the benefits and risks of anesthesia.
- Follow instructions for eating, drinking and taking medicines, especially instructions for when not to eat or drink.

After surgery or a procedure

You may feel sleepy. The drugs can stay in your body for up to 24 hours. Remember, it is important to follow the instructions provided after the procedure.

Don't:

- Drive a car, operate equipment or drink alcohol for at least 24 hours
- Make any important decisions or sign any legal documents until you recover
- Go back to your regular activities, such as work and exercise, until your doctor says it's OK

Do:

- Speak up if you have any questions
- Ask for written instructions. Know what signs should cause you to call the doctor.
- Ask how to contact someone in an emergency
- Ask what medicines you should or should not take
- Have a friend or family member take you home
- Take liquids first and slowly progress to a light meal
- Take it easy until you feel back to normal

Resources

American Association of Nurse Anesthetists:
www.aana.com

American Society of Anesthesiologists:
www.asahq.org

The goal of Speak Up™ is to help patients become active in their care.

www.jointcommission.org

Speak UpTM

To Prevent Medication Mistakes

Medication mistakes happen every day – at the doctor’s office, hospital, even at home. Some mistakes are more serious than others, but all medication mistakes can be prevented.

At the hospital and clinic...

- Share a list of your current medicines, vitamins, herbs, and supplements with your doctor. Complete the "My Medications" form below.
- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine.
- Ask your doctor or nurse how a new medicine will help. Ask for written information about it, including its brand and generic names.
- Ask your doctor or nurse about the possible side effects of your medicines.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Know what time you normally get a medicine. If you don't get it then, tell your nurse or doctor.
- Tell your nurse or doctor if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- If you're not feeling well enough to ask questions about your medicines, ask a relative or friend to ask questions for you and to help make sure you get and take the right medicines.
- If you receive intravenous (IV) fluids, read the contents of the bags of IV fluids. If you're not well enough to do this, ask a relative or friend to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it seems to be dripping too fast or too slow.
- Make sure you receive a copy of your medication list at the time of discharge. This lists all of the drugs you should be taking. Check it for accuracy. If you're not well enough to do this, ask a friend or relative to help.
- Before you leave the hospital or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.

My Medications	MEDICATION	DOSE	FREQUENCY
prescription medicines			
over-the-counter medicines			
vitamins			
herbs, dietary supplements, homeopathic remedies			
alcohol			
recreational drugs			

At the doctor's office and pharmacy...

- Share a list of your current medicines, vitamins, herbs, and supplements with your doctor. Complete the "My Medications" form on the previous page, clip and save for future reference.
- Whenever you get a new medicine, remind your doctor about allergies you have or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, ask your doctor if it is safe to take those medicines together. Do the same thing with vitamins, herbs, and other supplements.
- Understand that more medications may not always be better for you. Ask your doctor how a new medication will help.
- Make sure you can read the handwriting on prescriptions. If you can't read it, the pharmacist may not be able to either. You can ask to have the prescription printed.
- Read the label on your prescription medicine. Make sure it has your name on it and the correct medicine name. Some medicines have similar names that can be confused.
- If you're not sure whether you are supposed to swallow or chew your medicine, ask your doctor or pharmacist. Also, ask whether you can cut or crush a medicine.
- Ask your doctor or pharmacist if it's safe to drink alcohol with your medicine.
- Take your medicine as it is prescribed and do not stop taking it without asking your doctor.
- Whenever you are in doubt about a medicine, ask your doctor or pharmacist about it.

Antibiotics

If your healthcare team thinks that you or your loved one might have an infection, they may treat you with an antibiotic.

Here's what you should know about your antibiotic treatment:

- Like all medications, antibiotics have side effects. Some of these can be serious.
- One significant side effect of nearly all antibiotics is the risk of severe diarrhea caused by *Clostridium difficile* (C. difficile). This occurs when antibiotics kill some good germs in your gut.
- Another serious side effect of taking antibiotics is the risk of getting an antibiotic-resistant infection later. Infections caused by antibiotic-resistant bacteria can be more difficult to treat. In some cases, the antibiotic-resistant infections can lead to serious disability or even death.
- Your team may start you on an antibiotic while they are working to find out what is making you sick.
- Your team might change your antibiotic because test results show that a different antibiotic would be better to treat your infection.
- In some cases, once your team has more information, they may learn that you do not need an antibiotic at all. They may find out that you don't have an infection, or that the antibiotic you're taking won't work against your infection. For example, an infection caused by a virus can't be treated with antibiotics. Staying on an antibiotic when you don't need it is more likely to be harmful than helpful.

