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St. Joseph Hospital
Catholic Health Services
At the heart of health

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It is my pleasure to welcome you to St. Joseph Hospital. At St. Joseph Hospital, we are committed to providing the highest level of quality care in a safe and friendly manner. You can be assured that St. Joseph Hospital is committed to promptly diagnosing and treating your medical needs. Our primary focus is our patients’ and families’ comfort, convenience and confidentiality. Our faith-based mission and values, as well as our strong customer service philosophy, guide our actions every day.

We are committed to continually improving the patient experience at St. Joseph Hospital. We understand you have many choices for your health care services and we strive to instill focused customer service throughout all of our patient care areas. Our highly skilled team—your friends and neighbors—are proud to continuously offer exceptional health care, close to home. We are committed to working diligently to treat our patients with the utmost compassion and respect. We constantly seek feedback from our patients and families in order to improve the overall patient experience. We want your experience at St. Joseph Hospital to be excellent and will do everything we can to exceed your expectations. If you have any issues or comments, please do not hesitate to contact our Patient Advocate at 516-520-2218.

One of the most important measures of a hospital’s success is the quality of its staff, the heart and soul of St. Joseph Hospital. Here you will be treated by our experienced healthcare professionals—talented, board-certified physicians and experienced, knowledgeable nurses and support staff. All of our physicians, nurses, employees and volunteers are dedicated to providing compassionate, high-quality care and making your hospital stay with us as comfortable as possible. Thank you for choosing St. Joseph Hospital. It is our privilege to take care of you.

Sincerely,
Peter Scaminaci
EVP/CAO

Thank You for Trusting Us
Located in Bethpage, St. Joseph Hospital is a 203-bed hospital serving the communities of southeastern Nassau County and western Suffolk County. The hospital became part of Catholic Health Services of Long Island in 2010. The hospital is fully accredited by The Joint Commission, earning a Gold Seal of Approval. St. Joseph Hospital has been recognized for its commitment to patient safety and high-quality care by the American Nurses’ Association NDNQI program, the Leapfrog Group, the Get with the Guidelines™ Program for Stroke and was the winner of Catholic Health System’s Inaugural Pinnacle Award.

The hospital provides care to 30,000 patients in the Emergency Department and cares for 6,000 inpatients per year. The hospital provides inpatient and ambulatory surgical services, endoscopy and a variety of outpatient services.

- Outpatient Radiology (fully accredited by the American College of Radiology)
- Cardiac CT Scan – revolutionary way to look at your heart and pinpoint disease long before symptoms start. The scanner allows your physician to examine the health of the blood vessels around your heart.
- General Radiology – X-rays, fluoroscopy
- CT Scanning – new equipment uses the lowest radiation doses possible while maintaining excellent image quality
- MRI
- Ultrasonography – abdominal, breast, gynecologic
- Nuclear Medicine
- Digital Mammography
- Stereotactic Breast Biopsy
- Non-Invasive Vascular Laboratory

Our Diabetes Education Center provides expert education about how to live with diabetes for patients recently diagnosed with diabetes and for those patients who have had challenges managing their diabetes in the past. Classes also are available for patients with pre-diabetes. Support for patients with insulin pumps also is provided. For more information about these services, please call 516-520-2500.

The St. Joseph Hospital Center for Sleep Medicine will diagnose and recommend appropriate treatments to address symptoms of sleep disorders. The center has six overnight sleep study suites. Your sleep test can be scheduled quickly without waiting. Our hotel-like suites are equipped with queen-sized beds, private baths, flat screen TVs, and sophisticated monitoring equipment.

- Physicians are board certified and recognized as experts in diagnosing and treating sleep disorders.
- Certified technicians monitor your sleep cycle during an overnight sleep study test.

- The center offers the latest technology and highly trained specialists in the field of sleep medicine in a comfortable, contemporary setting. For more information about these services, please call 516-520-2500.

Outpatient Balance/Vestibular & Foot Physical Therapy offers specialized one-to-one treatment for patients suffering from balance and foot disorders including vertigo, BPPV, dizziness, foot or ankle pain and gait instability. For more information, please call 516-520-2500.

