



Patient Guide

chsbuffalo.org

Mount St. Mary's Hospital • 5300 Military Road • Lewiston, NY 14092
Lockport Memorial Hospital • 6001 Shimer Drive • Lockport, NY 14094



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

1-866-697-8487



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Main MSMH Number (716) 297-4800
Admissions/Registration.... (716) 298-2183
Business Office*..... (716) 298-2081
Billing
Care Management* (716) 298-2255
Social Work, Discharge Planning
Environmental Services (716) 298-2194
Gift Shop..... (716) 298-2372
Patient Engagement Center*..(716) 298-2304
Patient Services, Outpatient Scheduling
Information Desk..... (716) 298-2262
MyChart Help* (716) 706-2110
Public Relations* (716) 298-2146
Security (716) 298-3096
Spiritual Care (716) 298-2032



Main LMH Number (716) 419-0400
Admissions/Registration.... (716) 280-3912
Environmental Services (716) 438-7782
Inpatient Nurse Station..... (716) 419-0931
Outpatient Front Desk..... (716) 727-3752
Security (716) 298-3096
Spiritual Care (716) 298-2032

*Shared Administrative Services

Rapid Response Team..... 55555
Call from any hospital phone.

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Get to Know Us:

Mount St. Mary's Hospital & Lockport Memorial Hospital

Mount St. Mary's Hospital in Lewiston, founded in 1907 in Niagara Falls, and Lockport Memorial Hospital are both part of the Catholic Health System. Together, along with numerous outpatient clinics, an ambulatory surgery center in Lockport, and various other services, these facilities meet the health care needs of residents across Niagara County and beyond.



As one of the largest health systems in Western New York, Catholic Health serves nearly half a million patients and residents across its network of hospitals, subacute and long term care facilities, primary care centers, home care agencies, diagnostic and treatment centers, and rehabilitation services. In addition to the Mount St. Mary's hospitals in Lewiston and Lockport, its hospital network includes Kenmore Mercy Hospital, Mercy Hospital of Buffalo, and Sisters of Charity Hospital and its St. Joseph Campus.

Along with its member physicians at Catholic Medical Partners, Catholic Health and Mount St. Mary's integrate the most advanced clinical and information technology with a tradition of medical excellence and compassionate care to carry out its mission to reveal the healing love of Jesus to all.

Licensing:

- New York State Department of Health

Membership:

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

DESIGNATED
STROKE CENTER

New York State Department of Health

Mount St. Mary's Hospital in Lewiston serves as a Designated Stroke Center by the New York State Department of Health



Recognition for Our Hospitals:

- Fully accredited by the Joint Commission on Accreditation of Healthcare Organizations, the nation's leading accrediting body for hospitals and health providers
- Leapfrog strives to promote transparency in healthcare quality reporting by grading hospitals on how well they protect patients from medical errors, infections, and other preventable harm. Mount St. Mary's Hospital has received multiple A grades.
- The American Heart Association recognizes Mount St. Mary's Hospital's commitment and success ensuring that stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence. In 2023, Mount St. Mary's was awarded the prestigious Gold Plus Honor Roll Elite Award.
- AACVPR certification demonstrates that our program is aligned with current guidelines as approved by the American Association of Cardiovascular and Pulmonary Rehabilitation for the appropriate and effective early outpatient care of patients with cardiac or pulmonary issues.



Recognition by multiple agencies is your assurance that Mount St. Mary's Hospital and Lockport Memorial Hospital meet the highest standards of medical care in personnel, organization, and equipment.

Your Hospital Stay

Personal Items/Valuables

Mount St. Mary's and Lockport Memorial Hospitals are 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 is available for all patients.

Cellular phones can be used in most areas of the hospital, including patient rooms.

Free wireless internet access (WiFi) is also available throughout our hospitals. Most laptop computers will automatically locate the wireless network, or you can log on to Catholic Health Visitor in WiFi settings.

The wireless access provided is not protected, so users are advised to have current antivirus and firewall protection.

Special Communication Needs

All patients are assured equal and effective access to our healthcare services through qualified sign and foreign language interpreters and necessary auxiliary adaptive devices at no charge.

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



Spiritual Care

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.