For more information about antibiotics, visit the U.S. Department of Health and Human Services, Centers for Disease Control and Prevention (CDC) website: [cdc.gov/getsmart](https://www.cdc.gov/getsmart).

Information about antibiotics published in this patient guide was taken from the CDC's National Center for Emerging and Zoonotic Infectious Diseases, a Division of Healthcare Quality Promotion, flyer entitled, "You've Been Prescribed an Antibiotic, Now What? Get Smart, Know When Antibiotics Work."

Understanding Your Pain

*Our goal is to make you feel better.
Pain can be managed.*

Types of Pain

Pain varies from one person to another. Your healthcare provider will help to measure and manage your pain. However, this is a shared responsibility. It is important that you provide as much background information as possible.

- Feelings of pain are **mild**, **severe** and sometimes **persistent**.
- Pain includes diverse unpleasant sensations such as **aching**, **tightness**, **burning** and **numbness**.
- Pain can be either **acute** or **chronic**, or both at the same time.

Acute pain is caused by an injury or operation, comes on suddenly, and goes away when its cause is treated.

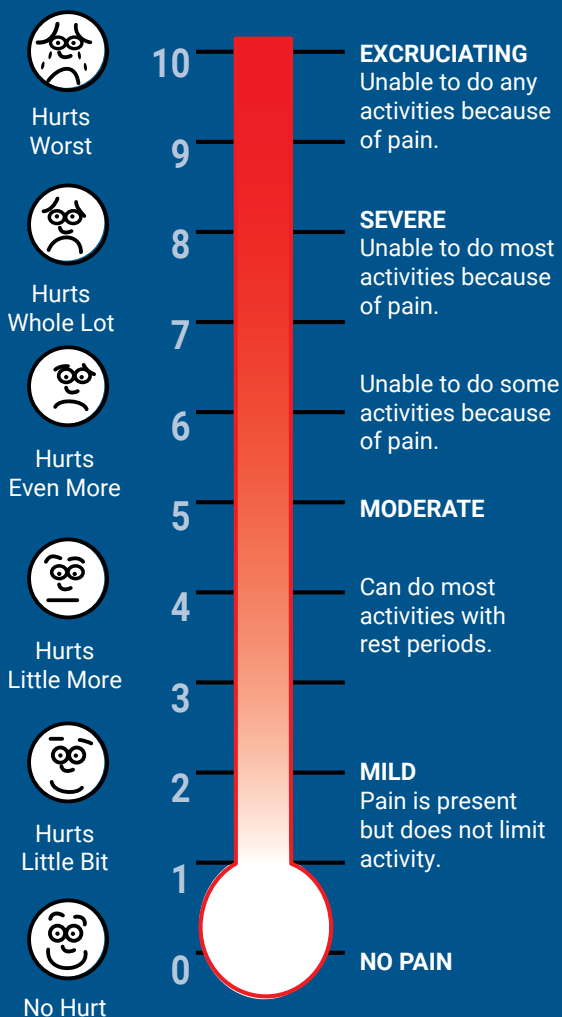
Chronic pain is long lasting and is usually associated with a long-term illness such as arthritis or a shoulder injury.

Pain Scale

A pain scale helps you to rate pain. In the scale, "0" means no pain and "10" is the worst pain possible.

Describing Your Pain:

- What level is your pain on the pain scale?
- Where is your pain located?
- What causes your pain or makes it worse?
- What medications do you currently take?
- What pain relief techniques do you use?
- When does the pain occur throughout the day?



Pain Management

Understanding Your Pain

Pain is one of the body's most important communication tools; it is one way the body tells you something is wrong and needs attention.

Pain management can be simple or complex, depending on the cause of the pain. This can require a wide variety of skills and techniques to treat the pain.

Good communication with each member of the healthcare team can help ensure that your needs are met.

