

Welcome to Santa Rosa Medical Center!

This handbook has been provided to make your stay with us as comfortable as possible. We take great pride in striving for excellence and are constantly looking for new and better ways to provide quality patient care.

You are encouraged to be an active participant in your health care. If you have any questions please ask any member of your care team. A Patient Ambassador will visit you to see that all of your needs are being met and to quickly resolve any concerns or issues involving your care and comfort. Please do not hesitate to ask for anything that you may need.



I would like to thank you for choosing this facility. Our mission at Santa Rosa Medical Center is to always focus on providing quality care and superior service to our community because it deserves nothing less.

Sincerely,

*Phillip Wright
Chief Executive Officer*

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Santa Rosa Medical Center History

Santa Rosa Medical Center has been serving Milton and surrounding communities since 1952 when patients were first admitted at the hospital's original location on Stewart Street. At that time, Santa Rosa Hospital operated as an agency of Santa Rosa County. The present facility was constructed in 1973. In 1985, the name was changed to Santa Rosa Medical Center and the county leased the operation to a national hospital management organization. Several major renovations were made to accommodate expansions of services over the years. Today, Santa Rosa Medical Center is proud to be affiliated with Health Management Associates, Inc., headquartered in Naples, Florida.

Santa Rosa
●●● MEDICAL CENTER

Our Mission

“To always focus on providing quality care and superior service to our community because it deserves nothing less.”

Our Vision

“To be the premier community based healthcare service organization in the nation.”

Our Values

Quality. Providing the highest standard of compassionate care

Service. Committed to providing excellent service and compassionate care

Innovative. Capable of uncommon creativity and desire to explore new processes to improving quality of outcomes for all

Teamwork. A constant respect for others, and the discipline to work as a group

Vision. The ability to anticipate possible future events and developments

Stewardship. Responsibly manage resources and assets

Accreditations

In 2010 Santa Rosa Medical Center was accredited by the Joint Commission.

The Laboratory Department received accreditation from the College of American Pathologists in 2008.

Santa Rosa Medical Center has recently been awarded a Five Star Rating in Bariatric Surgery, Cardiac, Orthopedics and General Surgery.

Guest Relations

The Guest Relations philosophy at Santa Rosa Medical Center was developed and implemented by a team of front line employees and volunteers dedicated to improving patient and customer satisfaction and is rooted in the following strategy and goals that we strive to achieve each and every day.

Service Strategy

- Achieving Quality Inspiring Care

Service goal

- Total Customer Satisfaction

Our pledge to our guests

- The finest in personal service
- Courtesy and respect
- A totally satisfied experience

We are totally committed to providing superior guest relations. If you do have a problem or concern that is not being resolved to your satisfaction, please ask **to** speak to the department manager or charge nurse. You may also call 626-7762 which is our 24-hour a day Hospital Hotline to contact the patient ambassador, the House Supervisor, or the administrator-on-call.

ATM An ATM is located on the first floor, in the emergency department waiting area.

Patient Satisfaction

Santa Rosa Medical Center strives to provide our customers with excellent care and service. Please contact us immediately if you are dissatisfied with any aspect or your stay. You may request to speak to the department manager, or after hours and on weekends, the House Supervisor, either through your nurse or by dialing “0” from your room phone. The Patient Ambassador is also available during most business hours through the hospital operator by dialing “0” from your room phone. We appreciate the opportunity to give you the best service possible during your stay.

Our patient feedback is very important to us, and your comments are always welcome. Please call us at 850-626-5102, or leave feedback on our web site, www.SRMCFL.com. Press Ganey and Associates randomly surveys a percentage of our patients about the care and services at Santa Rosa Medical Center. If you receive one of these surveys, we sincerely hope you will take the time to complete and return it to Press Ganey.

Information Management (Medical Records)

Federal law requires that we give you information on our Privacy Practice Notice. This law, referred to as HIPAA or Health Insurance Portability and Accountability Act of 1996, became effective April 14, 2003. Santa Rosa Medical Center's Notice of Privacy Practice will be presented and explained to you upon registration to our facility. If you have further questions or concerns about our Privacy Practice Notice or would like a copy, please contact our Privacy Officer at 626-5160.

You may request copies of your medical records and/or x-ray films from the Health Information Management Department after your discharge. Only complete records can be released unless needed by other health care practitioners for continuing care. We will charge a reasonable fee for copies according to state law. For more information on obtaining copies of your information, please contact the Health Information Management Department at 626-5163.