Gift Shop

There is a gift shop available at Mount St. Mary's Hospital in Lewiston. It is located in the main lobby. Hours vary and it is operated by the St. Francis Guild.

The shop carries a variety of gifts, cards, books, magazines flowers, and novelty items.

Parking

All parking at Mount St. Mary's Hospital and the Lockport Memorial Campus of Mount St. Mary's is free of charge.

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

Visiting Hours

We're committed to creating a healing and supportive environment for our patients and their loved ones. We understand how important visits can be and encourage visitation options that work best for everyone involved.

To help our patients rest and receive the best possible care, we recommend the following standard visiting hours..

Daily: 9:00 am - 9:00 pm

While we strive to be as flexible as possible, there may be times when visitation hours need to be adjusted due to medical needs, patient safety, or to ensure a peaceful environment.

Our care teams use their best clinical judgment to make these decisions with compassion and care.

ATM

An ATM is located in the main lobby of Mount St. Mary's Hospital. Fees are charged for transactions.

Ministry & Service

A hospital stay can be an anxious time for patients and loved ones. The spiritual aspect of healing is part of the patient-centered care offered at Mount St. Mary's and Lockport Memorial Hospitals. 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 principals of major religions and cultural practices. Our ministry includes patient visitation; death, dying, and grief issues; counseling and consultations, especially involving emotional, ethical, and spiritual matters.

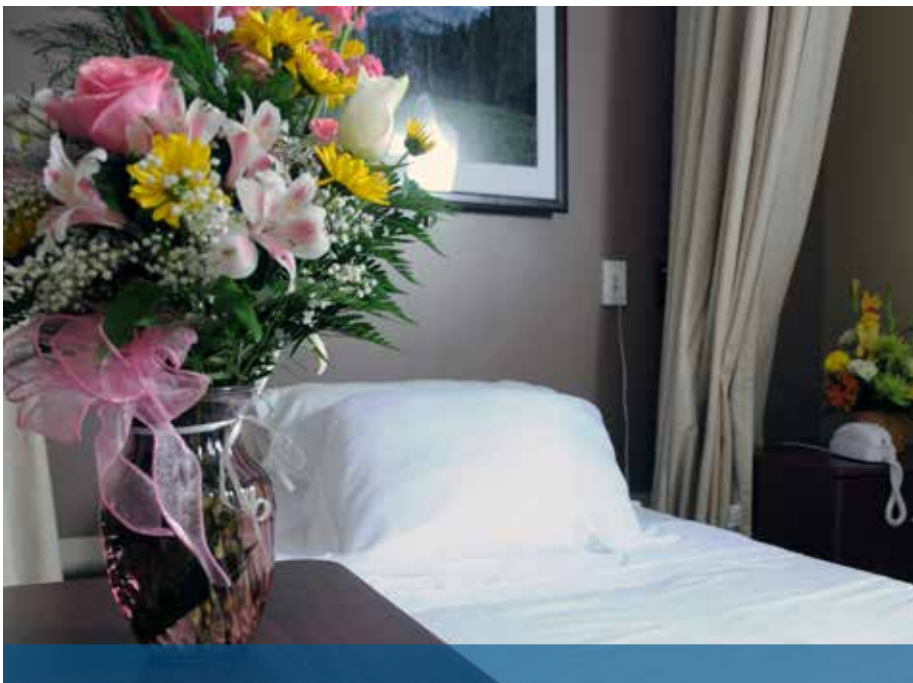
Chaplains at Mount St. Mary's and Lockport Memorial Hospitals visit patients daily. Individuals requesting Spiritual Care services, or need on-call support after 5:00 p.m. may call (716) 297-4800.

Hospital Chapels

Catholic Health's Lockport Memorial Hospital and Mount St. Mary's Hospital each have chapels located in the main lobbies. Individuals of all denominations and faiths are invited to visit these chapels for prayer or quiet reflection.

Religious services are open to all.

Eucharistic Ministers are available to distribute communion to interested patients daily.



Mobility



Move With Care

Increasing your physical activity following a medical illness, injury or surgery, can often speed your recovery and shorten the time you have to be in the hospital.

