Welcome

Dear Patient,

On behalf of our healthcare teams throughout the St. Joseph Health System in Sonoma County, I wish to extend a warmest welcome.

For more than 60 years, St. Joseph Health System has been dedicated to meeting the needs of the community by offering quality, compassionate care and technically advanced medical treatment. It is a privilege to serve you.

This patient guide has been prepared as a convenient resource for you. In it you will find essential information on services you may need during your stay with us as well as answers to many questions you may have as a patient.

Before you arrive at the hospital, please take time to read this information and share it with family and friends. We also invite you to visit our website, www.stjosephhealth.org for additional helpful information. If you have any questions or need information that isn’t provided here, please ask a member of our staff.

Thank you for giving us the opportunity to serve you. We hope your stay with us will be in every way a positive, healing experience.

Sincerely,

Kevin A. Klockenga
President and CEO
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ABOUT ST. JOSEPH HEALTH SYSTEM

We’ve been here for generations—improving health, enriching lives and strengthening communities throughout Sonoma County and the North Coast region.

In the years since establishing Santa Rosa Memorial Hospital in 1950, we have expanded our local, not-for-profit network of hospitals, healthcare services and community outreach programs in keeping with the mission of our founders: to improve the health and quality of life of our neighbors.

We are guided, in all we do, by our core values of Dignity, Service, Excellence, and Justice. These principles speak to the heart of who we are, both as a values-based organization, and as individuals dedicated to the well-being of others. They are the core values by which we endeavor to make a difference in the lives of the people we serve.

Today, we are anchored by our core facilities: Santa Rosa Memorial Hospital and Petaluma Valley Hospital. Our comprehensive inpatient, outpatient and community outreach services provide the expert care you need—close to home.

Should tragedy strike, we are the designated Level II Trauma Center for the North Coast region. When a child enters the world, we provide a safe, warm welcome. For those with life-limiting illness, we offer compassionate hospice services and palliative care.

We’re the first choice among patients requiring specialized cardiac care, cancer treatment, sports medicine and rehabilitation, emergency care, psychiatric services and much more. We advocate for healthy communities and offer medical access services to our neighbors in need.

OUR PRIVACY PRACTICES

Santa Rosa Memorial Hospital and Petaluma Valley Hospital are committed to protecting your medical information. Our Notice of Privacy Practices pamphlet explains how this obligation will be followed by all doctors, employees, volunteers and associates of our health system. You should be given a copy of the pamphlet at admission. You may also read the policy online by visiting stjosephhealth.org/Patients-Visitors/Privacy-Practices.

If you have a patient privacy concern, please call the St. Joseph Health System Health Insurance Portability and Accountability Act Helpline at (800) 337-7040.
YOUR EXPERIENCE MATTERS

Your care and comfort are our top priorities. During your time in our care, we will do everything we can to anticipate your needs and ensure that you and your family feel well informed, safe and comfortable at all times.

We are committed to keeping you informed about your care — from who is caring for you, to what you can expect during a procedure, to when you’ll go home. We know that if you are well informed, you’ll be better able to relax and get better quickly knowing you are receiving the best care. We encourage you to ask questions and let us know what else we can do to make your experience in our hospital positive. From admitting to discharge, our entire staff is available to answer your questions and ensure that your experience at Santa Rosa Memorial or Petaluma Valley is the very best it can be.

After you leave the hospital, you may receive a patient satisfaction survey asking for feedback about your experience. We encourage you to take a few minutes to complete the survey and return it in the confidential envelope that will be included. Your comments will help us improve and exceed our patients’ expectations.

STEPS TO SAFER HEALTHCARE


Don’t understand something about your care? Don’t recognize a medication? Ask. Please tell us if you have questions or concerns about a test, medication or treatment. And if you don’t understand the answer—ask again. Don’t hesitate to ask for further explanation from one of our doctors or staff. And if something doesn’t seem quite right, speak up. The more we know, the more successful your care plan and recovery will be. You may want to write down your questions so you won’t forget them when speaking to your doctor or nurse. It’s also helpful to have a family member or friend present to help you ask questions and understand your illness and treatment plan.