The Wound Care and Hyperbaric Oxygen Therapy Center provides comprehensive care to complex wounds through a team approach involving wound care nurses, general surgeons, podiatrists, vascular surgeons and plastic surgeons. The St. Joseph Wound Care Center was the first wound healing center on Long Island to be accredited and reaccredited by the Undersea and Hyperbaric Medical Society. For more information about these services, please call 516-520-2500.

The Outpatient Speech and Swallowing Center provides comprehensive assessment and treatment for children and adults with speech and swallowing problems by an expert staff. For more information about these services, please call 516-520-2500.
Local Calls
To dial area code 516, dial 9 + the number.
To dial area codes 631, 718, 934 and 212, dial 9 + 1 + area code + number.
All other calls must be made through an outside operator. These calls can be made collect, billed to another number or by credit/calling card.

Long-Distance Calls
Dial 9 + 1 + 800 + CALL ATT (225-5288). Dial 9 + 1 + 800 + COLLECT (265-5328). An outside operator will come on the line to assist you.

If you are in the B Unit, T Unit or Progressive Care Unit (PCU), your telephone number is 516-520-_____. If you are in the S Unit, your telephone number is 516-802-_____. For TV or telephone service and charges, please call ext. 5555. From outside the hospital, please call 888-875-8872. Cash, checks (payable to TVRC) and Visa, MasterCard, American Express and Discover credit cards are acceptable.

OTHER HOSPITAL SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Unit RN Manager</td>
<td>520-2313, 520-2442, 520-2671</td>
</tr>
<tr>
<td>S Unit RN Manager</td>
<td>520-2305</td>
</tr>
<tr>
<td>Food Service</td>
<td>520-2262</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>520-2218</td>
</tr>
<tr>
<td>Case Management/Social Work</td>
<td>520-2460</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>520-2305</td>
</tr>
<tr>
<td>Quality Management</td>
<td>520-2371</td>
</tr>
<tr>
<td>Coffee Shop</td>
<td>520-2450</td>
</tr>
<tr>
<td>Hyperbarics &amp; Wound Care</td>
<td>520-2788</td>
</tr>
<tr>
<td>Radiology</td>
<td>520-2330</td>
</tr>
<tr>
<td>Community Relations</td>
<td>520-2253</td>
</tr>
<tr>
<td>Language Coordinator</td>
<td>516-520-2217, 0 for the nursing supervisor</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>520-2639 or 0 for the operator</td>
</tr>
<tr>
<td>Corporate Compliance Hotline</td>
<td>520-2877</td>
</tr>
<tr>
<td>Medical Staff Office/Physician Referral</td>
<td>520-2387</td>
</tr>
<tr>
<td>Sleep Center</td>
<td>520-2521</td>
</tr>
<tr>
<td>Critical Care SDU PCU RN Manager</td>
<td>520-2411, 520-5435, 520-2415, 520-2409</td>
</tr>
<tr>
<td>Outpatient Physical Therapy</td>
<td>520-2280</td>
</tr>
<tr>
<td>Speech &amp; Swallowing</td>
<td>520-2667</td>
</tr>
<tr>
<td>Diabetes Education Center</td>
<td>520-2214</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>520-2706</td>
</tr>
<tr>
<td>Telemetry RN Manager</td>
<td>520-2342, 520-2771</td>
</tr>
<tr>
<td>Development/Donations</td>
<td>520-2302</td>
</tr>
<tr>
<td>Patient Accounts</td>
<td>520-2800</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>520-2801</td>
</tr>
<tr>
<td>Financial Assistance/Charity Care</td>
<td>520-2507</td>
</tr>
<tr>
<td>Patient Information</td>
<td>520-2298</td>
</tr>
</tbody>
</table>

For calls made within the hospital, simply dial the four-digit extension.
An A-Z Guide to the Most Frequently Asked Questions

**FAST FACTS ABOUT YOUR STAY**

**ATM**
Located in the main lobby.

**Cafeteria**
Location: Lower level

**Hours:**
- Breakfast: 7:00 a.m. to 10:30 a.m.
- Lunch: 11:30 a.m. to 2:00 p.m.
Open Monday through Friday. Closed holidays.
All visitors are welcome to dine in the cafeteria.

