THE PATIENT CARE PARTNERSHIP

Understanding Expectations, Rights and Responsibilities

OUR ORGANIZATION’S MISSION

Providence Hospital of North Houston has a strong commitment to patient care. We strive to exceed the expectations of our patients, their families and our physicians by creating an atmosphere of excellence and providing high quality healthcare through state-of-the-art technology and remarkable compassion.

OUR ORGANIZATION’S VISION

We will strive to maintain an unparalleled level of standards by recruiting and retaining exceptional personnel who are committed to providing the highest quality of patient care while ensuring the safety of our patients.

We will distinguish ourselves from other hospitals by continually assessing the needs of the communities and patients we serve. We will target new services and continually implement technological advancements to meet those needs.

OUR ORGANIZATION’S VALUES

We will value teamwork as an integral component of our future success. We will partner with our physicians and build relationships with other healthcare organizations to enhance the quality of services we provide, and to ensure value-based outcomes to our patients.

PHONE NUMBERS

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHNH Front Desk</td>
<td>281-453-7110</td>
</tr>
<tr>
<td>Nurse’s Station - North</td>
<td>281-453-7845</td>
</tr>
<tr>
<td>Nurse’s Station - South</td>
<td>281-453-7844</td>
</tr>
<tr>
<td>ER Main Desk</td>
<td>281-453-7836</td>
</tr>
<tr>
<td>Medical Records</td>
<td>281-453-7853</td>
</tr>
<tr>
<td>Chief Nursing Officer/</td>
<td>281-453-7819</td>
</tr>
<tr>
<td>Chief Compliance Officer</td>
<td></td>
</tr>
<tr>
<td>Insurance Information</td>
<td>281-453-7968</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>281-453-7846</td>
</tr>
<tr>
<td>Laboratory</td>
<td>281-453-7855</td>
</tr>
<tr>
<td>Imaging</td>
<td>281-453-7830</td>
</tr>
<tr>
<td>Dietary</td>
<td>281-453-7818</td>
</tr>
<tr>
<td>Surgery Scheduler</td>
<td>281-453-7750</td>
</tr>
</tbody>
</table>

Calling a department within the hospital? Dial the last four digits of the number.

Calling outside of the hospital? Dial “9” before your number.

*North Side consists of patient rooms 209-216
*South Side consists of patient rooms 201-208

Providence Hospital
of North Houston

16750 Red Oak Drive
Houston, Texas 77090

www.phnh.net
Preparing for Surgery

GENERAL INSTRUCTIONS

• If you are to be discharged home following your procedure, a responsible adult must drive you home or ride with you in a taxi. We are unable to make any exceptions to this policy. A responsible adult should also plan to stay with you for the first 24 hours following your surgery.

• On the day of surgery, sign in with the receptionist in the hospital lobby.

• Do not eat or drink anything after midnight. This includes water, ice chips, coffee, gum and mints. You may brush your teeth but do not swallow any water.

• Do not smoke or use chewing tobacco.

• Please remove all jewelry, including body piercing jewelry. Remove nail polish and contact lenses.

• Wear loose fitting, comfortable clothes.

• On the night before and morning of surgery, we recommend you shower with an antimicrobial soap (i.e., Hibiclens).

WHAT TO BRING TO THE HOSPITAL

• If you are to be admitted, bring a small suitcase containing any personal items you may need. You may leave this in the car and have a family member bring it in after your surgery.

• Guardianship or medical power of attorney documents if you have them.

