



“Advanced Medicine – Exceptional Care”

PATIENT HANDBOOK

Welcome to Byrd Regional Hospital

The staff would like to thank you for choosing our hospital for your healthcare needs. We will make every effort to meet your needs as quickly as possible. We are here to serve.

We want you to **ALWAYS** be **VERY SATISFIED** and involved in your care, so feel free to ask questions. If at any time we are not meeting your expectations, please feel free to let us know.

We want you to **DEFINITELY** recommend our hospital to your family and friends!

Thank you again for choosing us.

ARMBAND SAFETY

Make sure we check your armband before:

- Doing a procedure or test on you



- Taking you anywhere



- Giving you a medication



PATIENT IDENTIFICATION IS VERY IMPORTANT!

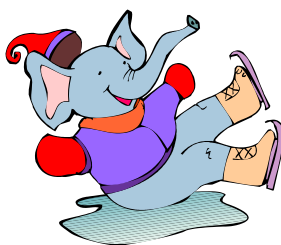
Our armbands are color coded to identify any patient at risk for Fall, Allergy, Latex allergy, or DNR status.

YOU MAY BE AT RISK FOR A FALL

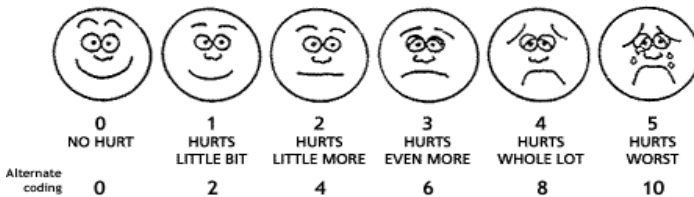
In order to help us keep you safe,
we ask that you do the following:

- **Always use the Nurse Call bell for assistance in getting out of bed, out of a chair or going to the bathroom.**
- **Allow someone to remain with you while you are toileting.**
- **Wear non-skid footwear when walking.**
- **Report any fluid spills that you are aware of.**
- **Use assistive devices (canes, walkers etc.) as appropriate when walking.**
- **Keep needed items within easy reach**

**If we work together, we can
prevent a FALL!**



YOU HAVE THE RIGHT TO HAVE YOUR PAIN ASSESSED AND MANAGED

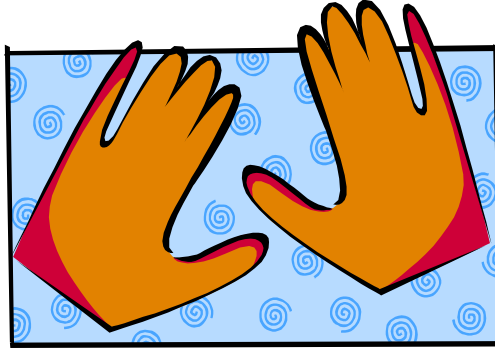


- You will be asked to rate your pain on a scale of 1-10.
- You will be informed that pain is the 5th Vital Sign, and you will be asked when vital signs are taken.
- “The Pain Facts” brochure was given to you on admission.



Infection Control Measures

Hand Hygiene



**Hand hygiene is critical to
reduce the number of
infections!**

*Make sure all staff WASH THEIR
HANDS before performing any
procedures on you...don't be
embarrassed or afraid to remind them!*

TYPES OF HAND HYGIENE

1. Soap and water
2. Alcohol based hand rinse
3. Surgical scrub

Standard Precautions – are based on the principle that all blood, body fluids, secretions, excretions except sweat, non-intact skin, and mucous membranes may contain infectious agents that can be transmitted from one person to another. Standard Precautions include certain practices that apply to all patients to help prevent the spread of infection. These include: hand hygiene; use of gloves, gown, mask, eye protection, or face shield, and safe injection practices.



Also, equipment or items in the patient environment likely to have been contaminated with infectious body fluids must be handled in a manner to prevent transmission of infectious agents (e.g. wear gloves for direct contact, contain heavily soiled equipment, properly clean and disinfect or sterilize reusable equipment before use on another patient).



All patients should be treated with Standard Precautions.

