My Care: What I need to do before I leave the hospital

Welcome to our hospital! While you are here, we have some information you might find helpful during your stay. Please open this folder and look inside to find answers to many questions we think you might have.

It is never too early to start getting ready to go home. From the first day you are in the hospital, it is our job to help you get well enough so you can leave the hospital safely. Every day you should look at this list - talk to your care team about your medicines, what you will do at home, and your follow-up care.

Once you can answer a question, check that box. You'll know you are one step closer to going home.

My Medicines

- ○ I know why I am taking each of my medicines.
- ○ I understand the "side effects" of each of my medicines. If the side effects bother me, I should call my doctor.
- ○ I know how to take each of my medicines.
- ○ All of the prescriptions for my medicines are filled OR my medicines have been ordered and I have a plan to pick them up from the pharmacy.

At Home

- ○ Help at Home: I have a plan for someone to help care for me when I leave.
- ○ I know what medical equipment I'm going to need when I leave.
- ○ I know what symptoms to look for.

Leaving

- ○ I have a ride to leave the hospital.
- ○ I will have all my valuable items and belongings with me when I leave.
- ○ I am confident I can control and manage most of my health problems. (If you can't say yes, please let us know what would it take to increase your confidence.)

Follow-up Visit

- ○ My follow-up visit is with _____
- ○ I will make my visit on this day_____at this time _____
- ○ I have a ride to my follow-up visit.

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How?

Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.

Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

Rinse hands well under clean, running water.

Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH CLEAN HANDS

www.cdc.gov/handwashing

This material was developed by CDC. The Life is Better with Clean Hands Campaign is made possible by a partnership between the CDC Foundation, GOJO, and Staples. HHS/CDC does not endorse commercial products, services, or companies.

CS310027-A

WE CARE Our Rapid Response Team

Our hospital is committed to partnering with our patients and families to make sure we give our patients the very best care at all times. One way you can help us is to use our Rapid Response Team if you have a serious concern about a patient who seems to be getting worse. The Rapid Response Team brings critical care expertise to the patient's bedside or wherever it is needed.

Anyone who sees that a patient's condition is becoming worse can start the process to bring these experts to the bedside.

1. **Talk to your Nurse.** Explain what you are seeing that is a critical change. If the nurse cannot address your concern, move to step 2.

2. **Talk to the Charge Nurse or Manager.** Explain what you are seeing. If you are still concerned or the situation makes you uncomfortable or you see a safety issue then:

3. **Call the Rapid Response Team.**
   - Dial *44 from any hospital telephone.
   - Please state that you need the *Rapid Response Team*.
   - The person who answers the phone will ask you four questions:
   - What is your name, the patient's room number, the patient's name, and your concern for the patient?

Our Rapid Response Team will be alerted.
They will arrive in the room to assess the situation and deliver care as needed.

In offering our families the ability to initiate the Rapid Response Team, you become an important partner in care. If you have any questions, please talk to one of our healthcare providers.

Pain Management

What are my rights for pain relief?

At our hospital, we want to keep you comfortable during your hospital stay.

You have these rights:

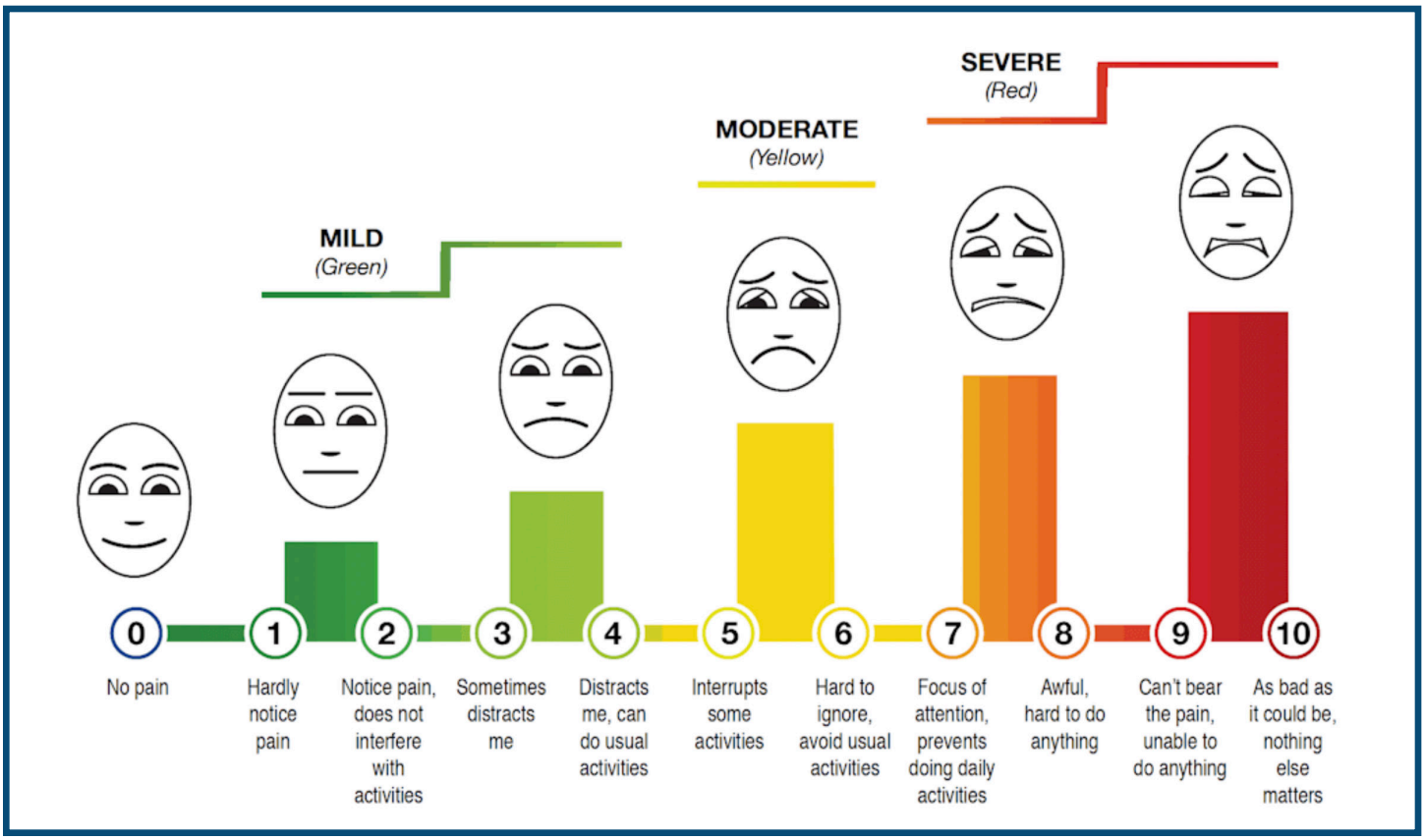
- Our doctors and nurses should work with you to manage and prevent unnecessary pain.
- Our doctors and nurses should respond quickly if your pain becomes worse.
- You should be able to help decide how to best control your pain.

You are responsible to help us:

- Don't ignore what your body is telling you.
- Tell us if you feel too sleepy, get constipated, feel sick to your stomach, or start to itch. These may be "side effects" from your pain medicine. Sometimes we can change to a different pain medicine and you will feel better.

How do I tell you about my pain?

While you are here, your nurses will ask you to score your pain. We use a special tool to help you choose a number on a scale from 0 to 10. A zero (0) means "I have no pain." A ten (10) means "my pain is as bad as it could be."



There are limits to how much pain can be removed with pain treatment and medicine. Some medicines have side effects. Your doctor or nurse will discuss these with you. You should continue to treat and manage your pain once you leave the hospital. Contact your doctor right away if you cannot control your pain or you are having problems following your plan.

Things to discuss with your doctor about your pain and treatment:

- **Tell the doctor about past experience.** How did you react to each type of pain control? Tell your doctor what worked and what did not work.
- **Talk about chronic pain.** If you have an ongoing pain condition, you will need to manage both your new pain and your chronic pain. Your body may be less sensitive to pain medicine.
- **Make a list of your medicines.** Write down all your medicines on one list. Include things prescribed by a doctor, things you buy at the store over the counter, and any herbs, supplements, or vitamins you take. Your doctor needs to know about all of these things to make sure they do not have a bad interaction with your pain medicine.
- **Be honest about alcohol and drug use.** Tell your doctor if you have a history of addiction, drug use, or alcohol abuse. You will need a plan for pain control that will not harm you.
    - If you are currently using drugs or alcohol – even drugs prescribed for you – tell your doctor. If you stop taking these things during your visit, you may go into withdrawal. If you are pregnant, your baby can also go into withdrawal. This can be harmful, and we need to help you during your stay.
- **Ask Questions.** If you are having surgery, ask "how much pain will I likely feel after my surgery?" Ask "how long will the pain last?" Ask "what kind of pain medicine can I take before and after surgery?" Ask "What are the side effects for these medicines? What can I do to reduce these side effects?"
- **Share your concerns about pain medication.** Tell your doctor if you are afraid of side effects or an overdose from using pain medicine. He or she can give you options and explain how to safely manage your pain.