2. Ask about medications.

Make sure you understand what medications have been prescribed and why, and provide us with information about allergies or reactions you have had to any medications and food. Also tell us about all the medications you take at home — include prescription and over-the-counter medications, as well as vitamins, herbs and dietary supplements.
Ask the doctor, pharmacist or nurse:

• What is the medication for?

• How and when am I supposed to take it? For how long?

• Should I take the medication with food or on an empty stomach?

• What side effects are likely? What happens if they occur?

• Is this medication safe to take with the other medications and dietary supplements (such as vitamins or herbs) I am currently taking?

• Are there any foods, drinks, or activities I should avoid while taking this medication?

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

3. Help prevent infections.

Infection can occur after many types of medical procedures, particularly if you are having surgery. There are several things you can do to help prevent infections from developing in the hospital:

Wash hands often: Hand washing is the best way to prevent the spread of germs. Wash your hands for at least 15 seconds when you are using soap and water. When using a waterless hand sanitizer, please rub your hands until they are dry. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff, patients and visitors.

Cover your cough: Cough or sneeze into your elbow.

Catheter and drainage tube care: If you have an intravenous catheter, keep the skin
around the dressing clean and dry. Tell your nurse promptly if the dressing is loose or wet. If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.

4. Get answers about your surgery.
Make sure that you, your doctor and your surgeon agree on exactly what will be done, and that all of your questions or concerns have been answered. Some questions to ask:

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

5. Reduce your risk of falling.
Even if you have never fallen before, remember that hospitals can be disorienting—especially at night. Ask for help by using your call light when getting in and out of a bed or wheelchair. Find out if you are taking any medications that produce dizziness or confusion—or medications for sleeping or pain—each of which can increase your risk of falling. Please do not feel you are bothering us by asking for assistance. We expect and WANT you to call us when you are getting in or out of bed. It is particularly critical that you get help if you are feeling weak, sleepy or unsteady.

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

7. Understand your discharge instructions.
Before you leave the hospital, make sure you understand the instructions and treatment plan given to you. While you will receive written instructions, it is also helpful to have a friend or family member take careful notes. Clarify any points you’re uncertain about.
This includes learning about:

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

**COMPLAINT RESOLUTION AND GRIEVANCES**

We take your concerns very seriously and want to act on them. Don’t hesitate to discuss any issues with your healthcare provider. If your concern remains unresolved, please contact the unit or department manager.

You also have the right to contact The Joint Commission if you have a complaint:

By mail: Office of Quality Monitoring
The Joint Commission
Office of Quality Monitoring
One Renaissance Blvd.
Oakbrook Terrace, IL, 60181

By email: complaint@jointcommission.org
By phone: (800) 994-6610

**PREPARING FOR YOUR STAY**

**PRE-ADMISSION**

To make the admitting process easier, we encourage you to have pre-admission testing completed in advance, if possible. Please ask your doctor.

If you are being admitted for elective surgery, a pre-admissions counselor will contact you. You will be given an appointment with a pre-admission nurse a few days prior to your surgery so we can complete necessary pre-operative tests, obtain medical, demographic and insurance billing information from you and answer any questions you may have about your hospitalization.

If you must cancel or delay admission, please contact your doctor as soon as possible.

**ADMITTING**

When you arrive, certain necessary information will be requested for financial arrangements and to accurately complete your medical records. Remember to bring your health insurance card with you. Please be assured that all of the information given will be handled confidentially.

**INTERPRETER SERVICES**

If you desire interpreter services while in our care, please let us know. We provide interpreter services for a variety of languages at no cost to the patient.
DIRECTIONS

Please see the map on the back of this guide or visit our website, www.stjosephhealth.org, for maps and directions to our hospitals.

DURING YOUR STAY

ADVANCE HEALTH CARE DIRECTIVE

An Advance Health Care Directive is a legal document which allows you to appoint an individual to make healthcare decisions on your behalf in the event you are unable to do so yourself. It also allows you the opportunity to state your wishes about the medical treatment which you do or do not want. We recommend that you discuss the directive with your spouse, family members, spiritual advisor, and doctor while you are feeling well and thinking clearly.