MEDICATIONS

1. Medications may be taken the day of surgery with a small sip of water

2. Diabetic patients – DO NOT TAKE your diabetic medications the day of your surgery.

3. Bring all medications taken on a daily basis with you to the hospital.

4. Stop taking all over-the-counter medications, including aspirin and any anti-inflammatory drugs five days prior to surgery.
During Your Stay

WHAT TO EXPECT

• Your vital signs will be taken on a regular basis as ordered by your physician or as needed based on your condition.
• You may be connected to a heart monitor.
• Your fluid intake and output may be measured.
• Your weight may be monitored on a daily basis or as needed.
• You may receive no food or drink for a certain amount of time before or after a procedure, depending on that procedure’s requirements.
• You may have blood drawn as needed.
• You will be asked to cease the use of tobacco. If you would like to stop smoking, please let us know if we can provide any assistance or guidance.

WHAT TO BRING

When coming to Providence Hospital of North Houston for any service, please bring the following:

1. Picture identification card (driver’s license or a similar form of identification).
2. All current medical insurance cards.
3. If you plan to be admitted to the hospital and have a “Directive to Physicians and Family or Surrogates” or a "Medical Power of Attorney," please bring a copy. If someone has been appointed to make medical decisions on your behalf, please bring your Letter of Guardianship.
PATIENT / VISITOR INFORMATION

It is the policy of Providence Hospital of North Houston to control access to all areas of the hospital while providing reasonable opportunity for patient visitation. Patients have the right to restrict visitors, telephone calls, and other forms of communication as a component of their care. If the patient elects to restrict visitors, telephone calls, and other forms of communication, their decision will be explained to the family.

Family members and friends are encouraged to visit. General visiting hours are 7:30 a.m. to 8:00 p.m. daily and subject to restrictions as to time, age, or number of visitors in specific areas. All entrances except the Emergency Room will be locked at 8:00 p.m. until 6:00 am.

Your visitors are encouraged to check in with the receptionist at the main entrance prior to visiting.

HOSPITAL ROOMS

For your optimum convenience, Providence Hospital of North Houston is pleased to offer only private rooms. All rooms feature a sofa bed for the benefit of your visitors. Your room is designed to make your stay as comfortable as possible and is cleaned and disinfected for your protection. Should your room be out of order or need attention, please let your nurse know and our Environmental Services specialist will provide immediate attention. Your comfort is our first priority, so if your room is too hot, too cold or you need an extra blanket or pillow, please tell your nurse.

YOUR HOSPITAL BED

Your bed is equipped with an electric control enabling you to raise or lower it. Please speak with your nurse to better understand how it works. Never get out of bed without assistance.

NURSE CALL SYSTEM

Each bed has a call light system that connects you to the nursing station. Your nurse will explain how it works when you arrive in your room.
DENTURES/EYEGLASSES/HEARING AIDS
If you wear dentures, eyeglasses, or hearing aids, please inform your nurse so that she or he can supply you with a labeled cup.

• Please DO NOT leave them unprotected on the bedside table.
• Please DO NOT lay them on your meal tray, bed sheets, or in any concealed place.
• Please DO NOT place in Kleenex, washcloths, towels, etc.

FOOD AND NUTRITION SERVICES
The goal of the Food Service Department is to provide wholesome, nourishing and well-balanced meals that will aid in your treatment and recovery. Meals are created to best meet your nutritional needs. Your room service host will take your meal selections before each meal period; your meal will be prepared to order and delivered to your room during our dining hours.

• Breakfast 7:15 a.m. - 7:45 a.m.
• Lunch 11:30 a.m. - 12:00 p.m.
• Dinner 5:00 p.m. - 5:30 p.m.
• Please contact your nurse if you need further assistance.

There is also a complimentary refreshment and snack bar located in front of the imaging department for visitors.

LOST AND FOUND
Lost and found is located in the Emergency Department. Call 281-453-7836 for assistance.

VALUABLES
You will be advised upon admission that personal property and valuables should not be brought to Providence Hospital of North Houston. If such items are brought, the admitting or nursing staff will strongly advise they be left with a family member or friends. When this is unavoidable, security boxes are available to you to store your valuables. Security will require that items stored in a safe be signed for upon their return. Providence Hospital of North Houston will assume no responsibility for personal items or valuables left in patient rooms.