**Coffee Shop**
Location: Main lobby

**Hours:**
- Monday through Friday: 7:00 a.m. to 7:00 p.m.
- Saturday and Sunday: 7:00 a.m. to 4:00 p.m.

**Donations**
For information on donations, please contact the Development Office at 516-520-2301.

**Fire Safety**
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

**Hearing Impaired**
The sign language interpretation service is provided by CyraCom and available to our patients.

**Housekeeping**
Our Housekeeping Department and its staff are dedicated to making sure our facility has a clean and safe environment for you, your family and visitors. If for any reason you have a housekeeping need, please call ext. 2305 or 0 for the operator.

**Medical Records Request**
All patient information contained in the medical record is confidential and stored in the Medical Records Department. If you need a copy of your medical record, a written release is required. Please call ext. 2822 for more information.

**Medicines**
Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take.

**Parking**
Free visitor parking is available in the rear parking lot. Handicapped parking also is available for patients and visitors.

**Pastoral Care**
Patients and their loved ones can call upon our hospital chaplain or a group of volunteer ministers at any time. You also can find our chapel on the first floor. The chapel is open for your quiet prayer moments and meditations. The Eucharist is celebrated Wednesdays and Sundays at noon. For more information, contact Pastoral Care at ext. 2706.

**Personal Belongings and Valuables**
Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. St. Joseph Hospital cannot be responsible for replacing personal belongings.

**Public Restrooms**
For everyone’s health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.
Smoking
St. Joseph Hospital is a smoke-free hospital. You are not allowed to smoke anywhere in the hospital or on the hospital grounds.

Telephone
Most patient rooms have phones. To place a call within the hospital, dial the extension. To dial local, please press 9 first then number. To dial long distance, please call the operator for assistance. For telephone activation and charges, please call ext. 5555. TTY phone access is available through TV rental. TTY (text telephone) is a special device that lets people who are deaf, hard of hearing, or speech impaired use the telephone to communicate, allowing them to type messages back and forth to one another instead of talking and listening. Our staff will help you access these services.

Translation Services
St. Joseph Hospital offers sign language interpreters for deaf patients by video remote interpreting and with live in-person sign language interpreters when requested or medically necessary. Please let our staff know if you require this service.

St. Joseph Hospital also offers language translation services. Connect to a phone interpreter in hundreds of languages within seconds. Please let our staff know if you require this service. For additional assistance, please call the Language Coordinator at 516-520-2217, Patient Advocate at 516-520-2218 or Nursing Supervisor at 0.

TV
Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have questions about using your TV. See p. 7 for information regarding channel listings and activation.

Vending Machines
Here you can find beverages and snacks 24 hours a day. They are located in the rear of the cafeteria, Emergency Department waiting area and Progressive Care Unit (PCU) waiting area.

Visitor Guidelines
To provide a restful and safe environment, we ask that visitors follow these guidelines:
- Do not visit if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks, or other items like balloons, flowers or perfume that might trigger allergies into patient rooms.
- Wash your hands before entering patient rooms.
- Make sure all children have a supervising adult with them at all times.
- Please observe the Precaution and Isolation signs posted outside of the patient rooms. These practices help protect our patients, their visitors, and hospital staff from infections.

Visitor Information
St. Joseph Hospital understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person’s gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person’s presence affects your health or the risks or safety of other patients. If you have any questions about your visitation rights, contact Nursing Administration at ext. 2215/2216.

Visiting Hours
Visitors are welcome at any time during the patient’s stay. Patients may request their support person to be at their side during a time of pain, anxiety or need. Visitors also may stay with the patient when they are in the hospital’s Emergency Department, or are here for outpatient services or ambulatory surgery. Visitors may be allowed in the post-anesthesia care unit for a specified period of time at the discretion of the physician and the unit.

Volunteer Services
Do you want to do something that is satisfying and of great service to your community? Volunteering at St. Joseph Hospital is a wonderful way to accomplish that. We would like you to apply your special talents at St. Joseph Hospital while making a positive impact on our community. Adults and teens (ages 15 and older) give their time and talents to further the mission of St. Joseph Hospital and help its patients, staff and visitors. They assist in greeting patients and visitors, distribute
magnets and newspapers, clerical assistance to varied departments and many other functions throughout the hospital. We encourage you to be part of the St. Joseph Hospital volunteer experience. For more information on volunteering at St. Joseph Hospital, please call the volunteer coordinator at 516-520-2801.