To assist in the movement and transfer of patients at Mount St. Mary's Hospital, we are pleased to introduce **Move With Care**, one of the country's leading safe patient handling programs.

To help protect you and provide a safe and comfortable patient experience, **Move With Care** incorporates special patient handling techniques along with the latest patient lift, transfer and mobility equipment.

Dozens of associates involved in the movement and transfer of patients at Mount St. Mary's Hospital, including nurses, therapists, aides and transport personnel, have been trained using these special techniques and equipment.

Our staff will evaluate your transfer and mobility capabilities, explain the use of the lifting and transfer equipment prior to using it, and remain with you during all transfers.

We are committed to providing you with the highest quality care in a safe and comfortable environment.

Move With Care is one more way we are enhancing care and comfort at Mount St. Mary's Hospital.

Food & Nutrition

Nutritional Services

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 orders.

If you need to contact the Diet Office at either hospital, call (716) 298-2148.

Cafeteria

The Mount St. Mary's Hospital cafeteria, located on level "B," is open daily for breakfast and lunch. Please check the hours posted outside the cafeteria doors for that day's schedule and offerings.

The chefs at Lockport Memorial Hospital provide daily meals for patients who have been admitted to the hospital. They do not have a cafeteria open to visitors.

Vending: Strive Kiosks

Buffalo Strive "Markets" are available in the Mount St. Mary's and Lockport Memorial Hospital's main lobby.

Buffalo Strive offers food, snacks, hot and cold beverages, and frozen meals to heat 24/7 for credit card purchase.



Patient Responsibilities

Patient Responsibilities

It is your responsibility to provide, to the best of your knowledge, accurate and complete information about health complaints, past illnesses, hospitalizations, medications and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the physician. In addition, you are responsible for making it known whether the contemplated course of action is understood and you know what is expected of you.

It is your responsibility to follow the treatment plan recommended by the physician primarily responsible for your care. This may include following instructions of nurses and other healthcare personnel as they carry out the coordinated plan of care and implement your physician's orders, and as they enforce the applicable hospital rules and regulations.

It is your responsibility and right to be involved in decisions about your care with the exceptions of requests which result in discrimination against employees based on race/ethnicity, national origin, religion, gender identity, marital status, sexual orientation, life-style preference, age or disability. By refusing treatment or not following the physician's instructions, you are responsible to accept the consequences of your actions.

It is your responsibility to be considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise and number of visitors. You are responsible for being respectful of the property of other persons and of the hospital.

Patient Satisfaction

After your hospital stay, please be aware that you may receive a survey from Press Ganey to rate your experience at any of our Catholic Health hospitals.

Our goal is to provide you with an excellent patient experience of the highest quality.

If during your hospital stay you have questions about your care:

- Please request to speak with the Nurse Director/Manager of your floor or the Nursing Supervisor.
- If your concerns cannot be resolved or you are not satisfied with the follow up, contact Quality & Patient Safety within seven days. Call (716) 298-2002 or email joelyn.quigliano@chsbuffalo.org. A resolution response will be provided within 14 days.
- If there is no satisfaction achieved through Quality & Patient Safety, you will be given the opportunity to speak with the Vice-President of Patient Care Services.
- You may also contact the New York State Department of Health Complaint Department at 1-800-804-5447 or The Joint Commission at 1-800-994-6610, if no resolution is reached.

Privacy

HIPAA

HIPAA (Health Insurance Portability and Accountability Act) regulations provide protection for the privacy of certain individually identifiable health data, referred to as Protected Health Information (PHI).

Mount St. Mary's Hospital takes the privacy of our patients' health information seriously. We are required by law to maintain that privacy and provide you with a Notice of Privacy Practices. You may request our Notice of Privacy Practices at any time by contacting the Privacy Officer.

If you believe your privacy rights have been violated, you may file a complaint with the hospital or the Secretary of the Dept. of Health and Human Services.

To file a complaint with a Catholic Health hospital, contact:

Kimberly E. Whistler, Esq.,
Chief Compliance Officer
(716) 821-4471

We will not take action against you for filing a complaint.

Medical Services

Meeting the Needs of the Community

Mount St. Mary's Hospital and Lockport Memorial Hospital are providing critical and essential healthcare services across Niagara County. Our skilled and caring associates and accomplished physicians provide high quality care to patients across the region throughout the year.