PATIENTS WITH SPECIAL NEEDS/ LIMITED ENGLISH PROFICIENCY
If you are in need of a foreign language or sign language interpreter, this will be provided. The Language Line is available for use at all times. Please notify your nurse. Closed caption television is available on all television sets in patient rooms. If you need additional accommodations, please let your nurse or caregiver know.

SPIRITUAL CAREGIVERS
In your time of need, Providence Hospital of North Houston is committed to providing care that meets all of your needs. If you are in need of some spiritual support or encouragement, you are welcome to request clergy to visit.

WIRELESS INTERNET SERVICE
Patients and visitors can access the Internet through the network TXPHNH-Public. It does not require any form of log-on, but you will have to read and accept the Wireless Terms of Service.

TELEVISION CHANNELS

2  KPRC LOCAL 2 (NBC NEWS)  21  FOX SOUTHWEST SPORTS
3  ABC 13  22  ESPN
4  CBS  23  ESPN 2
5  FOX 26  24  CNN
6  CW  25  HLN
7  MY20  26  USA
8  PBS  27  TNT
9  AZTECA TV (SPANISH)  28  TBS
11  ION  29  A & E
12  TBN  30  HGT
13  UUI MÀS (SPANISH)  31  LIFETIME
14  DAY STAR  32  FOOD NETWORK
15  TELEMUNDO (SPANISH)  33  NBC- GOLF
16  UNIVISION  34  MSNBC
17  THEKUBE  35  DISNEY CHANNEL
18  MEGATV (SPANISH)  36  TRAVEL CHANNEL
19  MULTIMEDIOS (SPANISH)  37  FOX NEWS
20  ROOT SPORTS

CC- Push CC and Closed Captioning will automatically come on shortly.
**PARTNERING FOR SAFETY**

**MEDICAL RECORDS**

Copies of records can be requested from Medical Records. Call 281-453-7853. Medical records will not be available until after discharge. Unless medical record requests are urgent, they may take up to a week to complete.

**INFECTION CONTROL**

While you are in the hospital there is always a risk for infection. Let’s prevent them.

- You, your family and friends should sanitize/wash your hands or use alcohol-based hand gel frequently,
  - After using the bathroom
  - Before eating
  - After touching objects or surfaces in the hospital room
- It’s ok to remind people caring for you to wash their hands or use alcohol-based hand wash on every contact before and after touching you.
- Let your caregiver know if you are coughing up any mucus.
- Cough or sneeze into a tissue or into your elbow rather than directly into the air or your hands. Wash your hands after coughing or sneezing.
- If you are asked to wear a protective mask, please do so. Depending on your illness, staff and visitors may need to wear a mask.
- Contact precautions - Depending on your condition, we may need to protect ourselves and others through contact precautions, not directly touching surfaces or articles that you have touched. Staff and visitors may be required to wear a protective mask, gown, and/or gloves.
- If you have an intravenous infusion (IV), keep the site clean and dry. Report any pain, redness or swelling to your nurse immediately.
- Report to your nurse any loose or wet bandages and tubes and drains if they come out or are loose.
- Ask relatives and friends not to visit if they have a cold or feel sick.
FAQ (FREQUENTLY ASKED QUESTIONS) ABOUT SURGICAL SITE INFECTIONS

WHAT IS A SURGICAL SITE INFECTION (SSI)?
A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about 1 to 3 out of every 100 patients who have surgery. Some of the common symptoms of a surgical site infection are:
• Redness and pain around the area where you had surgery
• Drainage of cloudy fluid from your surgical wound
• Fever

CAN SSIs BE TREATED?
Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs also need another surgery to treat the infection.

WHAT ARE SOME OF THE THINGS THAT HOSPITALS ARE DOING TO PREVENT SSIs?
To prevent SSIs, doctors, nurses, and other healthcare providers:
• Clean their hands and arms up to their elbows with an antiseptic agent just before the surgery.
• Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
• May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
• Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
• Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
• Clean the skin at the site of your surgery with a special soap that kills germs.