If you have an Advance Health Care Directive and have not provided the hospital with a copy, please consider asking a friend or family member to bring a copy in and we’ll add it to your medical record.

PHYSICIAN ORDERS FOR LIFE-SUSTAINING TREATMENT

The Physician Orders for Life-Sustaining Treatment (POLST) form is important for people with serious health conditions. It makes clear what medical care you would or would not want if, because of your medical condition, you are unable to communicate your wishes. It does not replace an Advance Health Care Directive (see above). Instead, it provides a legal doctor’s order, ensuring healthcare workers follow your wishes. POLST forms are available upon request and staff can assist you with completing the form.

WHAT TO EXPECT DURING YOUR HOSPITAL STAY

• A daily visit from your doctor (this varies from unit to unit)
• A daily visit from the nurse manager or lead nurse of your unit
• Regular monitoring of your vital signs (temperature, blood pressure and pulse)
• Scheduled tests and therapies
• Medications, given on the schedule ordered by your doctor
• Daily bathing and grooming, with the help of a care provider
• A level of activity, as ordered by your doctor

CONDITION H FOR HELP

Condition H is an emergency call line for patients and their family and friends. We believe that family and friends play an important part in supporting a patient’s health
and healing, and they may recognize subtle changes in their loved one, not apparent to the healthcare team. When a patient, their family or friend believes there is a medical emergency and/or when they are not able to get the attention of a healthcare provider, they should call *9 from the patient phone. A Condition H call will initiate a rapid response from a team of experts to assess the patient’s condition.

**When to call:** Condition H (ext. *9) should be called when the patient, their family or friend is:

- Concerned about a noticeable medical change in the patient not recognized by the healthcare team
- Confused or has serious concerns about how care is being given, managed or planned

**How to call:** Use any hospital telephone

**Call *9** Provide the patient’s name, location and reason for call

**ROOM ACCOMMODATIONS**

We are committed to providing you with exceptional care and service. While no one enjoys spending time in the hospital, we’re dedicated to making your stay as comfortable as possible. You can expect your room to be kept clean and everything in your room to work properly. If you have any questions or concerns, please don’t hesitate to talk to your nurse. The nurse manager on your unit is also always available to assist you.

**Calling Your Nurse:** When you press the call button located at your bedside, the nursing station is alerted that you need assistance, and a light flashes above your door. A staff member will respond as soon as possible.

**Cleanliness of Your Room:** An Environmental Services staff member will clean and sanitize your room and bathroom every day. Bed linens are changed every other day or as needed. Please call your nurse if you would like your bed linens changed.

**During the Night:** For your safety, please use the call light to alert the nurse if you need to get out of bed for any reason. To ensure a quiet, peaceful environment, we ask that you turn down the lights and turn off electronic devices not needed for patient care.

**Hospital Beds:** Hospital beds can be complex. A staff member will show you how to adjust your bed and can answer any questions which may arise.
**Whiteboards:** A whiteboard in your room is used to help inform you and your loved ones about the care we are providing you as well as to help identify who your caregivers are. It is also a tool we use to quickly share information between medical staff. We hope the boards will help increase your understanding of your care and improve your experience.

**Internet Access:** Wireless internet access is available. Please ask for assistance.

**Telephones/Cell Phones/TDD:** Telephones are provided in each room. Local calls may be made from your room at any time by pressing 9, the area code, and the number you want to call. Long distance and toll calls can be made from your room at any time by pressing 9 and following the directions on your calling card. Cell phones may be used in the hospital except in these critical areas: Emergency Department, ICU/Critical Care Unit, Surgery and Neonatal Intensive Care Unit.

A telecommunications device (TDD) is available to help hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. Please contact your nurse.