Patient's Bill of Rights and Responsibilities

PATIENT'S RIGHTS: Santa Rosa Medical Center respects all patients' right to impartial access to care, treatment, and service, regardless of race, national origin, religion, handicap, or source of payment. In order to best serve our patients and their families, the hospital upholds your right to:

- Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy, confidentiality, and security
- An environment that preserves dignity and contributes to a positive self-image
- Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation
- Pain management
- Access protective and advocacy services
- Have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected
- Prompt and reasonable responses to questions and requests.
- Know the name, function, and qualifications of each health care provider who is providing medical services to you
- Know what patient support services are available in this facility.
- Receive information in a manner that you understand. The hospital will provide or assist in the provision of interpretation services as necessary
- Information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis
- Participate in decisions about their care, treatment and services, including having the patient's physician notified promptly of the admission to the hospital.
- Appoint a surrogate decision maker, as allowed by law, to make decisions about their care, treatment and services in the event you become unable to make your own decisions.
- Refuse any care, treatment, and services in accordance with law and regulation.
- Know what facility rules and regulations apply to patient conduct
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
- Know, upon request and prior to treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate, if you are a Medicare recipient.

- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Pastoral and other spiritual care services
- Know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research.
- Express grievances and to recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment , and services.
- File a complaint regarding alleged violations of patient rights with the State of Florida Agency for Healthcare Administration.

PATIENT'S RESPONSIBILITIES:

The safety of health care delivery is enhanced when patients, as appropriate to their condition, are partners in the health care process. To facilitate the safe delivery of care, treatment and services, patients have the following responsibilities:

- **Providing information** to the health care provider, that is, to the best of your knowledge, accurate and complete, about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. The patient and family must report perceived risks in their care and unexpected changes in his or her condition to the health care provider.
- **Asking questions** when you do not understand your care, treatment, or service or what you are expected to do.
- **Following instructions** related to the care, treatment and service plan developed. You should express any concerns about your ability to follow the proposed care plan or course of care, treatment, and services.
- **Accepting the consequences** if you choose not to follow the care, treatment, or service plan.
- **Showing respect and consideration** of the hospital's staff and property, as well as other patients and their property.
- Meeting financial obligations as promptly as possible as agreed to with the hospital.
- **Following the hospital's rules and regulations.**

Patient Safety

At Santa Rosa Medical Center we are concerned with your safety. We encourage patients and families to report their concerns related to care, treatment, services, and patient safety issues. Patients can freely voice concerns or complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care. If you or your family has concerns/complaints about patient care or safety in the hospital, please contact your nurse manager, patient advocate, risk management or hospital administration. Patients may call the Joint Commission at 1-800-994-6610 or the State of Florida (AHCA) at 888-419-3456, if these issues are not resolved by hospital staff. The following guidelines will help us to provide you with safe, effective care during your stay.

- If you do not understand something, ask for a clearer explanation.
- Make sure you tell the nurse about all medications, including prescriptions, over-the-counter medicines, vitamins, and herbal supplements.
- Make sure the information on your identification bracelet is correct.
- If your identification bracelet is removed or comes off, ask for a new one to replace it.
- When a nurse gives you medication they will check the medication, the order, and your identification so that you receive the correct medicine and dosage.
- If your medicine is a different color or shape from what you were given previously, ask the nurse to check to make sure it is correct.
- When you go have a test or procedure, the order and your identification, will be checked.
- Tell a nurse if you have a reaction to something or if your symptoms get worse.
- Make sure you understand clearly who will be performing your surgery/procedure, exactly what will be done, and what to expect during and after the surgery/procedure.
- Surgical staff will take many steps to make sure all surgery is done on the correct site and on the correct patient.
- Handwashing is the best prevention to infection. Make sure your visitors and caretakers are washing their hands, using antibacterial foam/gel, and/or wearing gloves. Hands should be washed or foam/gel applied before and after using gloves.

Fall Prevention

Sometimes medicines and a different environment may make you at increased risk for falls. To prevent falls: Ask that the bed siderails be kept up, make sure your call light is within reach, the bed is in low position and the brakes are locked. Only get up by yourself if your doctor has told you it is okay, otherwise, always ask for assistance from your nurse. Wear non-slip shoes or slippers when getting up. If needed ask for a light to be kept on so that you can see when getting out of bed at night.