WHAT CAN I DO TO HELP PREVENT SSIs?
Before your surgery:
• Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
• Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
• Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:
• Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
• Ask if you will get antibiotics before surgery.

After your surgery:
• Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub.
• If you don’t see your health care providers wash their hands, ask them to do so.
• Family and friends who visit you should not touch the surgical wound or dressings.

WHAT DO I NEED TO DO WHEN I GO HOME FROM THE HOSPITAL?
• Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
• Always clean your hands before and after caring for your wound.
• Before you go home, make sure you know who to contact if you have questions or problems after you get home.
• If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

If you have additional questions, please ask your doctor or nurse.
PREVENTING MEDICATION ERRORS

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies, and recreational drugs. Be sure that all of your doctors know of any allergies you may have to medications, anesthesia, foods, latex, etc.

Know your medications – While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine? What is the generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- What are the possible side effects?
- Does this medication react with any of my other medications or supplements?
- Are there any foods, drinks, or activities that I should avoid while taking this medication?

### PATIENT MEDICATION SIDE EFFECTS

<table>
<thead>
<tr>
<th>Your Medication</th>
<th>Common Side Effects*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure Medication</td>
<td>Drowsiness</td>
</tr>
<tr>
<td></td>
<td>Dizziness</td>
</tr>
<tr>
<td></td>
<td>Low Blood Pressure</td>
</tr>
<tr>
<td>Diabetic Medication</td>
<td>Low Blood Sugar</td>
</tr>
<tr>
<td></td>
<td>Dizziness/Confusion</td>
</tr>
<tr>
<td></td>
<td>Irritability/Anxiety</td>
</tr>
<tr>
<td></td>
<td>Sweating</td>
</tr>
<tr>
<td></td>
<td>Shakiness/Racing Heart Rate</td>
</tr>
<tr>
<td></td>
<td>Hunger</td>
</tr>
<tr>
<td>Pain Medication</td>
<td>Stomach Upset</td>
</tr>
<tr>
<td></td>
<td>Drowsiness</td>
</tr>
<tr>
<td></td>
<td>Constipation</td>
</tr>
<tr>
<td></td>
<td>Confusion/Anxiety</td>
</tr>
<tr>
<td></td>
<td>Rash</td>
</tr>
<tr>
<td></td>
<td>Itching</td>
</tr>
<tr>
<td></td>
<td>Slowed Breathing</td>
</tr>
<tr>
<td>Blood Thinners</td>
<td>Bleeding (e.g., nose bleed, blood in stool/dark stool, blood in urine, bleeding longer than normal)</td>
</tr>
<tr>
<td></td>
<td>Easy Bruising</td>
</tr>
<tr>
<td>Antibiotics**</td>
<td>Rash</td>
</tr>
<tr>
<td><strong>Always finish your entire prescription of antibiotics—even if you feel better</strong></td>
<td>Diarrhea/Stomach Upset</td>
</tr>
<tr>
<td></td>
<td>Nausea/Vomiting</td>
</tr>
</tbody>
</table>

*Consult your physician or pharmacist if you have any concerns

**Always finish your entire prescription of antibiotics—even if you feel better
PAIN MANAGEMENT

You are the expert about how you are feeling, and we are concerned about your pain. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:
- When pain began
- Where you feel pain
- How the pain feels – sharp, dull, throbbing, burning, tingling
- If the pain is constant or if it comes and goes
- What, if anything, makes the pain feel better
- What, if anything, makes the pain feel worse
- How much, if any, pain your medication is relieving.

When pain is controlled, you may heal faster and feel better sooner. Start walking and doing breathing exercises to get your strength back – this will also help you avoid issues such as blood clots and pneumonia.