**Television:** The control buttons for your TV are located on your bed control panel. Please be considerate of your roommate by keeping the volume at a level that does not disturb him or her. At Santa Rosa Memorial, headphones are also available for your use. Please ask your nurse. Channels 14 through 21 offer a variety of medical and hospital education programs as well as live chapel broadcasts.

**MAIL**

Your mail will be delivered to your room while you are in the hospital. We make every effort to forward all mail received after discharge to your listed home address.

**MEALS**

You may choose the foods you like from a menu based upon the diet your doctor has ordered. If none of the choices appeal to you, please ask your nurse or dietary aide for a list of alternative menu items.

**MEDICATIONS**

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside. Please advise your nurse if you have brought any personal or over-the-counter medications with you to the hospital.
WHAT TO BRING

For your comfort and a sense of familiarity, we encourage you to bring a few personal items from home. For example:

- Pillows
- Robe and slippers
- Medical devices (such as hearing aids and dentures)
- Magazines and books
- Up to $10 cash for gift shop or newspaper purchases
- Telephone calling card for long-distance calls

In addition to your personal items, please bring:

- A copy of your Advance Directive and copy of POLST form (see page 6)
- A list of any medications you are taking
- A list of any allergies you have
- Insurance cards

Please do not bring any of the following:

- Medications
- Credit cards and cash over $10
- Valuables and jewelry

Please note that the hospital cannot be responsible for lost or stolen valuables kept in your room.

INFECTION PREVENTION AND ISOLATION PRECAUTIONS

Hand washing is the best way to prevent the spread of germs. Wash your hands for at least 15 seconds when you are using soap and water. When using a waterless hand sanitizer, please rub your hands until they are dry. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff, patients and visitors.
If you have a condition that may be contagious, we will require **Isolation Precautions.** This means that everyone who enters your room may need to wear a gown over their clothing, gloves and possibly a mask. Ask your family or visitors to speak with your nurse about appropriate hand washing, the use of gloves, gowns and masks when visiting you. Any person with or exposed to a communicable disease (cold, runny nose, fever, flu and diarrhea, etc.) should not visit the hospital.

**NOISE LEVELS**

We are working to increase your privacy and reduce noise levels to help ensure you have a restful stay with us. There may be times when we need to interrupt your rest in order to perform a service such as a lab test or to check vital signs. We offer ear plugs, sleeping masks and television headsets to make your room quiet and peaceful. Please ask staff if you need any of these items. Please do speak up if there is a way we can increase your privacy and reduce noise levels.

**LEAVING THE UNIT**

For your safety, we ask that you remain in the unit unless escorted for diagnostic testing or therapy.

**VISITING HOURS**

General Visiting Hours are from 11:00 a.m. to 8:00 p.m. daily. Children under the age of 12 are allowed to visit only if an adult accompanies them. Friends and family may visit outside these times depending on the circumstance. Please ask your nurse.

**Maternity.** Husbands, parents, siblings and support persons may visit at any time. Other visitors are welcome during general visiting hours.

**Pediatrics.** Parents and grandparents may visit at any time. Siblings are welcome from 8:00 a.m. to 11:00 p.m.

**Critical Care.** Critical care patients should be visited only for short periods of time. Due to the nature of ICU/CCU patient care, children are generally not allowed to visit in these areas.
A Few Guidelines for Visitors
Because the care of our patients is our primary concern, we ask that your visitors observe a few hospital rules:

1. No more than two visitors should be with a patient at any given time.

2. Visitors are asked to make personal calls away from patient rooms and units.

3. For infection control reasons, visitors are asked not to use bathrooms in patient rooms.

4. Children must not be left unattended in the lobby, cafeteria or in any of the waiting rooms.

5. For added security, all visitors after 8:00 p.m. must wear visitor badges.

FREQUENTLY ASKED QUESTIONS

When will I see my doctor?
It will depend on your doctor’s schedule. Some doctors make early morning rounds, while others may visit later in the day. Please let your nurse know if you’d like to speak to your doctor.

When will I know the results of my tests?
Your doctor will provide you with your test results when they become available.