Comfort Counts

Santa Rosa Medical Center Hospital is committed to providing the most effective pain relief possible to every patient. Effective pain relief does not mean you will have no pain- it means we will be working with you and your doctor to keep you as comfortable as possible.

What are the benefits of Pain Control?

Pain control can help you have greater comfort during recovery, which may help you to get well faster. With less pain, you can start walking, do your breathing exercises and get your strength back more quickly. You may even leave the hospital sooner.

What are your Pain Control Options?

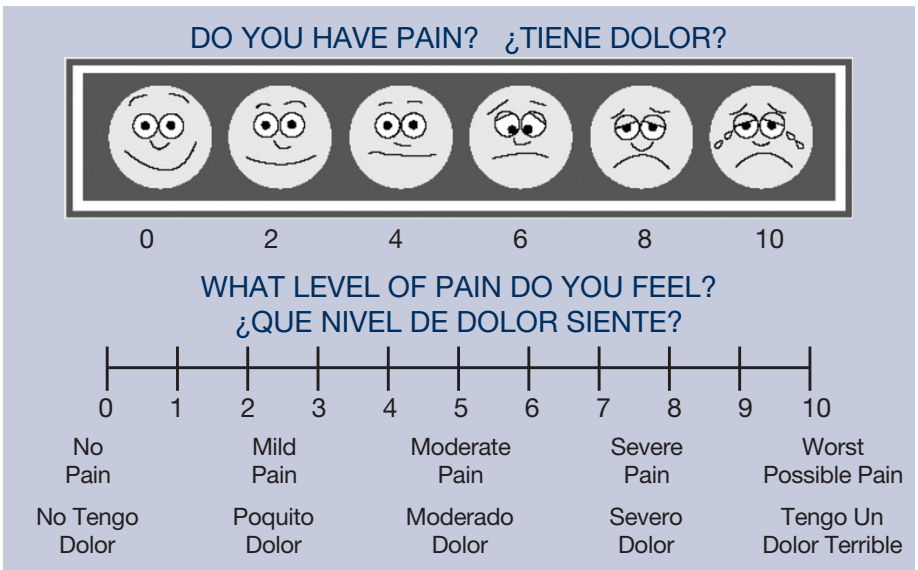
- 1. Prevention** It is often easier to prevent severe pain than to relieve it. Break the pain cycle early on. Report it as soon as possible so that staff can help you manage your pain.
- 2. Medication** Medication works better if it is taken around the clock. For some people an Epidural or Patient Controlled Analgesia (PCA) pump is used. Ask the nurse about your medication and how it will be given.
- 3. Non-Drug Methods** Pain can be relieved through non-drug methods. A few of the most common methods effective for mild to moderate pain are:
 - **Heat/cold** – Ask your nurse whether this is appropriate for your pain.
 - **Mental Imaging** – Think peaceful, relaxing thoughts while breathing.
 - **Relaxation** – Focus on breathing slowly and deeply.
 - **Massage** – Ask a family member to massage your sore muscles.
 - **Positioning** – Change you position frequently; use pillows for support.
 - **Music** – Bring a battery operated tape or CD player to the hospital.

How can you help?

Pain is a very personal experience and is different for everyone. Only you know what you are experiencing. Tell us:

- When the pain first started
- Where you feel the pain
- What makes the pain better; what makes the pain worse.
- How intense the pain is (scale of 0 to 10)

You will be asked about the amount of pain you can tolerate in order to walk, eat and sleep. This is known as your “comfort goal.” You will be asked to state your comfort goal and your present pain intensity using a number between 0 and 10 (0 meaning no pain, 10 meaning the worst possible pain). Using the same scale each time, you tell your doctor or nurse how well your pain is being controlled.



Help Prevent Errors in Your Care

SpeakUP™

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

An Institute of Medicine report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better.

The “Speak Up™” program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent health care mistakes, patients are urged to “Speak Up.”

Speak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

- Your health is very important. Do not worry about being embarrassed if you don’t understand something that your doctor, nurse or other health care professional tells you.
- Don’t be afraid to ask about safety. If you’re having surgery, ask the doctor to mark the area that is to be operated on.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Don’t be afraid to tell a health care professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem right.
- Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you don't know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Don't be afraid to remind a doctor or nurse to do this.
- Know what time of the day you normally get medicine. If you don't get it, tell your nurse or doctor.
- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
- Look for information about your condition. Good places to get that information are from your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better. Your advocate can help make sure you get the right medicines and treatments.