COMFORT MEASURES

Comfort measures may include massage, hot or cold packs, positioning, splinting an incision, use of electrical stimulation, relaxation, music, or meditation.

Pain medication may also be administered and can include:
- Oral pain medication
- Intravenous (IV)
- PCA pump (Only you should push the PCA pump button)
- Spinal/epidural
- Injection
- Skin patches

AT HOME

- Take medication on time and in the proper doses
- Take pain medication with food to prevent an upset stomach
- Do not drink alcohol, drive or operate heavy machinery while taking pain medication
- Follow up with your physician after any stay in the hospital to ensure your proper recovery
FALL PREVENTION

ALWAYS REMEMBER... FALLS ARE PREVENTABLE!

- Falling is one of the greatest fears among seniors.
- One in three older adults living at home falls each year.
- Falling is the cause in 70% of accidental deaths among people 75 years of age and older.
- The human costs are even greater, as individuals, caregivers and families are all impacted by a fall.
- Fear of falling leads to lost confidence and increased inactivity.
- Most falls can be prevented.

HEALTH & SAFETY

- Do you take 4 or more medications daily? Multiple medications can cause dizziness, drowsiness, and balance problems. It is important to have all of your medications reviewed at least once a year by a doctor.
- Have you or those around you noticed a change in your hearing? Dizziness can occur with hearing loss. Set up an appointment to have your hearing checked.
- Have you or those around you noticed a change in your vision? Seeing obstacles is the first step in avoiding a fall. Keep your glasses clean. Have your eyes examined at least once a year.
- Have you fallen in the past 6 months? Tell your doctor and have a checkup.
- Do you wear floppy slippers or a long robe? Change to slippers with non-skid soles and robes that tie.

ABILITIES: DO YOU HAVE TROUBLE...

- Reaching overhead? Put commonly used things on shelves that are easy to reach. If you must reach overhead, keep a wide step, sturdy foot stool handy.
- Picking up objects from the floor? Plan ahead. Move the object closer to something sturdy to hold on to.
- Getting in and out of the bathtub? Consider adding grab bars to the walls or using a tub seat to assist with bathing. Non-skid tub mats and a hand-held shower head can also be useful.
- Getting in and out of a chair? Avoid sitting on low furniture. Chairs with arms make it easier to get up.
- Walking without holding on to something? If you feel unsteady without holding on to something, you may need a cane or walker. Consult your doctor.

HOME: DO YOU HAVE...

- Throw rugs? Throw rugs pose a tripping hazard. They should be tacked down or removed.
- Stairs without rails? Using hand rails to go up and down stairs is easier and safer. Add hand rails to all stairs, if possible.
- Clutter in your walking space? Clutter such as shoes, electrical cords and magazines is a safety hazard. Keep pathways clear.
- Dark hallways or stairwells? Good lighting can reduce the chance of falling. Consider adding night lights where overhead lighting is lacking. Add bright tape strips to the edge of each stair. Always keep a charged flashlight near your bed for emergencies. A night light in the bathroom can also make night trips to the bathroom safer.
DEEP VEIN THROMBOSIS (DVT) PREVENTION

A hospital stay can mean a lot of time off your feet and an increased risk of deep vein thrombosis (DVT).

DVT is a blood clot in the deep veins, usually in the legs. The tips below can help prepare you for hospitalization so you can reduce your risk.

KNOW THE RISKS

• Become familiar with the risk factors for deep vein thrombosis, such as surgery or restricted mobility. If you’re at risk or exhibit symptoms, be sure to inform your healthcare provider.

ACTIVITY

• If you will be confined to a bed or chair, regular stretching and leg movements are vital to maintaining good circulation. Perform calf, leg and ankle exercises before and after surgery as discussed with your healthcare provider, and resume normal activity as soon as possible after surgery.

• Ankle pumps help reduce swelling, improve circulation, and prevent blood clots. Point, then flex both feet slowly. Repeat this 10-30 times each hour.