Why does the staff wake me up during the night?
It is important to monitor your condition 24 hours a day. That may include taking your vital signs (temperature, blood pressure and pulse), or asking about your pain level and other questions at regular intervals during the day and night. Also, medications are given at the times ordered by your doctor, which unfortunately, often involves having to wake you.

Why does the staff wake me up so early to draw my blood?
Physicians frequently order blood to be drawn in the morning so that results are ready when he or she comes to see you.

Why is everyone on the computer?
St. Joseph Health System is working to implement the newest information systems to transform care and ensure patient safety. A few examples include:

• We use computers to update patient charts, access test results and check doctor orders. Mobile computer stations allow our staff to document care at the patient’s bedside, ensuring they spend more time on patient care and less time on paperwork.
Doctors and staff input orders electronically, improving accuracy and reducing errors—as well as offering doctors immediate access to established best practices for each diagnosis.

**PAIN MANAGEMENT**

We understand that prompt and adequate treatment of pain is essential. Every effort will be made to keep you as comfortable and pain-free as possible. Talk to your doctor and nurse about your pain:

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

You will be asked to rate your pain on a scale of 0 to 10:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No Pain</td>
</tr>
<tr>
<td>1-2</td>
<td>Mild Pain</td>
</tr>
<tr>
<td>3-4</td>
<td>Moderate Pain</td>
</tr>
<tr>
<td>5-6</td>
<td>Severe Pain</td>
</tr>
<tr>
<td>7-8</td>
<td>Very Severe Pain</td>
</tr>
<tr>
<td>9-10</td>
<td>Worst Possible Pain</td>
</tr>
</tbody>
</table>

Tell your doctor and nurse what works and what doesn’t work when you have pain, and if the pain is not relieved. Be open to managing your pain with suggested medications and/or treatment such as counseling, relaxation, distraction, imagery, heat and cold massage, movement or immobility. Ask questions:

- What will be prescribed for pain?
- What if I still have pain?
- Who do I tell about my pain?
- What are my choices for pain relief?
- Will I become addicted?
- What side effects may occur?

**You should expect:**

- Your pain to be assessed and reassessed by nurses throughout your hospital stay
- Your pain to be treated promptly and effectively
- Respect for your pain management preferences
- Education related to your pain management
- Availability of further pain management resources if you have questions or concerns about your pain management
- Accurate information to reduce fears about addiction. Addiction is a chronic disease that is rare and associated with a craving for certain medications.
SMOKING POLICY AND SMOKING CESSATION RESOURCES

Santa Rosa Memorial Hospital and Petaluma Valley Hospital are smoke-free. No smoking is allowed. Please alert the staff if you need a nicotine patch.

It's Never Too Late to Stop

If you quit smoking, you are likely to add years to your life, breathe easier, and have more energy. However, the truth of the matter is quitting is not easy, but it can be done.

We understand the issues associated with quitting smoking—the mood changes, poor concentration, disturbed sleep and anxiety that results from its absence. You can stop—millions of Americans have—and it could be the most important thing you will ever do.

Research shows that smoking significantly increases your risk of heart and lung diseases, cancer and diabetes. The good news is that when you quit, your body immediately begins to heal itself. Within:

- 20 minutes, your blood pressure will decrease,
- 8 hours, your carbon monoxide levels will drop to normal,
- 24 hours, your chance of heart attack decreases,
- 48 hours, nerve endings begin regrowth, and your ability to smell and taste improves.

And it just keeps getting better. If you remain smoke-free, over the years you'll reduce your risk of stroke and heart disease to that of a non-smoker.

Smoking Cessation Resources:

(800) No-Butts
www.lungusa.org
www.smokefree.gov

Locally, the Northern California Center for Well-Being also offers smoking cessation classes in Santa Rosa. Call (707) 575-6043 or visit www.norcalwellbeing.org.

HOSPITAL SERVICES

REHABILITATION

We offer excellent rehabilitation services at Santa Rosa Memorial and Petaluma Valley hospitals, both on an inpatient and outpatient basis.