- Your advocate can also help remember answers to questions you have asked. He or she can speak up for you when you cannot speak up for yourself.
- Make sure this person understands the kind of care you want. Make sure he or she knows what you want done about life support and other life-saving efforts if you are unconscious and not likely to get better.
- Go over the consents for treatment with your advocate before you sign them. Make sure you both understand exactly what you are about to agree to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

- Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping right (too fast or too slow).
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.

Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards.

- Ask about the health care organization’s experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at www.qualitycheck.org to find out whether your hospital or other health care organization is “accredited.” Accredited means that the hospital or health care organization works by rules that make sure that patient safety and quality standards are followed.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
- Don’t be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask to speak with others who have had the same treatment or operation you may have to have. They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.

The “Speak Up™” program is sponsored by The Joint Commission.

Advance Directives

Every competent adult patient has the right to make his or her own decisions concerning their health care. Right now you may be able to make you own health care decisions, but you may not always have that ability. By giving advance directives, you can tell your physician and family about the medical care you would like to receive and whether you want another person to be able to make treatment decisions for you, in case you are unable to make your wishes known.

You can name a person to make medical treatment decisions for you by designating them as your Health Care Surrogate. This person is allowed to make health care decisions for you, including life support decisions, but only after your physician certifies that you are no longer able to make your own health care decisions.

You can also create advance directives for treatment decisions by executing a “Living Will.” A “Living Will” tells your physician and family about the types of procedures and life support that you want provided or withheld, in case you are ever unable to make those decisions at the time of need.

If you already have a “Living Will” or a Health Care Surrogate, please tell your physician and this hospital. A copy of the document must go into the medical chart to ensure that your wishes are honored. If you want more information on how to complete an advance directive, please feel free to ask your physician, your nurse, or your attorney.

Do Not Resuscitate (DNR) Orders

Another form of Advance Directive is the Do Not Resuscitate order (DNR) that a patient or their representative may discuss with their physician.

A DNR Order, when entered by the patient's physician, means that cardiopulmonary resuscitation will not be attempted to restore heart or lung function in a patient where heart or lung arrest has occurred or is believed to be imminent. Each patient/surrogate decision maker should fully discuss his or her wishes concerning DNR Orders with the attending physician. A complete copy of the policy is available upon request.

Ethics Committee

Santa Rosa Medical Center has an Ethics Committee to assist with decisions you may face concerning your health care. The purpose of the Ethics Committee is to help you with issues such as conflict resolution, do not resuscitate orders (DNR) or withdrawing or foregoing life sustaining treatment. If you wish to consult with the Ethics Committee, please advise your nurse.

Visiting Hours

General Visiting Hours:	9:00 a.m. - 9:00 p.m.
Maternity Visiting Hours:	9:00 a.m. - 9:00 p.m.
Pediatric Visiting Hours:	Patients 12 years old and younger should have an adult family member or friend with them at all times.

Critical Care Visiting Hours: Visiting times are: 5 a.m. – 2 p.m. and 3 p.m. – 9 p.m. Quiet time is from 2 p.m. – 3 p.m.

- A brief delay may be encountered due to conditions existing in the unit at specified times.
- Visitors may be allowed in the unit at times other than those specified when patient's condition warrants. This is at the charge nurse's discretion.
- At the charge nurse's discretion, out of town visitors may be allowed to visit at other times than those designated visiting times.

Visitor Guidelines

There are several general visitor rules to ensure optimum patient care:

- Labor and delivery visitors may include the husband/partner and coach. Siblings are allowed to visit at the discretion of the physician.
- Two visitors per patient in a semi-private room.
- Four visitors per patient in a private room.
- Waiting areas are provided for our CCU and Operating Room visitors. Sleeping or remaining overnight in these areas is discouraged and must be approved by the nurse supervisor on duty.

Parking

Free visitor parking is provided on the East, North, and West sides of the hospital. Please reserve the spaces marked for physician parking only.