• If possible, it is best to move around after surgery, and try not to sit for long periods of time.

MECHANICAL DEVICES

• You may have compression hose (TEDS) or sequential compression devices applied to your lower legs. It is important to wear these at all times, except when walking or attending to bathroom needs. These devices are an effective way to reduce your risk of DVT, but they must be used to get the most benefit.

MEDICATION

• You may have a medication such as enoxaparin (Lovenox) or heparin administered to prevent DVT. These medications are effective in preventing DVT.
CONGESTIVE HEART FAILURE

Heart failure (or congestive heart failure) is when your heart cannot pump (eject) enough blood to meet your body’s needs, resulting in symptoms like fatigue, shortness of breath, swelling, and lightheadedness. People often have an enlarged or “stretched-out” heart.

HEART FAILURE IS DESCRIBED AS EITHER:

- SYSTOLIC dysfunction, where the heart doesn’t pump out all of the blood in the left ventricle (the main pump of the heart). The left ventricular ejection fraction (LVEF) is less than 40%.
- DIASTOLIC dysfunction, where the heart is stiff and rigid, limiting the amount of blood that can fill the ventricle. LVEF is greater than 40%.

WHAT CAUSES HEART FAILURE?

Heart damage from: heart attacks, high blood pressure, valve problems, alcohol abuse, infections, congenital defects, and even unknown reasons.

SIGNS & SYMPTOMS:

- Rapid weight gain
- Shortness of breath
- Fatigue
- Swelling of legs, feet, hands
- Dizziness/lightheadedness

DAILY TASKS:

- Weigh yourself in the morning before breakfast.
- Check your ankles, feet and stomach for swelling throughout the day.
- Take your medications as prescribed.
- Avoid salt and salty foods.
- Take your blood pressure and heart rate and keep a record of them as directed by physician.
- Avoid smoking.

GREEN ZONE GO!

- No shortness of breath.
- No weight gain of more than 2 pounds.
- No swelling of your feet, ankles or stomach; belts and shoes still fit.
- No chest pain.
- All clear! Keep it up!

YELLOW ZONE CAUTION!

- Weight gain of 3 pounds in 48 hours.
- Increased shortness of breath.
- Feeling more tired.
- Worsening dry, hacking cough.
- Swelling of your ankles, feet and/or stomach; belts and shoes are tight.
- Harder to breathe when lying down.
- Needing to sleep sitting up in a chair or propped up on an increased number of pillows.
- Call your doctor today!

RED ZONE EMERGENCY!

- Struggling to breathe especially at rest.
- Unresolved wheezing.
- Chest pain. New or increased confusion.
- Loss of ability to concentrate.
Go to the emergency room or call 911!
SMOKING CESSATION

Tobacco is the number 1 preventable cause of death and disease in the United States. Smoking only a few cigarettes a day (between one and four) increases your risk of coronary artery disease.

WHY QUIT?

• During the first year after you quit smoking, your risk for a heart attack is reduced by 50 percent. Within 5 years after you quit smoking, your risk is almost gone.
• If you already have coronary artery disease, you can reduce your risk of a second heart attack and possibly sudden death.
• In addition to reducing your risk for diseases, your shortness of breath and asthma-like symptoms will likely get better within the first two to four weeks after you quit.

STRATEGIES AND SKILLS FOR QUITTING:

• Get support. You will have a better chance of quitting successfully if you have help and support from your health professional, family and friends.
• Learn new skills and behaviors. Make a plan to identify and think about ways you can avoid your smoking triggers or change your smoking habits and rituals.