Physical, Occupational and Speech therapies are also available to aid patients recovering from injuries and illnesses, as well as following sports medicine and joint replacement surgeries.
The Acute Rehabilitation Unit at Santa Rosa Memorial Hospital produces superior outcomes for patients, meeting or exceeding national standards in areas such as daily living skills, mobility and self-care. Families and patients receive supportive services to facilitate a smooth transition to the home environment.

Our Outpatient Neurological Rehabilitation Clinic specializes in the evaluation and treatment of neurological disorders and injuries including but not limited to stroke, Parkinson’s disease, multiple sclerosis, vestibular disorders and traumatic brain injuries.

CHAPEL and SPIRITUAL CARE

Our Spiritual Care Department is an integral part of the healthcare team, offering a holistic ministry for the spiritual, emotional and ethical concerns of our patients and their families. Our chaplains include Catholic priests and sisters, ministers of Protestant denominations and laypersons. Chaplains are available to support you during your time of illness or crisis, to counsel and pray with you and your family and to administer sacraments. Our chaplains would be happy to contact your personal minister or rabbi upon request. To contact Spiritual Care, dial ext. 6105 at Santa Rosa Memorial, or dial “0” at Petaluma Valley Hospital.

At Santa Rosa Memorial Hospital, our chapel is located on the first floor to the left of the main entrance. The chapel is open to people of all faiths daily. Catholic Mass is celebrated Monday through Friday at 12 p.m., and on Sundays at 4 p.m. Chapel services are also broadcast live on television channel 21.

At Petaluma Valley Hospital, a Reflection Room is located on the first floor, just off the main lobby.

DONATIONS

St. Joseph Health System is dedicated to advancing our mission and life-saving work through philanthropic support. Over the years, gifts to the Santa Rosa Memorial Hospital Foundation and Petaluma Valley Hospital Foundation have ensured that our hospitals remain at the forefront of medicine, and continue to meet the needs of a growing community.
If you would like to learn more about supporting our hospitals, please call one of our foundation offices:

**Santa Rosa Memorial Hospital Foundation:** (707) 547-4680

**Petaluma Valley Hospital Foundation:** (707) 778-2796

**PATIENT RELATIONS**

If we fall short of your expectations, we want to know. Our patient relations representatives are available to respond to your questions and assist in resolving a problem or concern. We also love to know if someone on our staff goes above and beyond to provide you with exceptional care. Your feedback helps us be the best place for patients to receive care. To contact a representative call:

**Santa Rosa Memorial Hospital:**
(707) 547-4647

**Petaluma Valley Hospital:**
(707) 778-2880

**SOCIAL SERVICES**

A licensed clinical social worker is available for assistance with conservatorship issues, adoptions, elder or child abuse concerns, grief counseling and special program referrals such as drug or alcohol rehabilitation.

**INTERPRETER SERVICES**

If you desire interpreter services, please advise your nurse. We provide interpreter services over the telephone for all languages.

**NOTARY PUBLIC**

A Notary Public can be made available for patients. Please ask your nurse.

**GIFT SHOP**

Our gift shops are located in the lobby area at each hospital. Balloons, gift wrapping and on-site delivery are available. You can also send fresh flowers to patients by calling the gift shop at either hospital.

**Santa Rosa Memorial Hospital Gift Shop:**
(707) 525-5300 ext. 6110

**Petaluma Valley Hospital Gift Shop:**
(707) 778-2547
FINANCIAL ASSISTANCE PROGRAM
If you do not have health insurance and worry that you may be unable to pay your hospital bill, it is important to let us know. You may qualify for the Patient Financial Assistance Program. Please call:

(707) 525-5228

MEDICAL RECORDS
To obtain a copy of your medical records/health information, you or your legal representative must sign an Authorization for Use or Disclosure of Medical Information form, or submit a written request.

For more information or to obtain an authorization form, call:

Santa Rosa Memorial Hospital:
(707) 525-5300 ext. 6172

Petaluma Valley Hospital:
(707) 778-2727

ETHICS FORUM
St. Joseph Health System—Sonoma County has an Ethics Forum which includes members from various disciplines, including doctors, nurses, social workers, and chaplains, that meets regularly to discuss ethical issues. You or your representative have a right to participate in considering ethical decisions that may arise during your stay. You can request a patient care conference to include a consultation with the Ethics Forum if necessary. Please ask your nurse, one of our social workers or a case manager to help you.