Smoking Policy

Santa Rosa Medical Center is a tobacco-free campus. As of January 1, 2009, no tobacco use of any kind will be permitted - inside or outside - on our property. This initiative also included the elimination of designated smoking areas outside Santa Rosa Medical Center buildings.

As a healthcare organization, we are committed to the health and safety of our employees and patients. We believe that we have a responsibility to take a leadership role on this major health issue and are proud to show support for smokers by providing assistance with smoking cessation.

Santa Rosa Medical Center's decision to go tobacco-free is a concrete way we can demonstrate our ongoing commitment to healthy living.

Food Services-Patients

Patient satisfaction is our Number One Priority. After your diet is ordered by the physician, a Food Service representative will visit to discuss individual food preferences. Meals are served three times daily:

Breakfast . . . 7:15 a.m. to 8:00 a.m.

Lunch 12:15 p.m. to 1:00 p.m.

Dinner 5:15 p.m. to 6:00 p.m.

If you have missed a meal, your nurse may request a late tray for you.

Food Services-Visitors

Berryhill Bristo

The hospital cafeteria is open Monday through Friday from 6:30 a.m. to 9:00 a.m. and 11:00 a.m. to 1:30 p.m.

This hospital cafeteria is open Saturday and Sunday 6:30 a.m. to 9:00 a.m. and 11:00 a.m. to 1:00 p.m.

Vending Area is available 24 hours a day and is located next to the cafeteria.

Guest Trays are available at meal times in the patient's room. The cost for breakfast is \$3.50 and the cost for lunch or dinner is \$4.00. Please contact the nurse or call ext. 5467 to request a guest tray. Requests must be in by:

10:00 a.m. for lunch

3:00 p.m. for dinner and/or breakfast the next morning

Notary Public

Notary Public services are available for patients from 8:00 a.m. to 4:00 p.m. Monday through Friday. Your nurse can arrange for one to come to your room.

Telephone Service Is Provided

Each patient has access to their own phone next to their bed, except in CCU. To place a local call from a patient phone to an outside line, dial 9. At the dial tone enter the seven-digit local phone number. To place a long distance call, dial "0". To dial from an outside line directly to a patient's room, dial 626-5 plus the three-digit room number. Pay phones are located in the front lobby and at the Emergency Room entrance. Telephones for the hearing impaired, are available upon request. The use of a cellular/digital phone is not permitted in certain areas. There will be signs indicating these areas (Critical Care Unit, Emergency Department, etc.) This is due to the technical equipment that is being used in these units.

Patient Ambassadors visit each patient. Their primary responsibility is to see that all of your needs are being met and to quickly resolve any concerns or issues involving your care and comfort. You can reach the Patient Ambassador during normal business hours by dialing “0” from your room phone.

The **Registered Pharmacist** is a member of the team and is available seven days a week. The pharmacist reviews ordered medications for appropriateness, as well as correct dosage, compatibility of other drugs ordered for the patient, and any possible allergies. The pharmacist collaborates with physicians and other members of the multidisciplinary team to help ensure that high quality care is being delivered to the patient.

The **Registered Nurse (RN)** develops, directs and delivers a plan of care based on an assessment and prioritization of your nursing needs as a patient.

The **Respiratory Therapist** collaborates with both physicians and nurses regarding the respiratory care needs of the patient. The therapist is responsible for administering respiratory treatments when ordered.

The **Safety Officer** is responsible for coordinating all safety, security and disaster related functions in the hospital.

Security is available seven days a week 24 hours a day. For the security of our patients and staff all visitors and vendors are required to get a “Visitor Pass” when entering the front lobby or the Emergency Department.

The **Unit Secretary** assists the team by transcribing physician orders for various lab tests, x-rays and other procedures. The secretary also greets family members, answers phones and works closely with other departments throughout the hospital.

Other members of the Patient Care Staff with whom you may have contact include:

The **Nursing Technician (NT)** is a nursing assistant that helps the RN and LPN to provide nursing care.

The **Nurse Manager** organizes, develops, directs and delivers patient care on his/her unit.

Patient Representatives

The Santa Rosa Medical Center Auxiliary serves as patient representatives, providing a morning newspaper, conversation and patient advocacy. The volunteers are trained to act as a liaison between the patient and staff regarding routine concerns.

Volunteers

Santa Rosa Medical Center is grateful for the vital assistance and TLC provided by more than 100 volunteers. The highly trained and committed volunteers can be found supporting the medical team in nearly every department. For further information, please contact the Director of Volunteer Services at 623-5113.