A pain management team may include:

- Nurse/nurse practitioner
- Occupational therapist
- Pharmacist
- Physical therapist
- Physician
- Physician assistant
- Social worker and/or chaplain

Techniques to manage pain include:

- Local injections and surgical procedures
- Medication management
- Physical therapy
- Counseling and support
- Referral to other medical specialists

If you are suffering from pain, there are options to help treat your symptoms. You and your physician should work together to decide what works best. Pain control can be achieved through using appropriate medications and non-pharmaceutical treatments.

Provide your doctor with your detailed medical history (heart disease, seizures, lung disease, abnormal blood levels, diabetes, etc.) as it helps to determine your pain management plan.

Prescription Pain Medication

Pain medicine given in an IV will begin to work in approximately 5 to 10 minutes.

Pain medications taken by mouth will begin to work in approximately 30 to 45 minutes.

Guidelines:

- Take your medication as directed by your doctor.
- Take your medicine with a full glass of water.
- Avoid drinking alcohol while taking prescription pain medicine.
- If you miss a dose, take it as soon as you remember. If it is almost time for your next dose, take **ONLY** that dose. Do **NOT** take double or extra doses.
- Do **NOT** take more medication than is instructed.
- Do **NOT** stop taking your pain medicine without discussing it with your doctor.
- Do **NOT** drive, use machinery, or do anything that needs mental alertness until you know how the pain medicine affects you.

Common Side Effects:

- **Upset Stomach.** Taking your pain medicine with food or milk may help decrease upset stomach.
- **Constipation.** Be sure to increase your fluids and fiber intake. Stool softeners and laxatives are recommended while on pain medicine. Call your doctor if you do not have a bowel movement for 3 days.
- **Dizziness.** Use extra care getting up from a chair and use side rails getting out of bed and moving about. Ask for assistance if you feel dizzy or weak.

Tell your doctor if your pain does not go away, gets worse, or if you develop a new type of pain.

Safekeeping:

- Keep your pain medicine out of reach of children and in a safe place to protect it from theft.
- Talk to your pharmacist regarding safe disposal of any pain medications.

Medications

Analgesics are the most common medication used to remove the feeling of pain. They include the following:

- **Opioids** are narcotics used to treat serious pain. These include morphine, codeine, and newer synthetic medications.
- **Non-opioids** are gentler pain relievers such as acetaminophen, which also reduce fever.
- **Anti-inflammatory** medications such as aspirin and ibuprofen are used to treat acute and chronic pain.
- **Corticosteroids** are powerful anti-inflammatory medications, and best used for acute pain or for flare-ups of a chronic inflammatory problem. Corticosteroids can either be taken orally or injected into the soft tissues or joints.
- **Anesthetics** include nerve blocks and stop sensation of pain.

Other medications may be used to treat nausea, nerve pain, and anxiety.

Ensure that your doctor is aware of all the prescriptions, over-the-counter medications, vitamins, and herbals you are taking. See page 20.

Beyond Medications

There are a variety of noninvasive non-drug pain management techniques available for treating pain, including the following:

- **Relaxation** can reduce tension and anxiety.
- **Meditation and repetitive prayer** can distract your experience of pain.
- **Rehabilitation** with a specially-trained therapist will help you build strength, flexibility, and safe body movement.
- **Cutaneous stimulation** is the superficial heating or cooling of skin using cold packs and hot packs.
- **Transcutaneous electrical nerve stimulation (TENS)** uses low-voltage electric stimulation therapy to interact with your sensory nervous system.

Prayer to Relieve Pain

Loving God, I believe that You are with me in my pain.

I ask You to fill me with the peace of Your healing presence and to relieve my pain.

I pray that the medications I receive may help me.

You are a God of comfort, ease the discomfort I feel.

You are a God who heals and restores, carry the brokenness I feel to Your own heart and make me new.

Bless those who treat my pain with wisdom and understanding.

Amen.

Protect Your Skin from Pressure Injuries

Limited mobility while you are sick or recovering can place you at risk for developing pressure injuries, also known as **bedsores**.

What is a pressure injury?

A pressure injury is damage to the skin and the tissue underneath. It is caused by intense and/or prolonged unrelieved pressure and may worsen with rubbing or friction to the skin. The skin can be reddened or discolored, may develop open wounds, and deep wounds can expose muscle or bone.

Where do pressure injuries form?