Emergency Department

State-of-the-art Emergency Departments are located at both the Mount St. Mary's Campus in Lewiston and the Lockport Memorial Campus of Mount St. Mary's Hospital at the eastern end of Niagara County. Patients receive 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.

Clearview Treatment Services – Substance Use Disorder Treatment

The Mount St. Mary's Clearview Unit assists individuals with substance abuse disorders through an inpatient rehabilitation program in a safe and comfortable environment. The program utilizes a comprehensive approach to addiction management with individualized, progressive care. The care team includes 24/7 nursing coverage, a medical director, clinical psychologist and a psychiatrist to address a myriad of patient needs. Each patient is treated with compassion and privacy, acknowledging the complexity of his/her condition.

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. Mount St. Mary's 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 the Gold Plus Elite 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

For patients requiring a higher level of inpatient care, Mount St. Mary's Hospital maintains a critical care unit offering consistent and specialized high quality care, utilizing evidence-based care to achieve better patient outcomes.

Infusion Services

The Mount St. Mary's Infusion Center provides outpatient infusion therapy services. They offer a variety of infusion services including, but not limited to, cancer treatments, rheumatology, endocrinology, OB/GYN, infectious disease, neurology, and more.

Infusion therapy is a method of administering medications intravenously by using a needle or catheter inserted into a vein. In the hospital, infusion therapy is commonly used when a patient cannot take medications orally or for treatments where an intravenous route is recommended to be more effective.

Imaging Services

Mount St. Mary's and Lockport Memorial Hospitals, along with all of Catholic Health, have 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.

Cardiology Services

Both Mount St. Mary's and Lockport Memorial Hospitals' Cardiology Services offer patients a full range of diagnostic and treatment procedures, including EKG, ECG, TTG, exercise stress testing, nuclear cardiology, trans-esophageal echocardiography, and holter monitoring.

Physical and Occupational Therapy Services

Mount St. Mary's provides cardiac rehabilitation programs for patients who have experienced a heart attack or cardiac surgery, or need support in managing risk factors. The hospital has a collaborative service model, designing individualized programs based on patient needs.

Mount St. Mary's offers inpatient and outpatient physical, occupational and speech therapy using a team-based approach and the latest technology to provide innovative treatment options to restore your health.

Whether patients are recovering from an illness or injury, or a life-altering event such as a stroke, heart attack or recent childbirth, our professionals provide care and individualized programs to rebuild strength, relieve pain, or relearn certain skills.

Ambulatory Surgery

The Mount St. Mary's Ambulatory Campus in Lockport is home to the Niagara Surgery Center, which offers outpatient surgery for numerous specialties, including:

- Gastroenterology
- General Surgery
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pain Management
- Plastic Surgery
- Podiatry
- Women's Health

Nursing Services

The nurses at each Mount St. Mary's site are empowered to reach their highest potential. Our nursing leaders successfully align nursing strategic goals to improve each patient's outcome.

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.

Telehealth

All patient rooms at Lockport Memorial Hospital and the ICU at Mount St. Mary's Hospital are equipped with advanced Telehealth technology, enabling specialists to consult on cases directly from the bedside. This state-of-the-art system enhances access to expert care and significantly improves patient outcomes.

Mount St. Mary's service locations are listed on page 34. For other services within Catholic Health, visit chsbuffalo.org



Take control of
your health
with



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.