Pastoral Services

Santa Rosa Medical Center is a place of healing and care and recognizes the importance of a patient's spiritual and emotional well being. Our chapel/prayer room is located on the fourth floor. There is a chaplain on call 24 hours a day. To request pastoral care, contact your nurse or the Director of Volunteers Services at 626-5113.

Valuables

Please leave your valuables at home or send them home with a relative. If necessary, the valuables may be kept in the hospital safe located in the business office. Be sure to obtain a receipt. Santa Rosa Medical Center cannot be responsible for money, checkbooks, credit cards or other valuables.

Interpreters

Patients with communication barriers (hearing, speech, or foreign language) will be provided with a qualified interpreter on-call 24 hours a day. Methodologies include the following: sign language and/or oral interpreter, lip reading, handwritten notes, supplemental hearing devices, foreign language interpretation, or any combination of the above. Telephones for the hearing impaired are available. Please contact your nurse for assistance.

Guide Dogs

The use of guide dogs is permitted in the hospital as needed. SRMC encourages guide dogs to be left at home when possible.

Critical Care Unit (CCU)

The CCU has special guidelines to maintain the advanced level of care required in CCU. Plants and flowers are not allowed, but cards are always welcome. There is a phone located in the CCU waiting room: 623-3475. Visitors must be 12 years of age or older. Please limit visitors to two per patient.

Progressive Care Unit (PCU)

This twelve bed unit is designed for the patients who need specialized care beyond what the general nursing unit offers, but not acute enough for the Critical Care Unit. The types of patients this unit might receive are surgical patients immediately after surgery, chest pain patients who are being ruled out for a heart attack, and pneumonia patients who need extra respiratory monitoring.

Case Management & Social Services

On-site medical social services are available to you and your family Monday through Friday. A request for services may be initiated by you, but will be coordinated with the attending physician. The social worker is available to assist patients with special needs in planning for their discharge from the hospital and for necessary follow-up care, including referrals to appropriate community agencies. Individual and family counseling on a limited basis is available to ease any stress related to hospitalization. Social Services is located on the fourth floor. Contact Social Services at 626-5066 if you should need additional information.

Departure

Your physician determines when you are well enough to leave the hospital and writes the discharge order. Your nurse will provide discharge and follow-up instructions. A staff member or volunteer will accompany you to the exit, stopping at the business office to pick up any valuables, if necessary. The standard bill is mailed within ten days from date of discharge. An itemized bill will be sent upon request.

Living Well with Diabetes

Our eight-hour comprehensive diabetes education program teaches you how food, exercise, medication, stress and illness affect blood sugar levels. You will learn how to monitor blood sugar levels.

For more information and current schedules, call the Diabetes Education office at 626-5196.

When:

We offer classes twice a month. Individual appointments may be scheduled also.

Where:

Santa Rosa Medical Center
6002 Berryhill Road

Cost:

There is a fee that may be covered by your insurance for this ADA-accredited program.

Certified Diabetes Educators (a registered dietitian and a registered nurse) are also available to assist you during your inpatient stay.

The monthly Diabetes Support Group meets at 6:00 p.m. on the 2nd Tuesday of the month and offers strategies to stay on track and prevent complications. It is free and open to the public.

Frequently Used Phone Numbers

Business Office	866-481-2553
Central Scheduling	626-5129/5130
Chief Nursing Officer	626-5104
Education Department	626-5384
Emergency Room.....	626-5073
Food Services	626-5004
Dietary.....From room just dial	5467
Cafeteria.....From room just dial	1514
Gift Shop	626-5190
House Supervisor.....	626-5126
Human Resources.....	626-5089
Medical Records	626-5161
Patient Ambassador.....	375-2859
Patient Information	626-5163
Pre-Operative Interview.....	626-5213
Risk Management	626-5003
Social Services.....	626-5066
Volunteer Services.....	626-5113
Waiting Areas	
Emergency Room Registration.....	626-7762 ext. 1487
Second Floor/Surgery	626-5204
Third Floor/Labor & Delivery.....	626-5080
Fourth Floor/Critical Care Unit	626-5475

Physicians Directory

Santa Rosa Medical Center

ANESTHESIOLOGY

Anesthesia Healthcare Partners	626-5209
Maurice Benoit, MD	626-5209
Martin Mondry, MD	626-5209