PHYSICIAN REFERRAL
St. Joseph Health System’s free physician referral line offers information about the education and specialties of hundreds of doctors. Call (866) 436-5009 or use our online service at http://stjosephhealth.org/Find-a-Physician.

PARKING
Free, public parking is available at both our hospitals. At Santa Rosa Memorial Hospital, a parking garage is located at 1177 Montgomery Drive for your and your visitors’ use. In addition, free valet parking service is available at the main entrance of Santa Rosa Memorial.

TRANSPORTATION ASSISTANCE
Our staff will make every effort to assist you in setting up transportation if you require it. Your nurse has an understanding of your level of care and will advocate for optimal transport services at the lowest cost for each individual.
LOST and FOUND
If you are a patient and you have lost an item, please contact your nurse or another staff member immediately.

GOING HOME
BEFORE YOU LEAVE
Some patients may need additional treatment or care after they are discharged. If you have any special needs, a case manager will help coordinate your care with your doctor and your insurance company, if necessary. These needs may include home care, home medical equipment, acute rehabilitation, skilled nursing care, custodial care, and hospice. If you think you'll need assistance after leaving the hospital, please contact your nurse or case manager.

LEAVING the HOSPITAL
When your doctor decides you are ready to leave the hospital, a discharge order will be created. You should make arrangements in advance with a family member or friend to help you when it is time to go home. Here are some important things to remember:

• Discharge time is usually before 11 a.m. It is important to make arrangements for someone to pick you up prior to the arranged time
• Personal belongings need to be collected, along with any medications you are taking
• Your doctor and nurse will give you instructions about post-hospital care. If you have questions, please be sure to ask. If there is someone who will be caring for you after you leave the hospital, it is a good idea to have this person present

DISCHARGE MEDICATIONS
Your doctor may prescribe medications to take at home. If medications are prescribed, they may be filled at your local pharmacy.

FINANCIAL MATTERS
FINANCIAL COUNSELORS
Financial counselors are available to discuss billing and insurance information with you. The financial counselor will review and verify your insurance benefits. In order for our financial counselors to provide you with the best possible service, please be sure to bring your current insurance cards with you at the time of your admission.

Our Business Office will be happy to make things easier for you by billing your insurance company. Your bill will automatically be sent to your insurance company if you have provided
us with the necessary information. Monthly statements will be mailed to you to keep you apprised of the status of your account or to let you know what the balance is after your insurance company has paid. As the patient, you are the person ultimately responsible for payment of your hospital bill. You may also pay for any services with your MasterCard or Visa. You can use the card(s) at the time of discharge or when you receive a bill from the hospital.

Some insurance plans require pre-certification prior to admission. Please follow all requirements set forth in your insurance plan and make any arrangements deemed necessary by your insurance company. You will receive separate billings from the doctors involved in your care and treatment. This includes pathologists, who interpret laboratory test results; anesthesiologists, who administer the anesthesia; and your radiologist, who reads, interprets and forwards results of radiology, nuclear medicine and ultrasound tests to your doctor.

After discharge, if you need additional information concerning the finances of your stay, please contact our Business Office at (707) 525-5228 in Santa Rosa or (707) 778-7275 in Petaluma.

THE GIFT OF LIFE

The gift of organ and tissue donation can save lives. If you wish to be a donor, make your wishes known to your family and complete a Donation Directive online at www.donateLIFEcalifornia.org.

People of all ages and medical histories can be potential donors. For more information regarding donation, visit www.donateLIFEcalifornia.org or call: 1-866-PWR-2-DON8 (1-866-797-2366).

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient at Santa Rosa Memorial or Petaluma Valley Hospital, you have certain rights and responsibilities. These rights also apply to the person who may have legal responsibility to make decisions regarding your medical care. We have included a list of these rights and responsibilities, which reflect our concern for you as a patient and as a human being.
You Have the Right to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your personal values and beliefs.