In addition there are three other types of Isolation that might be required.

Contact Precautions – are intended to prevent transmission of infectious agents which are spread by direct or indirect contact with the patient or the patient’s environment. Contact Precautions might be used when there is excessive wound drainage, fecal incontinence, or other discharges from the body that might be at risk for transmission.



A private room is preferred for patients who require **Contact Precautions**.

Healthcare personnel caring for patients on Contact Precautions wear a gown and gloves for all interactions that may involve contact with the patient or potentially contaminated areas in the patient’s environment. Donning PPE upon room entry and discarding before exiting the patient room is done to contain pathogens, especially those that have been implicated in transmission through environmental contamination (e.g., VRE, *C. difficile*, noroviruses and other intestinal tract pathogens; RSV)



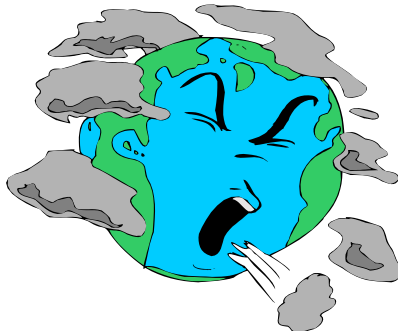
Droplet Precautions – are intended to prevent transmission of germs spread through close respiratory or mucous membrane contact with respiratory secretions. Because these germs do not remain infectious over long distances in a healthcare facility, special air handling and ventilation are not required to prevent droplet transmission. Infectious agents for which Droplet Precautions are indicated would be *B. pertussis*, influenza virus, adenovirus, rhinovirus, *N. meningitides*, and group A streptococcus (for the first 24 hours of antimicrobial therapy).

A private room is preferred for patients who require **Droplet Precautions**.



Healthcare personnel wear a mask (a respirator is not necessary) for close contact with infectious patient; the mask is generally donned upon room entry. Patients on Droplet Precautions who must be transported outside of the room should wear a mask if tolerated and follow **Respiratory Hygiene / Cough Etiquette**.

Airborne Precautions – prevent transmission of infectious agents that remain infectious over long distances when suspended in the air (e.g., measles, chickenpox, TB, and possibly SARS).



A private room with negative pressure is required for patients in **Airborne Precautions**.

Healthcare personnel caring for patients on Airborne Precautions wear a mask or respirator, depending on the disease-specific recommendations that is donned prior to room entry. Whenever possible, non-immune HCWs should not care for patients with vaccine-preventable airborne diseases (e.g., measles, chickenpox, and smallpox).

Respiratory Hygiene / Cough Etiquette

Serious respiratory illnesses like influenza, respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS) are spread by:

- ◆ Coughing or sneezing
- ◆ Unclean hands

To help stop the spread of germs,

- ◆ Cover your mouth and nose with a tissue when you cough or sneeze.
- ◆ If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- ◆ Put your used tissue in the waste basket.

Clean your hands after coughing or sneezing

- ◆ Wash with soap and water.
OR
- ◆ Clean with alcohol-based hand cleaner.

Note: You may be asked to put on a surgical mask to protect others.



Patient Guide to Bed Safety

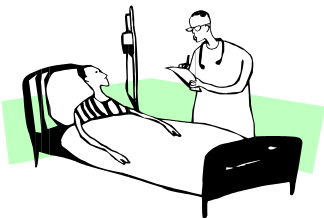
The Benefits and Risks of Bed Rails

Potential **benefits** of bed rails include:

- Aiding in turning and repositioning within the bed
- Providing a hand-hold for getting into or out of bed
- Providing a feeling of comfort and security
- Reducing the risk of patients falling out of bed when being transported
- Providing easy access to bed controls and personal care items

Potential **risks** of bed rails may include:

- Strangling, suffocating, bodily injury or death when patients or part of their body are caught between rails or between the bed rails and mattress
- More serious injuries from falls when patients climb over rails
- Feeling isolated or unnecessarily restricted
- Preventing patients, who are able to get out of bed, from performing routine activities such as going to the bathroom or retrieving something from a closet