**Wheelchairs**
Wheelchairs are available for visitor use. Please see Security at the main lobby or call ext. 2298.

**Wi-Fi**
Complimentary wireless internet access is available throughout the hospital. Please follow these simple steps on how to connect:

1. To connect from a personal device, please open your Wi-Fi icon and connect to the signal indicating “CHS_Guest.”
2. Once connected, you will first be forwarded to a Certificate Acceptance Screen, which you must “Accept.”
3. After this, you will be presented with the CHS Disclaimer Notice. Please read thoroughly; click on “Accept” to proceed.
4. You should now be able to use your internet browser to surf the internet.

**Note:** On certain devices, you may be required to delete your browser cache and/or temporarily internet files before proceeding.

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**TV Channel Listings**

| 2  | CBS            | 21 | Cartoon Network |
| 4  | NBC            | 22 | The Weather Channel |
| 5  | FOX            | 23 | FX               |
| 7  | ABC            | 24 | AMC              |
| 9  | My - 9         | 26 | Telecare         |
| 10 | Bloomberg      | 27 | WLNY             |
| 11 | PIX            | 28 | WLIW             |
| 12 | TCM            | 29 | TLC              |
| 13 | PBS            | 30 | Discovery Health |
| 14 | TNT            | 31 | Univision (Spanish) |
| 15 | Fox News       | 32 | Telemundo (Spanish) |
| 16 | USA            | 33 | Freeform         |
| 17 | TBS            | 34 | Animal Planet    |
| 18 | Discovery Channel | 36 | Matthew Kowalski’s “Feel Good” Movie Channel (Eagle Scout Project) |
| 20 | CNN Headline News | 50 | Chapel Channel   |

For TV or telephone service and charges, please call ext. 5555. From outside the hospital, please call 888-875-8872. Cash, checks (payable to TVRC) and Visa, MasterCard, American Express and Discover credit cards are acceptable.

**Pet Therapy**

Our four-legged, certified pet therapy dogs, along with their owners, visit non-critical patient areas of the hospital as well as the waiting rooms. Before entering a patient's room, patients are asked if they have any allergies and if they would like a visit with the dogs. Then the magic begins! Patients’ reactions to our furry friends are priceless. For more information about our pet therapy program, please call 516-520-2301.
TAKE CHARGE OF YOUR CARE

7 KEY WAYS TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It’s your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEdS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your health care team. Make sure you know what’s happening every step of the way—from admission through discharge.

Source: The content within the “Take Charge of Your Care” section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

PATIENT/FAMILY ADVISOR PROGRAM

At St. Joseph Hospital, patients and their families are valuable members of the health care team who have important perspectives, feedback and solutions. Our patient/family advisor program creates a space for that feedback. As a patient/family advisor, you would partner with other patients and family members, health care providers and staff to raise issues, communicate patient and family concerns, and help with problem-solving. When we all work together, the health care experience can be improved for everyone.

What is the Role of a Patient/Family Advisor?

Patient/family advisors at St. Joseph Hospital are expected to:

- Channel information, ideas and needs of patients and families to administrators and staff
- Review communication documents (brochures, patient education materials, etc.)
- Assist in establishing priorities related to patient and family needs
- Discuss opportunities for improvement from patient perspective
- Gauge reactions to patient-centered initiatives

Time Commitment

Meetings are held on a monthly basis. Currently, it is the third Wednesday of the month from 5:00 p.m. to 6:00 p.m. We request that patient/family advisors serve for a one-year term. For more information, please call 516-520-2771 or 516-520-2671.

Patient Pledge

- We will introduce ourselves, including our name, job title and function.
- We will listen to questions or concerns and discuss your expectations. Together we will identify any special needs and take steps to address them.
- We will discuss and coordinate your treatment plan with you.
- We will do our best to maintain your preferred comfort level.
- We will check your ID before any procedure, medication, treatment, etc. and label specimens and belongings in your presence.
- We will clean our hands before and after any care.
- We will work with you to maintain a safe, clean and clutter-free environment.
- We will treat you and your family with respect and dignity.
- We will do our best to preserve your privacy and honor your wishes.
**CHECK IDS**

While you are here, many people will care for you (doctors, nurses, aides, technologists), and these same people will care for many patients. To prevent errors in your care:

- **Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you.** If you do not see an ID badge, contact your nurse immediately.