Pressure injuries form where skin and underlying tissue is pressed against bone by a person's body weight or some other pressure. The location of the wound depends upon the person's position and their ability to move. For example, a person confined to bed may develop a pressure injury on their lower back, over their hip bone or on their heels. A person in a wheelchair may develop injuries on their buttocks, ankles, shoulder blades, elbows, back of their head, or spine. For people using supplemental oxygen, pressure injuries can also occur around the ears and face from the oxygen tubing.

Information about pressure injuries published in this patient guide was taken from The Joint Commission's Quick Safety Advisory Issue 25, "Preventing Pressure Injuries" (March 2022).



Pressure injuries can be prevented.

Use these skin saving techniques:

NUTRITION

- Eat a balanced diet. Skin needs nourishment to stay healthy.
- If you cannot eat a healthy diet, ask your doctor about nutritional supplements.

DAILY ROUTINE

- Keep skin clean and dry.
- Prevent dry skin by using creams or moisturizers.
- If you can, move or change your position often during the day.
- Inspect the skin at least once a day, paying special attention to the skin over pressure points and bony areas, and underneath medical devices. Report any redness, broken skin, or pain to your doctor.
- Bathe and moisturize when needed. Avoid hot water and excessive bathing.

FRICTION REDUCTION

- Avoid friction or rubbing against the sheets when changing position or being moved: **LIFT, don't drag.**
- Do NOT rub or massage the skin over bony parts of the body; this can hurt the skin and tissue underneath.

Tips for your situation.

Confined to a chair?

- Change position every hour.
- Use a foam, gel, or air cushion to relieve pressure. *Do NOT use donut-shaped cushions.*

Confined to a bed?

- Change position at least every two hours.
- Ask your doctor or nurse about a special mattress to help reduce pressure on your skin.

Unable to move?

- Pillows or wedges can keep bony areas (ankles and knees) from touching each other.
- Specialized heel boots can elevate heels off of the bed.

Loss of bowel/bladder control?

- Use pads to absorb wetness, change often to keep skin dry.
- Clean skin as soon as possible after soiling from urine or stool.
- Protect skin with cream or ointment.
- Ask your doctor or nurse if there are ways to manage or contain your urine or stool.

*Skin is your first line of defense...
it's important to protect it.*

Tell your doctor or nurse about any problems with your skin.

Hepatitis C

What is hepatitis?

Hepatitis means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infections. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, toxins, some medications, and certain medical conditions can cause hepatitis.

Hepatitis is most often caused by a virus. In the United States, the most common types of viral hepatitis are hepatitis A, hepatitis B, and hepatitis C. Although all types of viral hepatitis can cause similar symptoms, they are spread in different ways, have different treatments, and some are more serious than others.

All adults, pregnant women, and people with risk factors should get tested for hepatitis C.

Hepatitis C

Hepatitis C is a liver disease caused by the hepatitis C virus. When someone is first infected with the hepatitis C virus, they can have a very mild illness with few or no symptoms or a serious condition requiring hospitalization. For reasons that are not known, less than half of people who get hepatitis C are able to clear, or get rid of, the virus without treatment in the first 6 months after infection.

Most people who get infected will develop a chronic, or lifelong, infection. Left untreated, chronic hepatitis C can cause serious health problems including liver disease, liver failure, liver cancer, and even death.

How is hepatitis C spread?

The hepatitis C virus is usually spread when someone comes into contact with blood from an infected person. This can happen through:

- ➔ **Sharing drug-injection equipment.** Today, most people become infected with hepatitis C by sharing needles, syringes, or any other equipment used to prepare and inject drugs.
- ➔ **Birth.** Approximately 6% of infants born to infected mothers will get hepatitis C.
- ➔ **Healthcare exposures.** Although uncommon, people can become infected when healthcare professionals do not follow the proper steps needed to prevent the spread of bloodborne infections.
- ➔ **Sex with an infected person.** While uncommon, hepatitis C can spread during sex, though it has been reported more often among men who have sex with men.
- ➔ **Unregulated tattoos or body piercings.** Hepatitis C can spread when getting tattoos or body piercings in unlicensed facilities, informal settings, or with non-sterile instruments.
- ➔ **Sharing personal items.** People can get infected from sharing glucose monitors, razors, nail clippers, toothbrushes, and other items that may have come into contact with infected blood, even in amounts too small to see.
- ➔ **Blood transfusions and organ transplants.** Before widespread screening of the blood supply in 1992, hepatitis C was also spread through blood transfusions and organ transplants.