CARDIOLOGY

Daniel Phillips, MD	969-7979
David Miles, MD	969-7979
Jose Guitian, MD	969-7979
Joseph M. Cherian, MD, FACC	623-0323
Marcelo Branco, MD	969-7979
Paul Tamburro, MD	969-7979
Samuel Parker, MD	969-7979
Stephen Hunley, MD	969-7979
Vishal Gujral, MD	969-7979

EMERGENCY MEDICINE

Hospital Physician Partners	626-7762
Thomas Brown, MD	626-7762
Manning Hanline, MD	626-7762
Kim Landry, MD	626-7762
Peter Manis, MD	626-7762
Lilly Marshall, MD	626-7762
Lee Neal, MD	626-7762
Mark Stravos, MD	626-7762
Arthur Sumrall, MD	626-7762

EAR, NOSE, THROAT, HEAD AND NECK SURGERY

FACIAL PLASTIC SURGERY

Michael Rinaldi, DO	983-7778
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FAMILY PRACTICE-MILTON

Mark Elder, DO	981-0320
Bach-Uyen LeThi, MD	623-9787
Janet I. Lewis, MD	623-9787
Dennis R. Mayeaux, MD	623-9787
D. Bruce Young, MD	623-9787
Matthew Warner, MD	626-0373

FAMILY PRACTICE-PACE

Thomas Messe, MD 994-6575
Angeli Saith, MD 995-0125

GASTROENTEROLOGY

Alex Rusynyk, DO 626-9626
Mounzer Soued, MD 436-4563

GYNECOLOGY

Michael Coyle, DO 983-3528

HOSPITALIST

. 626-7762
Moudar Ashzaley, MD
Zaher Kalaji, MD
Logan Porter, MD

INFECTIOUS DISEASE

J. Sidney Clements, MD 432-3692

INTERNAL MEDICINE

Moudar Alshazley, MD 994-6575
Zaher Kalaji, MD 994-6575
Lorna Cabrerros, MD 626-4208
Sal A. Vernali, MD 626-0373

NEPHROLOGY

George Antonious, MD 474-8121
Maged Nashed, MD 623-4771

NEUROLOGY

Michael Shawbitz, MD 981-9885

OBSTETRICS AND GYNECOLOGY

John W. Ervin, MD 983-9600
Michael W. Barber MD 981-0040
. 936-1316
Sue E. George 626-6363

OCCUPATIONAL MEDICINE

Liberto Colombo, DO 623-9654

ONCOLOGY

Mark S. Boatright, MD 474-8382

ORTHOPAEDIC SURGERY

Christopher Bookout, MD 623-0543

Steve Kronlage, MD 626-1461

Peter M. Szymoniak, MD 626-1461

PAIN MANAGEMENT

Robert Sackheim, MD 623-6004

Mark Larkins, MD 969-2222

PATHOLOGY

David Nicholson, MD 626-5090

PEDIATRICS

Luis Ghigliano, MD 983-3700

John Van Ostenbridge, MD 623-KIDS (5437)