- **Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.

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**Double-Check**

Always double-check your name and date of birth with staff to avoid errors.

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**CHOOSE A SUPPORT PERSON**

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

**A support person can:**
- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help
5 WAYS TO FIGHT INFECTIONS

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands.**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom

2. **Ask hospital staff members to clean their hands.** Our staff members are instructed to clean their hands before and after every patient encounter, even when they wear gloves. Don’t be afraid to remind them if they forget. Ask visitors to clean their hands, too.

3. **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

**CLEANING TIP:**

Use soap and water or hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing Happy Birthday).

**Tell friends and family not to visit if they are sick.** Make sure all your guests wash their hands when they enter and leave your room.
Viruses or Bacteria
What's got you sick?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

<table>
<thead>
<tr>
<th>Illness</th>
<th>Usual Cause</th>
<th>Antibiotic Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cold/Runny Nose</td>
<td>✔️</td>
<td>NO</td>
</tr>
<tr>
<td>Bronchitis/Chest Cold</td>
<td>✔️</td>
<td>NO</td>
</tr>
<tr>
<td>Whooping Cough</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Flu</td>
<td>✔️</td>
<td>NO</td>
</tr>
<tr>
<td>Strep Throat</td>
<td>✔️</td>
<td>Yes</td>
</tr>
<tr>
<td>Sore Throat (except strep)</td>
<td>✔️</td>
<td>NO</td>
</tr>
<tr>
<td>Fluid in the Middle Ear (otitis media with effusion)</td>
<td>✔️</td>
<td>NO</td>
</tr>
<tr>
<td>Urinary Tract Infection</td>
<td>✔️</td>
<td>Yes</td>
</tr>
</tbody>
</table>
DON’T IGNORE PAIN

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse:
- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Which words describe your pain?
- aching
- bloating
- burning
- comes and goes
- constant
- cramping
- cutting
- dull
- numbing
- pressing
- pressure
- pulling
- radiating
- searing
- sharp
- shooting
- soreness
- stabbing
- throbbing
- tightness

How bad is it on this pain scale?

PREVENT FALLS

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they’re available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

SPEAK UP!

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you.

**Take Charge of Your Communication:**

- **S**peak up if you have questions or concerns.
- **P**ay attention to the care you get.
- **E**ducate yourself about your illness.
- **A**sk a trusted family member or friend to be your advocate (advisor or supporter).
- **K**now what medicines you take and why you take them.
- **U**se a health care organization that has been carefully checked out.
- **P**articipate in all decisions about your treatment.

To file a patient safety event or concern, you may contact the following:

- **St. Joseph Hospital Patient Advocate**
  516-520-2218
- **New York State Department of Health**
  800-804-5447
- **The Joint Commission**
  patientsafetyreport@jointcommission.org
  Fax: 630-792-5636
CHECKLIST FOR DISCHARGE

Make sure you have the following information before you leave the hospital.

❖ Written Discharge Instructions. You will be given two documents; one will be labeled as your After-Visit Summary (AVS) and the other will be labeled as your Summary of Care (SOC). The After-Visit Summary includes your reason for being in the hospital, your follow-up instructions, education specific to your care and your medications to continue once you return home. The Summary of Care will give a snapshot of your hospitalization, including pertinent testing. This document will be given to you with the intention that you share it with your follow-up providers.

❖ Medicine list. This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

❖ Prescriptions. Check that your pharmacy has your new prescriptions and that you have a plan to get them filled.

❖ Local resources. Ask your discharge planner for help finding local after-care services or other support groups.

❖ After-hospital services. Know how much support you’ll need in these areas:
  ❖ Personal care: bathing, eating, dressing, toileting
  ❖ Home care: cooking, cleaning, laundry, shopping
  ❖ Health care: taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

❖ Follow-up care instructions. Beyond medicine, this can include:
  ❖ foods or activities to avoid
  ❖ tests or appointments
  ❖ how to care for incisions or use equipment
  ❖ warning signs to watch for
  ❖ daily living adjustments (like how to get into bed)
  ❖ who to call with questions

Before You Leave the Hospital

A successful recovery after your stay starts with a solid plan before you go.
ADDITIONAL FOLLOW-UP CARE

If you were seen by our health navigator and have any additional questions, please call 516-520-2469. If you were discharged with any of the following conditions: congestive heart failure (CHF), atrial fibrillation (AFib), stroke, chronic obstructive pulmonary disease (COPD) or have been recently prescribed the medication warfarin (Coumadin) and would like to hear a recording of discharge instructions, please call 516-520-2673.