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

Symptoms

Many people with hepatitis C do not have symptoms and do not know they are infected. If symptoms occur, they can include: yellow skin or eyes, not wanting to eat, upset stomach, throwing up, stomach pain, fever, dark urine, light-colored stool, joint pain, and feeling tired. If symptoms occur with a new infection, they usually appear within 2 to 12 weeks, but can take up to 6 months to develop.

People with chronic hepatitis C can live for years without symptoms or feeling sick. When symptoms appear with chronic hepatitis C, they often are a sign of advanced liver disease.

People can live with hepatitis C without symptoms or feeling sick.

Getting tested is the only way to know if you have hepatitis C.

A blood test called a hepatitis C antibody test can tell if you have been infected with the hepatitis C virus — either recently or in the past. If you have a positive antibody test, another blood test is needed to tell if you are still infected or if you were infected in the past and cleared the virus on your own.

CDC recommends you get tested for hepatitis C if you:

- Are 18 years of age and older
- Are pregnant (get tested during each pregnancy)
- Currently inject drugs (get tested regularly)
- Have ever injected drugs, even if it was just once or many years ago
- Have HIV
- Have abnormal liver tests or liver disease
- Are on hemodialysis
- Received donated blood or organs before July 1992
- Received clotting factor concentrates before 1987
- Have been exposed to blood from a person who has hepatitis C
- Were born to a mother with hepatitis C

Hepatitis C can be cured.

Getting tested for hepatitis C is important to find out if you are infected so you can get lifesaving treatment. Treatments are available that can cure most people with hepatitis C in 8 to 12 weeks.



Hepatitis C can be prevented.

Although there is no vaccine to prevent hepatitis C, there are ways to reduce the risk of becoming infected.

- Avoid sharing or reusing needles, syringes or any other equipment used to prepare and inject drugs, steroids, hormones, or other substances.
- Do not use personal items that may have come into contact with an infected person's blood, even in amounts too small to see, such as glucose monitors, razors, nail clippers, or toothbrushes.
- Do not get tattoos or body piercings from an unlicensed facility or in an informal setting.



www.cdc.gov/hepatitis

April 2020

We're asking everyone. It's the law.

By law, healthcare providers must offer an HIV test to all patients aged 13 and older.

Before you answer, know this:

- Testing is voluntary.
- All HIV test results are confidential (private).

Although required to be offered, your insurance may not pay for the test at this time. Anonymous HIV testing (without giving your name) is available at certain public testing sites. Some sites may offer free testing.

What is HIV?

HIV is the virus that causes AIDS. It can be transmitted through unprotected sex (vaginal, anal or oral sex) with someone who has HIV; contact with blood (as in sharing needles, piercing, tattooing, drug equipment including needles); or by HIV-infected pregnant women to their infants during pregnancy or delivery, or while breastfeeding.

There are treatments for HIV/AIDS that can help an individual stay healthy.

Individuals with HIV/AIDS can adopt safe practices to protect uninfected and infected people in their lives from becoming infected or being infected themselves with different strains of HIV.

The law protects the confidentiality of HIV test results and other related information.

It is illegal to discriminate against anyone because of his or her HIV status.

Reasons to get an HIV test:

- HIV testing should be part of a regular check-up if you are age 13 or older.
- If you test positive, you can get treatment for HIV/AIDS to help you stay healthy and live longer.
- You should also be tested if you have ever:
 - Had sex without using a latex condom or female condom, especially with someone who had ever used or abused drugs.
 - Had an STD.
(Sexual Transmitted Disease)
 - Had many sex partners.
 - Shared needles to shoot drugs.
(even vitamins, insulin, or steroids)
 - Shared needles for tattooing or piercing.

If I decide to be tested today, how do I get my results?

If your results are positive, they must be reviewed with you in person by a Catholic Health associate who will explain the results and set up an appointment for follow-up treatment.

If your results are negative, you will not be contacted by Catholic Health. If you would like these results, you can follow up with your primary care provider.

If you are an inpatient, these results may also be shared with your physician to assist in coordinating your care.