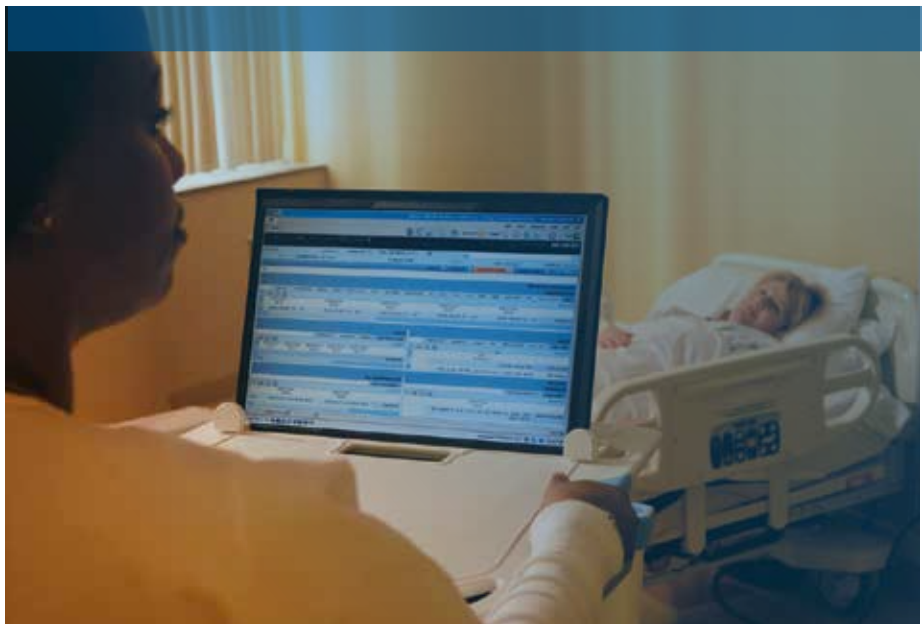
Hospital Records

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*.

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.



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 Mount St. Mary's and Lockport Memorial Hospitals, 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-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-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 Mount St. Mary's and Lockport Memorial Hospital Rapid Response Teams are composed of highly skilled medical professionals who are trained to act swiftly and effectively when a patient's condition changes suddenly. The team quickly assesses the situation and delivers immediate care to stabilize and support your loved one.

Throughout the process, the team ensures that the patient's primary doctor is kept fully informed of any developments, maintaining seamless communication and continuity of care.

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. 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.
3. You can expect staff to label all blood specimens at your bedside.
4. 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.
6. Alert your physicians and nurses about any allergies you may have had to medications in the past.
7. 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 our Quality and Patient Safety representative at: (716) 298-2002 or email Joelyn.quagliano@chsbuffalo.

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.

Speak Up[™] materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up[™] materials. Speak Up[™] materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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.

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

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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 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 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**.

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.

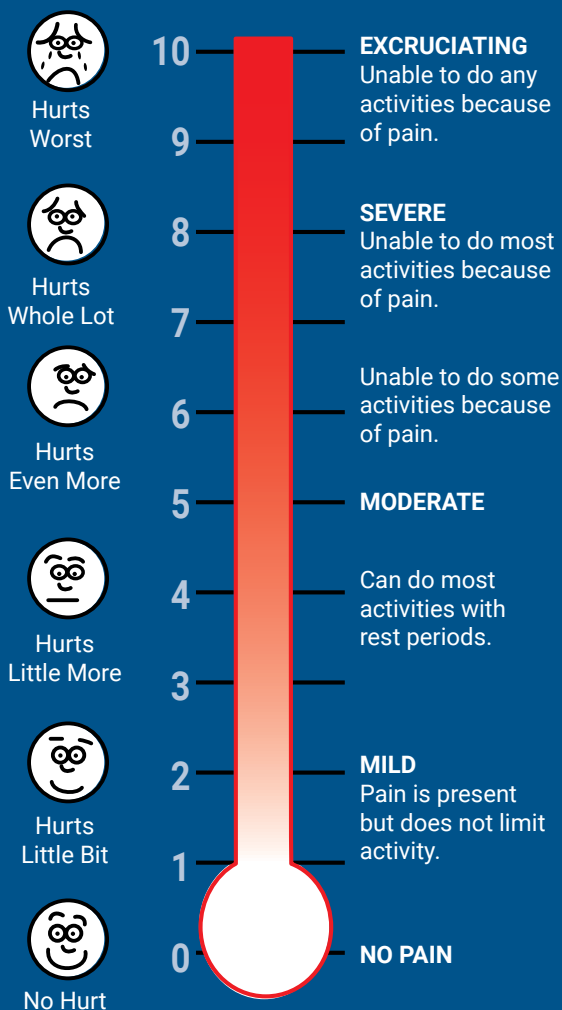
Chronic pain is long lasting and is usually associated with a long-term illness such as arthritis or a shoulder injury.