MyChart – the Patient Portal

MyChart is an electronic patient portal that will allow you to view a synopsis of your hospitalization including medication listings and laboratory results, request prescription refills, communicate with your provider and so much more. During your hospitalization, a representative will come around to assist you with the sign-up process. If you would like to wait until you get home, an activation code will be printed on your After-Visit Summary. Find out more at mychart.chsli.org/mychartprod.

Not Ready to Leave?

You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

PAY ATTENTION TO YOUR CARE

- Tell your nurse if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key

You are the most important member of your health care team.

Make sure you:
- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge
A heart attack or stroke is a medical emergency and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain. Once you’ve had an event, you’re at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

**Heart Attack Warning Signs**
The main symptom of a heart attack is chest pain or discomfort. It also can feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go.

The symptoms of a heart attack can be different for women. Women also may have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

**Stroke Warning Signs**
Think F.A.S.T. when it comes to recognizing a stroke:

- **FACE DROOPING:** Does one side of your face droop or is it numb? Try to smile.
- **ARM WEAKNESS:** Is one arm weak or numb? Raise both arms. Does one arm drift downward?
- **SPEECH DIFFICULTY:** Is your speech slurred? Are you unable to speak? Try to say a simple sentence like “The sky is blue.”
- **TIME TO CALL 911:** If you notice any of these symptoms, even if they go away, call 911 right away.

**Stroke Support Group**
St. Joseph Hospital is proud to host a monthly support group for stroke survivors and their family members to provide comfort, education and encouragement in a personal setting. To register, please call 516-520-2500.

Other sudden stroke symptoms can include:
- numbness or weakness in your leg
- confusion or trouble understanding
- trouble seeing in one or both eyes
- trouble walking, dizziness, loss of balance and coordination
- severe headache with no known cause

Recognize the symptoms and get to the hospital quickly to help prevent damage to your heart and brain. Once you’re at the hospital, you may receive treatments and procedures that may help stop the progress of heart attacks and strokes.
No matter how long you’ve been a smoker, it’s never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- **20 MINUTES** after quitting, your heart rate and blood pressure drop.
- **2 WEEKS TO 3 MONTHS** after quitting, your circulation improves and your lungs work better.
- **1 YEAR** after quitting, your risk of heart disease is half that of a smoker’s.
- **5 YEARS** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 YEARS** after quitting, your risk of lung cancer is half that of a smoker’s.
- **15 YEARS** after quitting, your risk of heart disease is the same as a non-smoker’s.

**Ready, Set, Quit!**

Now that you’ve decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself.

No smoking after ________________

Be prepared to have nicotine cravings. They usually pass soon, so wait it out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

**Here’s How You Can S.T.A.R.T.**

**SET** a quit date.

**TELL** your family, friends and co-workers that you plan to quit, and ask for their support.

**ANTICIPATE** the challenges you’ll face.

**REMOVE** cigarettes and other tobacco products from your house, car and workplace.

**TALK** to your doctor about getting help to quit—including medicines or products that can help, and other tools and resources like those found at the sites below:

- American Cancer Society: [www.cancer.org](http://www.cancer.org)
- National Cancer Institute: [www.smokefree.gov](http://www.smokefree.gov)

**Local Resources to Help You Quit:**

- NYS Smokers’ Quitline – 866-NY-QUITTS
- Nicotine Anonymous – 631-655-0527
- Green Seminar: Hypnosis for Smoking Cessation – 800-342-1303
Keeping your blood sugar under control takes careful attention. To help, make a diabetes care plan with your doctor or nurse. Include information like:

- how often your blood sugar needs to be checked
- how often you need to take your medicines and insulin
- what to do if you can’t eat
- how to handle your insulin pump if you have one

You also may want to ask a friend or family member to be your diabetes advocate. Together you can work with hospital staff to follow your diabetes care plan.