Information on negative HIV test results

This almost always means you are not infected with HIV. However, it is important for you to understand what an HIV test result means and that you may need to be retested.

Why you may need to be retested for HIV —

The time period between the infection and the time that an HIV test can detect the antibodies for HIV infections is called the window period. During the window period, an infected person does have HIV and can pass HIV to other people, even if his or her HIV test is negative. If you have engaged in at-risk behaviors for HIV in the three months prior to your test, you should be retested in three months.

If you are planning to have a baby or are pregnant —

It is important for you to know your HIV status. If you are the father, you can pass HIV to the mother. If you are the mother, you can pass HIV to your baby during pregnancy, delivery or through breastfeeding. The sooner you know your HIV status, the sooner you can get treatment for your health and lower the chance of passing HIV to your baby.

A negative test result means you still have to protect yourself from HIV.

Call to learn more about anonymous,
free HIV counseling and testing:

Buffalo 1-800-962-5064
Rochester 1-800-962-5063

health.state.ny.us/disease/aids/testing/directory

We can all help prevent suicide.

The National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

1-800-273-8255

This toll-free Lifeline number connects to a certified crisis center near where the call is placed.



New York State Smoker's Quitline

A free, confidential service that provides New York State residents with help when they are ready to stop using tobacco.



- The Quitline is staffed by Quit Coaches who are specially trained to provide information and coaching on a variety of quitting tobacco use topics, such as stop smoking medications, withdrawal symptoms, and developing a quit plan.
- Callers can leave a message and request a call back or listen to motivational messages and daily tips.
- By phone or web, clients can request a variety of resources, including fact sheets and FREE nicotine replacement therapy (the nicotine patch).
- Clients can join an online smoke free community, that includes blogs, a coaches forum, a savings calculator, and more.
- Healthcare providers can obtain concise, up-to-date cessation information, order office materials that can be shared with their patients, or use the Quitline service as a referral to enhance their patients' stop smoking plans.
- Cessation services are also available to friends and family of tobacco users, health educators, businesses, parents, and students who are looking for information.
- Services available in English and Spanish, coaching also offered in other languages.
- Services for deaf or hearing/speech impaired, call the NY Relay Service at 7-1-1 (Voice or TTY).



1-866-NY-QUITS (1-866-697-8487)

www.nysmokefree.com

New York State Department of Health

Going Home

When you are ready to be discharged from the hospital, you will be asked to notify a family member or friend to arrange a ride home from the hospital. If you have difficulty arranging transportation, please let our care team know and we can assist you. If you are going to be discharged to Rehab or a Care facility, our discharge planners will arrange transportation for you. Once

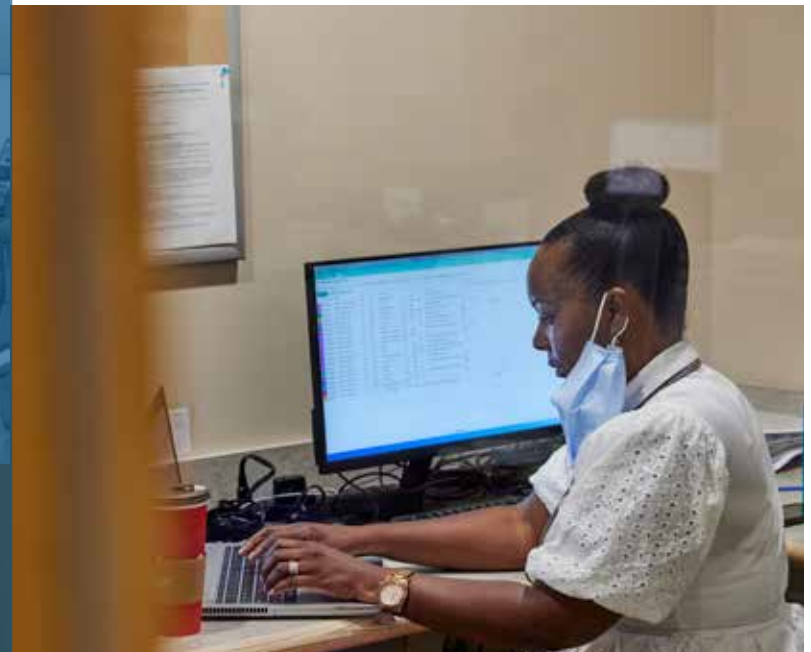
you have received your discharge instructions and reviewed them with our care team, you will be escorted to the main entrance of the hospital for pick up.