SMOKING AND PREGNANCY AND THE EFFECTS OF SECONDHAND SMOKE:

Smoking during pregnancy has been linked to premature labor, low birth weight, breathing problems, and fatal illness among infants. Additionally, secondhand smoke adds risks to the unborn child. The most effective way to protect your unborn child is to quit smoking. If you quit smoking before becoming pregnant, your odds of having a healthy pregnancy and child greatly increase. It is also important not to smoke after the child is born as secondhand smoke can cause health-related problems for young children.
**Patient Rights and Responsibilities**

**PATIENT RIGHTS**

**Access to Care:** You have the right to impartial access to treatment or accommodations that are available or medically indicated, regardless of your race, color, creed, national origin, religion, gender, disability, military status, age, sexual orientation, gender identity, or source of payment for care.

**Respect and Dignity:** You have the right to considerate and respectful care at all times and under all circumstances, with recognition of your personal dignity. You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.

**Privacy and Confidentiality:** You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.

**Personal Safety:** You have the right to expect reasonable safety insofar as the hospital's practices and environment are concerned. You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of these resources.

**Patient Care:** You have the right to have your pain assessed and be involved in decisions about treating your pain. You have the right to be free from restraints and seclusion in any form that is not medically required.

**Identity:** You have the right to know the identity and professional status of individuals providing service to you and to know which physician or other practitioner is primarily responsible for your care. You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.

**Information:** You have the right to obtain, from the healthcare professional responsible for coordinating your care, complete and current information about your diagnosis (to the degree known), treatment, and any known prognosis.

You have the right to be involved in your plan of care including the right to refuse treatment to the extent permitted by law. If you leave the hospital against medical advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

**Communication:** You have the right to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital. You have the right to have someone remain with you for emotional support during your hospital stay, unless your visitor’s presence compromises your or others' rights, safety or health. You have the right to deny visitation at any time. You have the right to communication that you can understand. The hospital will provide interpretation as needed.

**Consent:** You have the right to reasonable informed participation in decisions involving your care. You will be asked by your physician to sign a consent form for medical and surgical procedures.

**Consent Forms:** You may be asked to sign consent forms for certain types of treatment, tests, and/or procedures. Each treatment will be explained before you sign the consent form. If you are unclear about the procedure, inform your nurse and your physician will be notified. Treatments, tests, and procedures are delayed until consent forms are signed.

**Consultation:** You have the right to consult with your primary care physician or a specialist at your own request and expense.

**Advance Directives:** You have the right to make an advance directive and appoint someone to make healthcare decisions for you if you are unable.

**Transfer and Continuity of Care:** You may not be transferred to another facility or organization unless you receive a complete explanation of the need for the transfer and of the alternatives to such a transfer. Any transfer of patients must be acceptable to the other facility or organization. You have the right to be involved in your discharge.
plan. You can expect to be told in a timely manner of your discharge, transfer to another facility, or transfer to another level of care.

**Hospital Charges:** Regardless of the source of payment for care, you have the right to request and receive itemized and detailed explanation of your total bill for services rendered in the hospital.

**Concerns:** You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager, or a department manager. You may also contact the Chief Compliance Officer at 281-453-7819 or email ceo@phnh.net.

**PATIENT RESPONSIBILITIES**

**Consideration:** All patients are responsible for following the hospital rules and regulations and for being considerate of the rights of others while in the hospital. Please help us by controlling noise, keeping all children under adult supervision, observing our non-smoking policy, and limiting the number of visitors.

**Giving Information:** You are responsible for providing complete and accurate information, including your full name, address, telephone number, date of birth, Social Security number, insurance carrier, and employer when it is required. You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.

**Following Instructions:** You are responsible for following the treatment plan recommended by your doctors, nurses, and other caregivers, and for reporting to your doctor the side effects of any treatments. If you refuse treatment or fail to follow the directions of your physicians and other hospital personnel, please understand that you are responsible for your own actions. You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan.