**PATIENT SAFETY is important and we
need your help with it.**

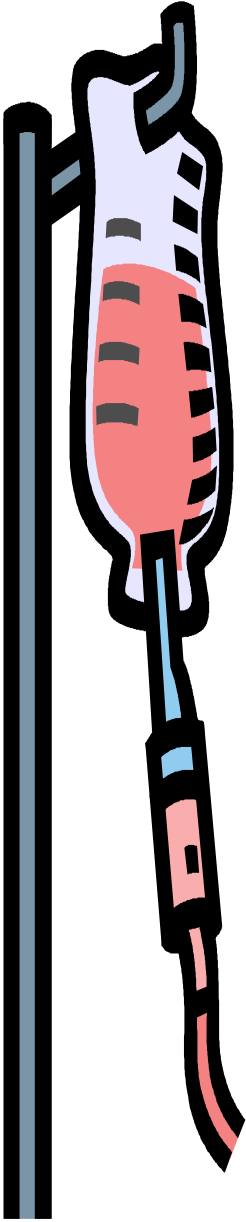
Here are ways you can help:

MEDICATIONS:

1. Tell us ALL medications you take including those prescribed by your physicians, eye drops, ear drops, antacids, laxatives, vitamins and minerals, alternative, herbal and homeopathic medications and substances, and topicals (lotions).
2. We also need to know if you smoke, chew tobacco, drink alcoholic beverages or take illegal drugs.
3. Tell us anything you are allergic to or had reactions to. (Such as a rash, stomach reaction, etc.)
4. Tell us any past positive or negative medication effects.
5. Keep a written list of your medications; including doses, dose form, and times you take each (schedule). Let us make a copy of it for your record.
6. Be sure you understand all instructions about taking your medications.
7. If we provide a medication that doesn't look right, question us about it.
8. Ask to be told the name, purpose and side effects of every drug we give to you to take.
9. Don't take any medication unless the caregiver has checked your ID band first.
10. Tell us if you are pregnant or breast-feeding.

OTHER ISSUES:

1. Do not leave your hearing aide, dentures, and eyeglasses on your meal tray.
2. Keep your personal possessions to a minimum. Send any items you don't need home with family.
3. Speak up if you have any questions or concerns. **Your nursing staff should be checking on you about every hour.**
4. If your doctor has not told you about tests or procedures and a caregiver comes to do a test or procedure, speak up. Have us double check the recorded order from your doctor.
5. Tell the doctor, nurses and other caregivers how you feel. Don't feel like you are complaining. They need to know. Let them know any change in your condition.
6. Learn about your condition and treatment. Ask questions.
7. If you see an unsafe situation or hazardous condition, please let us know.
8. Confirm where on your body surgery is going to be done with nursing staff and your surgeon before going to the Operating Room. (i.e. which side)
9. Do not eat or drink anything without checking with the staff in case tests are ordered.
10. Please limit visitors to two at a time.
11. Please limit use of cell phones.



**To our patients,
We want to provide a safe
environment for you.**

**We ask that you NOT go outside
by yourself if you have an IV pump,
as we cannot hear the alarms.**

**We appreciate
your cooperation.**

Other educational materials available to you are:

**What You Need to Know about
Central Line Infections (CLI):
*A Fact Sheet for Patients
and their Family Members***

**What You Need to Know about
Infections after Surgery:
*A Fact Sheet for Patients
and Their Family Members***

**What You Need to Know about
Methicillin-Resistant
Staphylococcus aureus (MRSA):
*A Fact Sheet for Patients
and Their Family Members***

**What You Need to Know about
Ventilator-Associated Pneumonia (VAP):
*A Fact Sheet for Patients
and their Family Members***

**Ask your nurse about this
additional information...
It will gladly be given to you.**

**We hope our employees always use
*AIDET:***

A	Acknowledge – Eye Contact, Smile, Greeting
I	Introduce – Your name, Manage up Self, Department, Other Areas
D	Duration – Wait time, Procedure Results
E	Explanation – Procedure, next steps
T	Thank-You!



**Whatever your need, just ask...
*We Have The Time!***

QUESTIONS?