After you are discharged, please follow all discharge instructions closely to ensure that your recovery is smooth.

We care greatly about our patients and value your feedback. After your discharge, you may receive a survey about your hospital stay. We greatly appreciate if you would take the time to complete the survey and let us know how we are doing.



*We know that you have choices
when it comes to your healthcare.
Thank you for choosing
Kenmore Mercy Hospital.*



Please Share with Us...

Did an associate or department exceed your expectations during your visit?



LOVE Award

The Love Award recognizes outstanding associates who demonstrate a personal commitment to our values of reverence, compassion, integrity, innovation, community, and excellence, and who consistently go above and beyond the traditional scope of their position in living those values. This award is presented quarterly.

Who is eligible? All Catholic Health Associates are eligible to be nominated and recognized for the LOVE Award.



DAISY Award

The DAISY Award is an international program that recognizes and celebrates the extraordinary clinical skills, compassion, and care given by nurses every day. This award is presented throughout the year.

Who is eligible? RNs and LPNs who continually demonstrate excellence through their clinical expertise and extraordinary compassionate care.



Honey Bee Award

The Honey Bee Award recognizes extraordinary care provided by those professionals who demonstrate the mission of Catholic Health by providing excellent service that exceeds the expectations of those we serve. This award is presented throughout the year.

Who is eligible? All hospital employees outside of nursing including nurse assistants, therapists, transporters, EVS, dietary, physicians, technologists, and more.



CHEER Recognitions

Shout Out A non-monetary acknowledgment that allows all associates to recognize anyone within the organization.

Standing Ovation A monetary award for managers to award to anyone in the CHEER platform when someone goes above and beyond.

Saying "thank you" is a simple, yet powerful gift to anyone.



If you would like to recognize someone by nominating them for a LOVE, DAISY, or Honey Bee Award, or send them a CHEER, visit

chsbuffalo.org/cheer

Click on the *Patients/Residents/Visitors* portal and follow the prompts.

Charitable Giving

Kenmore Mercy Foundation

Each and every day at Kenmore Mercy, patients are treated and cared for with care and compassion by our associates that are equipped with not only the knowledge, but with state of the art equipment, many of which is provided by funding from Kenmore Mercy Foundation and from our generous contributors.

We are called to reveal the healing love of Jesus to all. If you believe, as we believe, that your hospital should be inspired by faith and committed to excellence, join us in our mission.

Every gift generously given to support Kenmore Mercy Foundation strengthens Kenmore Mercy Hospital and therefore allows our team to continue to care for our community.

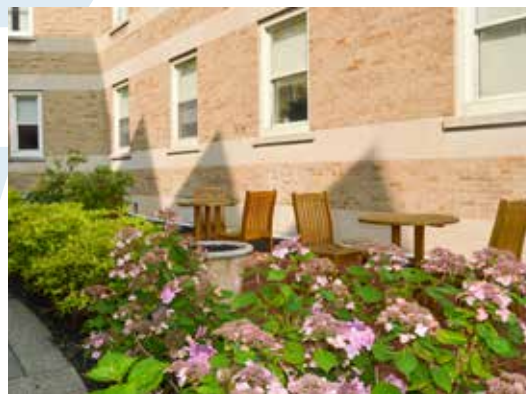
To give a gift, call
(716) 447-6776,
or learn more online at
chsbuffalo.org/FCH/Kenmore-Mercy.



Thank you for your partnership,
friendship, and mission support.



Dedicated in May 2017, the healing garden benefits our patients, visitors, and associates and honors the late John M. Repetski whose generous bequest to Kenmore Mercy Hospital made the garden possible.



The John M. Repetski Healing Garden is a sanctuary that features a variety of flowers, herbs, and trees, each chosen for their calming effects.



You may wish to inscribe a block or a brick with your family name, the name of a loved one, or a cherished organization by contacting the Kenmore Mercy Foundation.



Catholic Health Continuum of Care

Providing coordinated care that adapts to changing needs, throughout your life.