2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.

3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.

4. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.

7. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

8. Reasonable responses to any reasonable request made for service.

9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients’ rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. No information may be released to the public without your consent. Written permission shall be obtained before medical records are made available to anyone not directly concerned with your care, except as otherwise may be required or permitted by law.

13. Access information contained in your records within a reasonable time frame, except in certain circumstances specified by law.

14. Receive care in a safe setting, free from verbal or physical abuse or harassment. You have the right to access protective services including notifying government agencies of neglect or abuse.

15. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.

16. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.

17. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements following discharge from the hospital. Upon your request, a friend or family member may be provided this information also.

18. Know which hospital rules and policies apply to your conduct while a patient.

19. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:

- The facility reasonably determines that the presence of particular visitors would endanger the health or safety of a patient, a member of the health facility staff or other visitors to the health facility, or would significantly disrupt the operations of the facility.
- You have told the health facility staff that you no longer want a particular person to visit. However, a health facility may establish
reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

20. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.

21. Examine and receive an explanation of the hospital’s bill regardless of the source of payment.

22. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.

23. File a grievance. If you want to file a grievance with the hospital, you may do so by writing or by calling:

**Santa Rosa Memorial Hospital**
Director of Patient Relations
1165 Montgomery Drive
Santa Rosa, CA 95405
(707) 547-4647

**Petaluma Valley Hospital**
Patient Relations Representative
400 North McDowell Boulevard
Petaluma, CA 94954
(707) 778-2880

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

24. File a complaint with the California Department of Public Health regardless of whether you use the hospital’s grievance process. Write or call:

**Medical Board of California**
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
(800) 633-2322
This Patient Rights document incorporates the requirements of the Joint Commission on Accreditation of Healthcare Organizations; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation).

**Patient Responsibilities**

1. The patient has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. The patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.

2. If a patient accepts treatment the patient is responsible for cooperating in following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner’s orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or hospital.

3. The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner’s instructions.

4. The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.

5. The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

6. The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.
Notice to All Health Recipients
St. Joseph Health System—Sonoma County, in accordance with Federal and State law, hereby declares that: “No person in the State of California shall, solely on the basis of race, color, national origin, religion, sex, age or disability be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity that is funded directly by the Department of Health Services or receives any financial assistance from the Department of Health Services.” If you need additional information or feel that you have been discriminated against, call or write to:

Office for Civil Rights
90 7th Street, Suite 4-100
San Francisco, CA 94103
Public Number: (415) 437-8310
TDD: (415) 437-8311
Email: OCRMail@hhs.gov

HELPFUL PHONE NUMBERS

SANTA ROSA MEMORIAL HOSPITAL
Operator ............................................................ 546-3210
In-hospital Operator ............................................. 0
Accounts/Billing ............................................. 525-5228
Financial Assistance ........................................ 525-5228
Admitting ........................................... 525-5300 x6121
Gift Shop ..................................................... 525-5300 x6110
Patient Relations .......................................... 547-4647
Spiritual Care ............................................. 525-5300 x6105
Case Management/
Discharge Planning ................................. 547-5475
Early Admission
Surgical Evaluation ......................... 525-5284
Medical Records ...................... 525-5300 x6172

PETALUMA VALLEY HOSPITAL
Operator ............................................................ 778-1111
In-hospital Operator ............................................. 0
Accounts/Billing ............................................. 778-7275
Financial Assistance ........................................ 778-7275
Admitting ....................................................... 778-2508
Gift Shop ..................................................... 778-2547
Patient Relations ............................................. 778-2880
Spiritual Care ............................................... 0
Case Management/
Discharge Planning ................................. 778-2548
Medical Records ................................. 778-2727
St. Joseph Health System — Sonoma County

Petaluma Valley Hospital
400 N. McDowell Boulevard, Petaluma

Santa Rosa Memorial Hospital
1165 Montgomery Drive, Santa Rosa