How to control my pain?

We can control your pain with treatment, medicine, or by using both.

- Change my position
- Take pain medicine by mouth
- Use hot and cold compresses
- Have an IV bag with pain medicine
- Relaxation, meditation, prayer
- PCEA - patient-controlled epidural analgesic
- Stretch, walk, exercise
- PCA - patient-controlled analgesic
- Pay attention to sleep
- Epidural analgesia
- Palming
- Nerve stimulation

The truth about pain treatment!

- Your doctor can help you manage the common side effects from pain medicine. These include a sick stomach, feeling too sleepy, and itching.
- You can manage constipation: try drinking lots of water, eating healthy foods, and using a stool softener if necessary. (This will loosen your stool and helps you to have a bowel movement.)

Preventing Falls in the Hospital

Your risk for falling increases when in the hospital.

Risks include:

- Medications
- Furniture in room
- Medical equipment
- IV fluids

We are here to HELP

- Keep your call button in reach.
- Stay in bed or seated in the chair until help arrives.
- Calling won't bother us; we are ALWAYS here to help!

Teach Back

- When do you need to call for help?
- Show me how to use the call button.
- Name two things done to prevent falls at Rex Hospital Inc.

Safety First

Our goal is to keep you SAFE. We use:

Fall risk armbands

Bed and chair alarms

Falls signs

Non-skid/slip socks

Uniform Color Guide

You may notice our staff wearing different color clothing. We do this to help you understand each person's role. Using the key below, you can tell how a person wearing that color can help you. If you have questions, please ask us!

Meals

Pharmacy

Nurse

Nursing Support

Surgery Procedures

Imaging

Transport

Nutrition

Respiratory Therapy

Housekeeping

Rehab Therapy

Lab

Chaplain

Volunteer

Cancer Care

Get up and Go!

Did you know there are some important STEPS you can take to help you heal?

Get Up and Go!

- I need to move every day. I can...
  - Dangle my legs from the bedside.
  - Go sit in a chair.
  - Walk to the bathroom.
  - Walk in my room.
  - Walk in the hallway.
- Each time I walk I should try to go a little farther or walk a little longer.
- When needed, a staff member will help me.

Moving around helps me heal!

- Walking improves my body's blood flow and speeds healing.
- Walking keeps my muscles strong.
- Walking helps me improve my breathing and keeps me alert.
- Walking helps my body fight infection (that means keeping germs from making me sick).
- If I don't walk, I may get constipated, I may get gas pain, and I may feel weak.
- If I don't walk, it puts me at risk for blood clots and lung problems such as pneumonia that can lead to death.

Get up each day and go a little farther each time! At our hospital, walking is not an option, it's an expectation.

Today I will...

Date:	**Bed Rest**	**Roll side to side in bed**	**Sit in my chair**	**Walk to the bathroom**	**Walk in my room**	**Walk in the hall**

Today I Did... *Every time you move, mark the box!*

What is an Advanced Practice Provider?

Everyone knows what our doctors do and what services they provide. But did you know there is a special type of caregiver who works with your doctor to give you the highest quality of care in a timely manner? We would like to take some time to tell you about the role and value you can get when you are cared for by a nurse practitioner (NP) or a physician assistant (PA).

What care and services can I expect from my NP or PA?
NPs and PAs work as part of your healthcare team along with doctors, nurses, therapists, care managers, social workers, pharmacists, and spiritual caregivers. Both the NP and PA can provide care for you independently. They work with and talk to your doctor often to coordinate your care.

What is an NP?
A nurse practitioner is a registered nurse (RN) who has received additional classroom and clinical training to earn a master's or doctoral degree. Finally, the NP must take a national exam to become a certified and state-licensed medical professional.

What is a PA?
A physician assistant has a four-year college degree and then completes an accredited physician assistant program to earn a master's degree. The PA must also take a national qualifying exam to become a state-licensed medical professional.