**Tracking Your Blood Sugar**

Tracking your blood sugar can give you valuable information about how your body is working. It also can help you make adjustments if your numbers are generally too high or too low.

Being sick and taking new medicines can cause your blood sugar numbers to go up or down. Ask your nurse if your blood sugar needs to be tested more often.

**Taking Medicine or Insulin**

You’ll still need your medicines and insulin (if you take it) while in the hospital, but do not take them yourself. Your nursing staff will be responsible for giving them to you. If you have questions about your schedule, it’s okay to ask.

**Avoid Infections**

Having diabetes puts you at a higher risk of getting an infection, so it’s important to be extra careful during your hospital stay:

- Ask everyone who comes in your room to clean his or her hands.
- Wash your own hands when you can, or ask for hand sanitizer to be placed near your bed.
- Tell your nurse about any cuts, sores or bruises that you have.
- Ask friends and family who aren’t feeling well to stay home and not visit.

**Planning for Meals**

Once you’re admitted to the hospital, you will be put on a diabetic meal plan. If you need to take medicine, you also can ask to see the hospital’s dietitian if your blood sugar is too high or too low during your stay.

**Diabetes Education Center**

St. Joseph Hospital hosts its very own diabetes education program. With a variety of individual and group classes, our Diabetes Education Center is sure to meet your needs. Our support group provides patients and their family the opportunity to sit down with our certified diabetes educators in an open exchange of support, advice and education. For more information, call 516-520-2500.
Quick Guide to Recovery Options for After Your Stay

After your hospital stay, you may require additional services. Catholic Health Services offers a variety of continuing health care assistance, including home care, diabetes, chronic obstructive pulmonary and cardiac disease management, behavioral health services, home infusion therapy and total joint management.

For information about any of these services, please call 516-586-1421 or 631-465-6830 or visit www.catholichomecare.org.

In addition, for hospice, please call 631-465-6300 or 516-586-1420 or visit goodshepherdhospice.chsli.org.

For palliative care services, please call 631-828-7417. For telehealth, please call 631-828-7560.

Support Groups

ADPA Young Parkinson’s Support Group
Please call 516-686-1002 for information and a schedule of meetings.

Bereavement Support Group
St. Joseph Hospital hosts two bereavement support groups: a General bereavement support group for those who have lost a loved one and a Loss of a Child bereavement support group for those who have lost a child. Both groups offer six-week sessions. For more information or to register, please call 516-520-2500.

Diabetes Support Group
Meets third Wednesday of the month from 1:00 p.m. to 2:00 p.m. For information, please call 516-520-2500.

Stroke Support Group
Meets the last Thursday of every month from 2:30 p.m. to 3:30 p.m. For information, please call 516-520-2500.

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs.
Revolutionary Ways to Look at Your Heart

St. Joseph Hospital’s state-of-the-art cardiac CT scanner provides revolutionary ways to look at your heart and pinpoint disease long before symptoms start. The scanner allows your physician to examine the health of the blood vessels around your heart.

What is coronary artery disease?
Coronary artery disease is a condition characterized by a buildup of plaque in the arteries, which causes blockages to form. Left undetected and untreated, it can lead to heart attack, congestive heart failure and even death. While coronary artery disease is considered preventable, it also is the leading cause of death in men and women in the United States.

What is cardiac CT angiography (CCTA)?
CCTA is a non-invasive diagnostic test capable of detecting the earliest stages of coronary artery disease. During a CCTA, images of the heart are captured at an ultra fast speed to build a three-dimensional (3D) picture of the organ. The images then are reviewed by a physician to obtain valuable information about the coronary arteries, heart chambers and valves, surrounding anatomical structures and thoracic aorta.

Reasons to have CCTA
- Quick: CCTA imaging is complete within five to 10 seconds.
- Reduced Radiation Exposure: A patient is exposed to less radiation during a CCTA than during a nuclear stress test.
- Early Intervention: With information provided by a CCTA, physicians can recommend healthy lifestyle modifications, intensify preventative measures for patients at risk of CAD or suggest additional testing if needed.
- Rapid Results: Results can be obtained the same day the test is administered.