PULMONARY

Jack Obeid, M.D. 912-8433

Sal A. Vernali MD 626-0373

RADIOLOGY

Thomas Ballard, MD 626-5170

James A. Barnes, MD 626-5170

Patricia Hambley MD 626-5170

Ancil Lindley, III, MD 626-5170

James Watson, MD 626-5170

SURGERY

Robert A. Althar, MD 995-0875

Randall McKissack, MD 626-2131

Pamela Schurman, DO 994-2771

Ming Zhang, MD 626-0007

URGENT CARE

Michael Matela, MD 994-0431

UROLOGY

Howell Martin, MD 981-8174

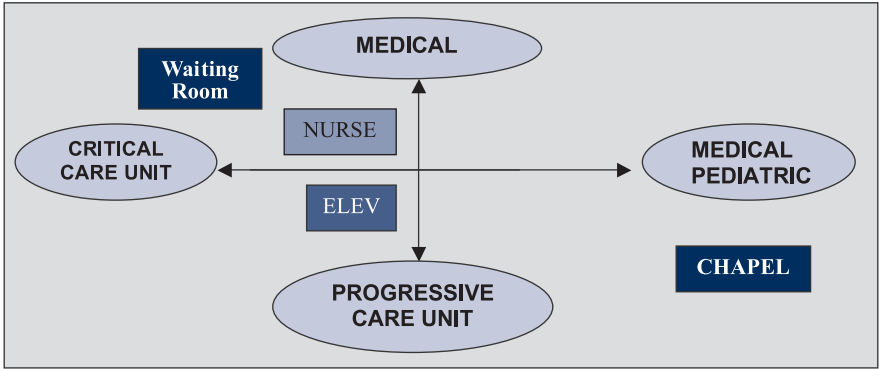
Joseph Plunkett, MD 981-8174

. 477-5437

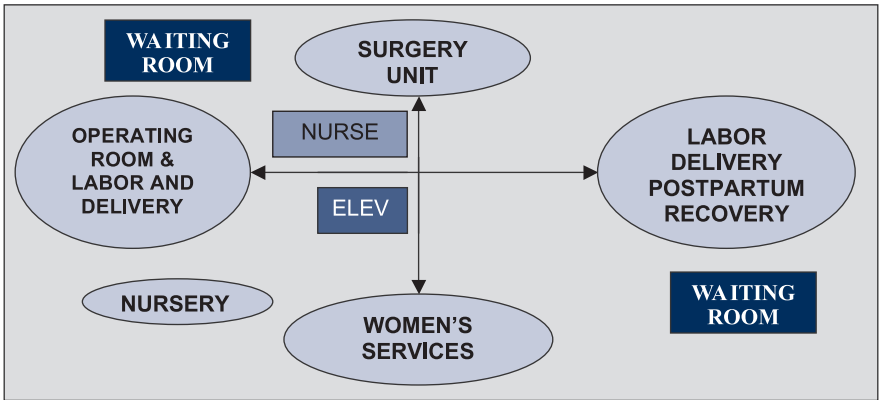
Eduardo Puente, MD 623-5409

**Further information regarding physicians provided upon request.*

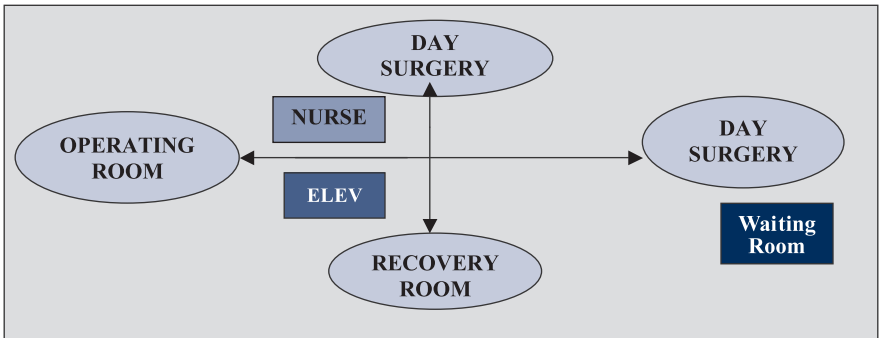
4th Floor: Medical/Pediatrics, Critical Care & Progressive Care Units



3rd Floor: Surgery, Labor & Delivery, Women's Services, Postpartum & Nursery



2nd Floor: Day Surgery, Operating Room & Post Anesthesia Care Unit (Recovery Room)



W.E. C.A.R.E.

Wonderful • Ethical
Compassionate • Accountable • Respectful • Excellent

I would like to recognize/ Quierodarle reconocimiento a:

Employee's name/ Nombre del empleado

Department/ Departamento

Check the value this person exhibits/ Marque el valore nostrados por esta persona

- Integrity/ integridad Be honest and do what you say/sea honesto y haga que usted dice
- Compassion/compassion Be sympathetic to the needs of others/ tenga sensibilidad hacia las necesidades de los demas
- Accountability/Responsabilidad Take ownership for how actions impact outcomes/tome responsabilidad de como sus acciones impactan a los resultasos
- Respect/Respecto Value the rights of others and accept differences/dele valor a los derechos de los demas y acepte las diferencias
- Excellence/Excelencia Take personal pride in exceeding expectation/tome orgullo personal en el exceder las expectitivas

Please provide examples of what the employee did to deserve this recogniton and how s/he exhibited the WE CARE values/Por favor proporcione ejemplos de lo que el/la empleado(a) hizo para merecer este reconocimiento y como exhibio valores WE CARE.