4

Hospitals, 6 Campuses

- Kenmore Mercy Hospital
- Lockport Memorial Hospital, A Campus of Mount St. Mary's Hospital
- Mercy Hospital of Buffalo
- Mount St. Mary's Hospital
- Sisters of Charity Hospital
- Sisters Hospital, St. Joseph Campus



Outpatient Care Locations in WNY

- Lab & Blood Draw Centers
- Primary Care & OB/GYN Centers
- Rehabilitation Centers
- Imaging Centers
- Ambulatory Surgery Centers
- Sleep Disorder Care Centers
- Wound Centers

4

Long Term Care & Subacute Rehab

- Father Baker Manor
- McAuley Residence
- Mercy Nursing Facility at OLV
- St. Catherine Labouré Health Care Center

3

Home Care Agencies

- McAuley Seton Home Care
- Mercy Home Care of WNY
- Niagara County Home Care

Catholic Health Services

Women's Services

Obstetrics, Gynecology, Midwifery Care

Orthopedic Care

Knee & Hip Replacement Surgery, Spine Care, Physical Therapy and Rehabilitation

Cardiac & Vascular Care

Cardiac Care, Cardiac Interventional Procedures, Structural Heart, Cardiac Bypass Surgery, Cardiac Rehabilitation, Aortic Aneurysm Repair

Stroke Care

Stroke Treatment, Neurologic Care, Neuro-Rehabilitation, Occupational Therapy, Constraint Therapy

Senior Care

Home Care, Medical Alert System, Skilled Nursing, Medical Adult Day Care, Program of All-Inclusive Care for the Elderly (PACE), Palliative Care, Assistance with Daily Living, Spiritual Care

General Surgery

Hernia Repair, Gallbladder Removal, Breast Surgery, Colorectal Surgery, Endocrine Surgery, Wound Care

Bariatric Surgery

Lap Band, Gastric Bypass Surgery, Gastric Sleeve, BPD-DS (Biliopancreatic Diversion with Duodenal Switch), GERD Treatments (TIF – Transoral Incisionless Fundoplication and LINX Reflux Management System)

Substance Use Treatment

Substance Treatment and Recovery Program (STAR), Pathways Program, Clearview Treatment Services

Wound Healing Services

Hyperbaric Oxygen Therapy, Skin Substitutes/Artificial Skin, Debridement, Compression Wrapping, Individualized Dressing Management, Total Contact Casting

Imaging

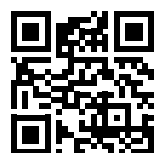
X-ray, Bone Densitometry, Digital and 3D Mammography, CT Scan, MRI, Interventional Radiology, Nuclear Medicine

Infusion & Specialty Pharmacy

Thyroid Eye Disease (TED), Multiple Sclerosis, Migraines, Immunoglobulin Deficiency, Anemia, Osteoporosis, Oncology, Chemotherapy, Antibiotics, and Albumin Infusion



For a complete listing of all services available at Catholic Health, scan the QR code or visit chsbuffalo.org/services



**YOUR
HEALTH.
RIGHT
IN YOUR
HANDS.**

Only with
MyChart
patient portal

Access your medical records, make appointments, see test results sooner, contact a provider — all in one, easy-to-access online portal.

THREE ways to register for **MyChart**:

1. Any time you check in at a Catholic Health facility ask the front desk staff — or ask during a home visit by one of our Catholic Health nurses or therapists.
2. While you're in the exam room, your clinician can provide instant activation.
3. Visit **MyChart.chsbuffalo.org** and enter your personal activation code. For patients discharged from the hospital, you will find this information in the "Next Steps" blue-shaded area on the first page of your *After Visit Summary* printout.

To register without the code — hit the "Sign Up Now" button under "New User" and follow the prompts.

QUESTIONS? Call (716) 559-3700
or email **MyChart@chsbuffalo.org**.



MyChart.chsbuffalo.org



Our Mission

We are called to reveal the healing love of Jesus to all.

Our 2025 Vision

As your trusted partner, inspired by faith and committed to excellence, we lead the transformation of healthcare and create healthier communities.

Our Values

Reverence, Compassion, Integrity,
Innovation, Community, Excellence.

Kenmore Mercy Hospital
2950 Elmwood Avenue • Kenmore, NY 14217

chsbuffalo.org

(716) 447-6100