**PATIENT CARE AND SAFETY**

Providence Hospital of North Houston wishes to promote open communication regarding your hospital experience. Complaints can be immediately directed to the Nursing Supervisor x7837 or to the Chief Nursing Officer x7819. If the supervisor is unable to resolve the complaint, a formal grievance may be filed. Patient or representatives may express their complaint verbally or in writing by contacting:

**Providence Hospital of North Houston**
Compliance Officer
16750 Red Oak Dr.
Houston, TX 77090
ceo@phnh.net

**Center for Improvement in Healthcare Quality (CIHQ)**
P.O. Box 3620
McKinney, TX 75070
1-866-324-5080
The Mako robotic-arm assisted technology provides your surgeon with a personalized surgical plan based on your unique anatomy. A 3D model of your hip or knee will be used to pre-plan and assist your surgeon in performing total or partial hip replacement or total or partial knee replacement.

**TOTAL AND PARTIAL HIP REPLACEMENT**

During surgery, your surgeon guides the Stryker robotic arm based on your patient-specific plan. This helps the surgeon to focus on removal of diseased bone, helping preserve healthy bone, and assists your surgeon in positioning the total hip implant based on your anatomy.

**TOTAL AND PARTIAL KNEE REPLACEMENT**

By selectively targeting the part of your knee that is damaged, your surgeon can replace the diseased part of your knee while helping to spare the healthy bone and ligaments surrounding it.
Endovenous Laser Therapy for Varicose Veins

A non-surgical alternative to vein stripping

Before After
Before After

Ask us today for a varicose vein screening if you experience any of the following in your legs or ankles:

- Rope-like bulging just beneath the skin
- Swelling, itching or burning
- Pain and tiredness
- Throbbing or cramping at night
- A rash or sore

Did you know varicose veins can be treated in about an hour using state-of-the-art endovenous laser therapy?

Immediate Ambulation
No Hospitalization

More than 40 million people have varicose veins in the U.S. alone — about 25% of women and 15% of men

Early detection and treatment are key. So what are you waiting for?

Schedule a screening today!

281-453-7110
Changing Lives Together

Everything you need to lose weight and stick to a healthy lifestyle

FREE CONSULTATION
$500 VALUE

Do you need to lose 50 pounds or more?

We all know fad diets and magic pills don’t work, but when traditional weight loss programs fail, Providence Hospital offers surgical weight loss solutions with proven results.

Before - 272 lbs.
After - 169 lbs.

281-453-7110
Digital Mammography
at Providence Hospital of North Houston

Prevention is the best approach for health and longevity.

Mammograms are available by appointment at PROVIDENCE HOSPITAL OF NORTH HOUSTON Monday through Friday 7 a.m. to 7 p.m. We also provide Saturday appointments as well from 8 a.m. to 3 p.m. Please call 281-453-7470 to schedule your appointment.

Digital Mammography at Providence Hospital of North Houston replaced traditional film mammography. Technologists can review your pictures in the room without having you wait.

281-453-7470
About Our State-of-the-Art Modern Facility

55,000 Sq. Ft. Two-Story Surgical Hospital
- 16 Private Patient Rooms  
  (including 1 patient isolation room)

Inpatient and Outpatient Surgical Services
- 3 Surgical Operating Rooms
- 1 Special Procedure Room
- 5 Pre-Op Beds and 7 PACU Beds
- Mako™ Robotic-Arm Assisted Surgery

Radiology Department
- Digital X-ray
- 80 Slice Computerized Tomography Scanner
- 1.5 Tesla Large Bore MRI
- Nuclear Stress Test
- 3-D Mammography with Stereotactic Biopsy
- Ultrasound Guided Special Procedures
- Vascular and Echocardiogram Ultrasounds

Full Service Moderate Complexity Labs & Pathology
Cardiac Procedure Room
Interventional Radiology Suite

Exclusive Concierge Transportation Provided by:

REPUBLIC EMS, Ltd.

- Accurate ETAs
- Fully Equipped MICU Units
- Highly Skilled Medics

24 HOUR DISPATCH TO PROVIDENCE HOSPITAL:
281-996-9700
Excellence in Patient Care