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.

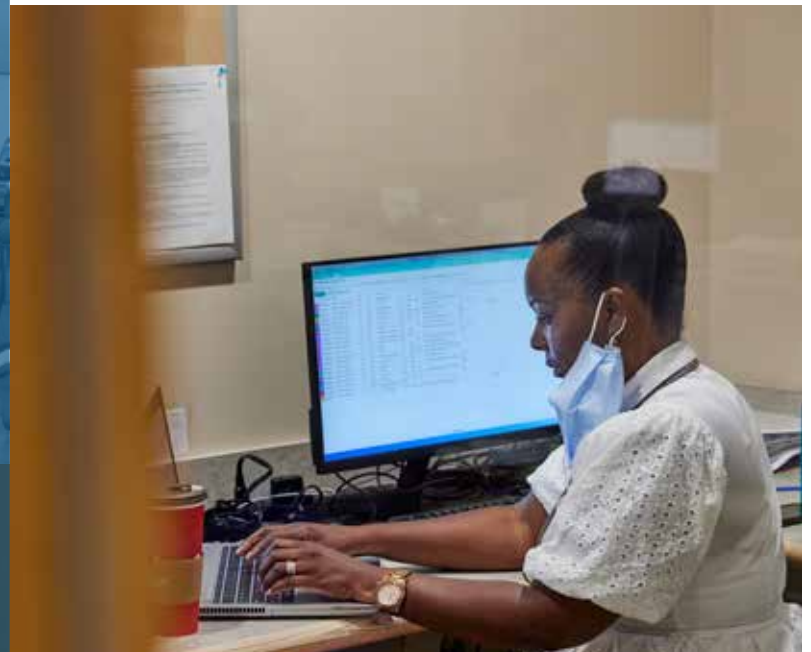
Once you have received your discharge instructions and reviewed them with our care team, you will be escorted to the main entrance of the hospital for pick up.

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 would 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 and we are thankful that you have chosen Catholic Health for your care!



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.



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 sending a CHEER or nominating them for a LOVE OR DAISY Award, visit

chsbuffalo.org/cheer

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

Charitable Giving

Catholic Health Foundation

Miracles happen every day at Mount St. Mary's and Lockport Memorial Hospitals. Since our humble beginning in 1907 as the "House on the Corner," the Sisters of St. Francis brought help and healing to the sick, scared, and those seeking the best medical support. We are called to reveal the healing love of Jesus to all.

We take pride in turning no one away. We pray at our patients' bedsides and help those in need. But donations help us go beyond simply providing healthcare to those who can't afford it. The Foundation of Catholic Health exists to raise funds and manage existing resources to support patient care at the Mount St. Mary's campuses and throughout the Catholic Healthcare system.

Ways to Support the Foundations of Catholic Health

There are many ways you can make a difference at Mount St. Mary's Hospital and help us continue to provide Western New Yorkers with the highest quality of care.

Honor a Loved One

Honor and Memorial gifts serve to honor someone in your life, celebrate a birth or remember a loved one who is no longer with you.

Recognize Your Angel of Care

You can recognize the physician, nurse or caregiver who made a difference for you or your loved one's visit at Mount St. Mary's Hospital with an Angel of Care gift.

Make an Annual Gift

This allows donors the opportunity to make a yearly contribution. When you give to Mount St. Mary's, you're making an investment in our community's future by keeping it strong and healthy.

Annual Good Works Gala

A yearly event to raise funds for the Hospital and to celebrate the good work of various business owners, community leaders and loyal donors. Sponsorships and dinner tickets are available for purchase. Auction item donations are also appreciated.



For more information or to give a gift, call **(716) 298-2143**, or visit us online at **chsbuffalo.org/Foundations**.