What can I expect when I am seen by an NPs or PAs?
Complete, quality care given in a timely manner. All of our NPs and PAs are highly qualified and trained in their area of work. Each NP and PA has quick and direct access to your doctor if needed. Please talk to your doctor, PA, NP, or nurse about any questions or concerns you have. We are all here to help you.

What can my PA and NP do for me?

- Take your medical history
- Physical exam
- Diagnose and treat your illness
- Educate you on your illness
- Help you manage your long-term illness (diabetes, COPD, high blood pressure, heart disease, high cholesterol, and asthma)
- Order and interpret x-rays, EKGs, and blood work
- Prescribe medicine
- Prescribe therapy for speech, occupational, physical and recreational therapy
- Give you a referral to a specialty doctor
- Perform procedures (sutures, casts, biopsies, placing lines and tubes into your body)
- Evaluate and manage your care both at the hospital or in a nursing home
- Assist in surgery

Learn more at unchealth.org or call (984) 960-1800

Please talk to your doctor, PA, NP, or nurse about any questions or concerns you have.

Partner with UNC Rex Pharmacy

Your Inpatient Prescriptions

Hospital Formulary

Our hospital keeps an updated list of medicines (called a Formulary) to help treat our patients. Using research and a full review by our doctors, we offer safe and effective therapies that may be similar to, but not the same as, the medicine you take at home. As a result, while you are in the hospital, your medicines may differ in size, shape, color, or name.

UNC Rex Antimicrobial Stewardship Program

Our Department of Pharmacy is committed to making sure you receive the right antibiotic, at the right time, at the right dose, for the right number of days. We use specially trained "antimicrobial stewardship pharmacists" to improve how we treat infections. Here are some of the things we do:

- Help you have fewer side effects from your medicine.
- Keep you and other patients from becoming "resistant" to antibiotics – when you become "resistant" it means that the medicine will not work anymore.
- Treat your infection safely and effectively to help you get well.

It is important to us to be proactive and make sure that antibiotics continue to be beneficial for all of our current and future patients. If you have any questions about the medicines you are taking during your stay with us, our team is available and willing to help.

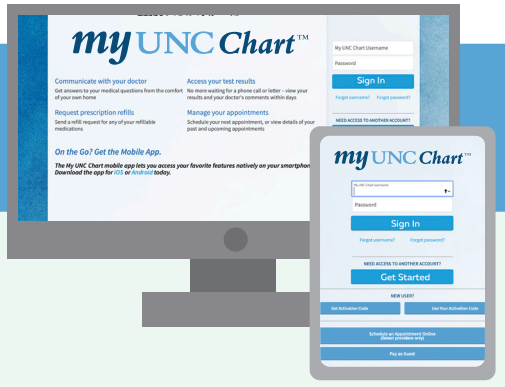
my UNC Chart™

More health care. *Online. All the time.*

Now more than ever, My UNC Chart allows you access to your UNC Health care team and your medical records all in one, secure, easy-to-use online portal.

- Connect with your provider
- Manage you appointments
- Access lab results
- Request prescription refills
- Pay bills online
- Get the MyChart Mobile app
- Manage accounts of loved ones
- Track your health

STAY WELL CONNECTED



SIGN UP AT MYUNCCHART.ORG

or download the free MyChart app

We Care: A word about leaving the hospital

There are many steps that need to happen before you can leave the hospital. Sometimes, this means it may take several hours from the time your doctor tells you that you are "discharged" to the time you actually leave. We are working hard to tell you about all parts of your care AND to let you leave as soon as it is safe.

On the day you leave, we do these things to get you ready:

- Your doctor must write an "order" saying you are ready to leave.
- Your caregivers may want to receive and review your test results.
- Your caregivers will write "discharge instructions." These are instructions that tell you what to do once you leave the hospital.
- You may need prescriptions for your medicines.
- Your caregivers may talk to you about your medicines.
- We may need to set up a Home Health visit.
- We may need to make plans for the medical equipment or supplies that you will need when you leave.
- We need to make sure you have a safe way to leave the hospital - a car or bus are examples.
- We may need to set up follow-up visits with your doctors.

If you have any questions or concerns about leaving our hospital, please let us know.
Your care manager will give you his or her phone number.

Our goal is to always provide excellent care and keep you safe.

Have a question?
Call us at (984) 960-1800

Questions I should ask about my care...

Asking questions helps me manage my health and know how to take my medications. I can ask my doctor, nurse or physician assistant these questions and fill in the answers.

What is my main concern today?

What do I need to do to get better?

What is my follow-up plan?

Notes