What are the risks of the test?
- The test generally is very safe. There are several types of patients that have special considerations.
- The test requires that patients be given a special dye into their veins to light up blood vessels. About one patient in 1,000 may have a serious allergy to this dye.
- The dye may worsen kidney function in patients who already have poorly functioning kidneys.
- Patients with diabetes who take medications containing Metformin must stop the medications before the test because this can affect kidney function.

For more information, please call 516-520-2500.
Keep track of all the new medicines you are prescribed while in the hospital—plus any other medicines you already take.

### Medicine Tracker

<table>
<thead>
<tr>
<th>MEDICINE 1</th>
<th>MEDICINE 2</th>
<th>MEDICINE 3</th>
<th>MEDICINE 4</th>
<th>MEDICINE 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drug Name</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>What Does It Treat?</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dose</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **How to Take It**  
(With food, on an empty stomach, etc.) | | | | |
| **When to Take It**  
(Time of day, morning, night, etc.) | | | | |
| **Notes**  
(Prescribing doctor, pharmacy, side effects) | | | | |

**Share With Staff**

Fill out this list with hospital staff to double-check you’re taking your medicines correctly and that they’re all safe to take together. Be sure also to include over-the-counter medicines, vitamins and supplements.
WHO’S CARING FOR YOU?

Our hospital staff is dedicated to your care and recovery. Keep track of your health care team so you know who to ask if you have any questions.

<table>
<thead>
<tr>
<th>Name</th>
<th>Days/Hours</th>
<th>Key Care Tasks</th>
<th>Doctor’s Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(List medicines, tests, other checks or tasks that take place)</td>
<td>(List prescribed medicines, therapy, surgery or procedures)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PHYSICIAN 1</th>
<th>PHYSICIAN 2</th>
<th>PHYSICIAN 3</th>
<th>PHYSICIAN 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Days/Hours</td>
<td>Key Care Tasks</td>
<td>Doctor’s Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(List primary condition or health problems being addressed)</td>
<td>(List prescribed medicines, therapy, surgery or procedures)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PHYSICAL THERAPIST, DIETICIAN, SPECIALIST, ETC.</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAFF 1</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Confused about why a staff member is there? Always ask—and write down the answers here.
Sudoku
Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 through 9.

Source: www.sudoku-puzzles.net

Answer Key

How did you do?
Check your answers here

Answer Key

Source: www.sudoku-puzzles.net
Crossword Puzzle

Complete the crossword by filling in a word that fits each clue.

**ACROSS**
1. Metrical unit
5. Arabian judge
9. Grandfather of Saul
12. Exude
13. Sleeping
14. Mountain on Crete
15. Japanese carriage
16. Weed
17. Computer generated imagery (abbr.)
18. Alcott heroine
20. Sable
22. Article
25. Nat’l Endowment for the Arts (abbr.)
27. Garland
28. Time period
29. International (abbr.)
31. And other: abbr. (2 words) (Lat.)
34. Sinbad’s bird
35. Fr. author
37. Amer. Dental Assn. (abbr.)
38. Wing (pref.)
40. Grape syrup
41. Jap. fish
42. Article (Fr.)
44. Negative population growth (abbr.)
45. Deviate
46. Necktie
49. Droop
51. Male person
52. Baseball equipment
54. Eth. Danakil people
58. Pointed (pref.)
59. Afr. tree
60. Polish rum cake
61. Footlike structure
62. Direct
63. Poetic foot
66. Pour
19. Camelot lady
21. Female ruff
22. Manmade protective mound
23. Owl’s cry
24. Moon of Saturn
26. Hindu soul
30. Pulka (2 words)
32. City in Judah
33. Den
36. Legend
39. Race the motor
43. Palmetto
46. Thunder sound
47. People
48. Subtract

**DOWN**
1. Before some vowels (pref.)
2. Tumor (suf.)
3. Free
4. Monad
5. Felis (2 words)
6. Amateur Boxing Assn. (abbr.)
7. Skin (suf.)
8. Utopian
9. Wink
10. Wayside
11. Pour
19. Camelot lady
21. Female ruff
22. Manmade protective mound
23. Owl’s cry
24. Moon of Saturn
26. Hindu soul
30. Pulka (2 words)
32. City in Judah
33. Den
36. Legend
39. Race the motor
43. Palmetto
46. Thunder sound
47. People
48. Subtract

**Answer Key**

Source: www.satorimediaworks.com