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

MOUNT ST. MARY'S

Service Locations

MOUNT ST. MARY'S HOSPITAL
5300 Military Road
Lewiston, NY 14092
(716) 297-4800

LOCKPORT MEMORIAL HOSPITAL
6001 Shimer Drive
Lockport, NY 14094
(716) 297-4800

**Mount St. Mary's
AMBULATORY CAMPUS**
Niagara Surgery Center
5875 South Transit Road
Lockport, NY 14094
(716) 419-0419

**Mount St. Mary's
CARDIAC CENTER**
Medical Arts Building
Mount St. Mary's Campus
5290 Military Road, Suite 10A
Lewiston, NY 14092
(716) 284-3278

**Mount St. Mary's Hospital
CARDIAC REHABILITATION**
5300 Military Road
Lewiston, NY 14092
(716) 298-3030

**CATHOLIC HEALTH PHYSICAL
THERAPY AND REHABILITATION**
MOUNT ST. MARY'S
5300 Military Road
Lewiston, NY 14092
(716) 298-2249

**Mount St. Mary's Hospital
CENTER FOR WOMEN**
5300 Military Road, 2nd Floor
Lewiston, NY 14092
(716) 298-2224

**Mount St. Mary's Hospital
CENTER FOR WOUND CARE/
HYPERBARIC MEDICINE**
5300 Military Road
Lewiston, NY 14092
(716) 298-3012

**Mount St. Mary's
CHILD CARE CENTER**
5310 Military Road
Lewiston, NY 14092
(716) 297-8759

**Mount St. Mary's Hospital
CLEARVIEW TREATMENT SERVICES**
Substance Use Disorder Treatment
5300 Military Road
Lewiston, NY 14092
(716) 298-2115

**Mount St. Mary's
ENDOCRINOLOGY**
5290 Military Road, Suite 8
Lewiston, NY 14092
(716) 298-8439

**Mount St. Mary's
GENERAL SURGERY**
5320 Military Road, Suite 107
Lewiston, NY 14092
(716) 285-3464

**Mount St. Mary's
LABORATORY SERVICES CENTER**
7300 Porter Road
Niagara Falls, NY 14305
(716) 298-8400

**Mount St. Mary's
LOCKPORT HEALTH CENTER**
Lockport Memorial Hospital
6001 Shimer Drive
Lockport, NY 14094
(716) 342-3026

**Mount St. Mary's
NEIGHBORHOOD HEALTH CENTER**
3101 Ninth Street
Niagara Falls, NY 14305
(716) 284-8917

**Mount St. Mary's
NEUROLOGY & STROKE CENTER**
4600 Military Road, Suite B
Niagara Falls, NY 14304
(716) 297-8709

**Mount St. Mary's
ORTHOPEDIC SERVICES**
5320 Military Road, Suite 107
Lewiston, NY 14092
(716) 297-1701

**Mount St. Mary's
OTOLARYNGOLOGY (ENT)**
6941 Elaine Drive
Niagara Falls, NY 14304
(716) 282-2041

SAFETY FOR ALL is our TOP PRIORITY

We believe all people should be treated with respect and dignity in an environment that promotes peace and healing. When a patient or family member becomes aggressive, it is our policy to protect our associates from verbal and physical harm.

For the safety of our associates, patients, and visitors, we have a

ZERO TOLERANCE POLICY

for all forms of aggression including:

- Verbal & Physical Abuse
- Foul Language
- Violent Behavior
- Threats & Bullying

Anyone who displays these behaviors will be asked to leave our facility, and law enforcement may be called.

If you have any questions or concerns, please contact a member of our management team.

Escanee el código QR para leer este aviso de seguridad en español.

يُرجى مسح رمز QR للاطلاع على إشعار السلامة هذا باللغة العربية.

এই নিরাপত্তা বিজ্ঞপ্তিটি বাংলায় পড়তে অনুগ্রহ করে QR কোডটি স্ক্যান করুন।



No Firearms or Weapons Allowed

Prohibido portar armas de fuego
u otro tipo de armas



**A permit does not authorize you to
carry a concealed weapon in this hospital.**

Un permiso no le autoriza a portar un
arma oculta en esta zona.

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

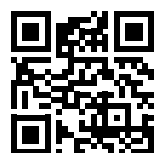
X-ray, Bone Densitometry, Digital and 3D Mammography, CT Scan, MRI, Interventional Radiology, Nuclear Medicine

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



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 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.

Mount St. Mary's Hospital

5300 Military Road • Lewiston, NY 14092
(716) 297-4800

Lockport Memorial Hospital

6001 Shimer Drive • Lockport, NY 14094
(716) 419-0400

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