



ST. JOSEPH'S HOSPITAL

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GENERAL INFORMATION

Your Hospital Room

Each room is equipped with a nurse-call system, telephone, television, and wireless intranet - at no extra charge.

Your room will be a clean and comfortable place for you and your visitors. If you have concerns regarding the cleanliness of your room, or if you find that your TV, bed, lights, or other features of your room do not work properly, please let us know so that we can help.

How to call for Assistance

Please use the call system in your room and a member of the nursing staff will respond.

Get Well Greetings/Mail

If the unit permits, cards, flowers, balloons, fruit baskets, etc., sent by family and friends will be delivered to the patient's room. We also offer online Cheer Cards by visiting our website at www.stj.net.

Meals

Good nutrition is an important part of your healing process. Special diets have been ordered for you as part of your plan of care to help you recover quickly. Please do not share your food with others. If the available menu does not appeal to you, please ask your Dietary Hostess for additional options. If you have any questions about nutrition, diet restrictions or any other food concern or request, please ask your nurse.

Personal Belongings

St. Joseph's Hospital cannot be responsible for valuables or personal items such as hearing aids, dentures, and eyeglasses. We ask that you leave your wallet, jewelry, and other valuables at home or with a friend or family member. Another option is to check your valuables with the nurse; they will give you a detailed receipt and your valuables will be placed in a safe until your discharge. St. Joseph's Hospital is not responsible for the loss of any valuables.

Lost & Found

Please report any missing items to a nurse. Lost items may be claimed by dialing "0" and asking to speak to the switchboard operator.

Telephone Service

Telephones are provided free of charge in patient rooms. Family and friends may call you from outside the hospital by dialing the phone number provided to you on the white board in your room. Cell phone usage may be restricted in some areas of the hospital. Please check before using your cell phone.

Recording of Hospital Staff

Per hospital policy and to protect patient confidentiality and the privacy of hospital staff, photography, audio, and/or video recordings of St. Joseph's Hospital staff may not be made by patients, their family, and/or visitors without the consent of the hospital staff being photographed or recorded.

Television (TV)

Each hospital room is equipped with cable television. A list of available channels can be found in the back of this packet. Your TV can be operated by using the control device located near your bed. Turn the dial to adjust the sound level. The channels can be changed by depressing the button in the middle of the control panel. For the deaf or hard of hearing, all TVs are equipped with closed caption capabilities. Please set your television volume at a comfortable hearing level so as not to disturb other patients.

Public Wireless Access

We provide a free wireless network ("Wi-Fi") for our patients and visitors. If you have a smartphone, tablet, laptop, or other type of Wi-Fi-capable device, you should see "FriendsConnect" in your list of networks.

Using our "FriendsConnect" Wi-Fi

1. Using your wireless settings, you can select "**FriendsConnect**" from the list of available Wi-Fi networks and choose to connect. No password is required.
2. Open an intranet browser on your device. If you do not immediately see the "Access Agreement" page, you may need to refresh the browser window.
3. Once you see the "Access Agreement" page, please review the "Intranet Usage Agreement" text and click "Accept".

SPECIAL COMMUNICATION NEEDS

For the Hearing Impaired

Amplified telephones, interpreters, and other special arrangements for the hearing impaired are available upon request.

For the Sight Impaired

Reading and writing assistance is provided as needed.

For Non-English Speakers

A language telephone line is available at no charge. Please ask your nurse to make arrangements.

What is a Hospitalist?

Hospitalist is the term used for doctors who specialize in the care of patients in the hospital. This movement was initiated about a decade ago and has evolved due to many factors. These factors include: convenience, efficiency, financial strains on primary care doctors, patient safety, cost-effectiveness for hospitals, and the need for more specialized and coordinated care for hospitalized patients.

Social Workers & Discharge Planners



Our Social Workers and Discharge Planners are available to help you and your family plan and arrange for services you may need after you leave the hospital. They will work with public and private agencies to help you obtain

medical equipment, nursing home placement, “Meals on Wheels,” home health services, and information about other available resources in the community.

Safety/Security

St. Joseph’s Hospital buildings are protected with an automatic fire alarm system, an automatic fire sprinkler system, and smoke-tight compartments which are designed to protect occupants. In the event of an alarm, staff members will shut all patient room doors until the source of the alarm is identified, and the alarm is cleared by facility personnel or the Buckhannon Fire Department.

During the alarm, all patients and visitors should stay in their rooms and await instructions from



hospital staff. In the unlikely event that patients and visitors need to be evacuated, the staff will relocate occupants into another smoke-free area.

St. Joseph’s Hospital has a full-time Security Department designed to provide a reasonable and appropriate degree of security for our patients, visitors, and staff. In the event that Security Services are needed, please notify your nurse.

Alcoholic Beverages, Illegal Substances and Weapons

Alcoholic beverages, illegal substances, and weapons are not permitted on the St. Joseph’s Hospital campus.

Smoking/Tobacco Policy

St. Joseph’s Hospital is a tobacco-free hospital that includes the surrounding campus. The “no tobacco” requirements of this facility have been implemented with the patients’ and employees’ health and safety in mind. This means tobacco use is not permitted by anyone anywhere on the entire St. Joseph’s Hospital campus.

VISITORS INFORMATION

General Visiting Hours

St. Joseph's Hospital welcomes visitors. Family and close friends can play an integral and key part of the healing and recovery process of our patients. For this reason, we have transitioned to an open visitation policy which allows guests to visit with patients at any time throughout the day with the expressed consent of the patient and the healthcare team. On admission, your nurse will review with you your preferences regarding visitors.

We ask that visitors please respect the privacy and comfort of all patients and observe the following:

- Be free from illness such as colds/flu.
- Observe our No Tobacco Policy.
- All children must be accompanied by an adult while visiting.
- Observe our Cell Phone Policy.
- Observe Visitation Limitations that occur during pandemic or other emergency situations.



Auxiliary Gift Shop

The Auxiliary Gift Shop is located on the first floor of the hospital and offers a variety of items including light snacks, specialty gift items, toiletries, and reading materials. Credit/Debit Cards are accepted.

Rest Rooms

Rest rooms for visitors are located on each floor. Visitors should not use rest rooms in patient rooms.

Waiting Areas

For the comfort and convenience of visitors, there is a designated lounge area on each floor.

Dining Facilities/Café Pallotti

The Café Pallotti offers our visitors a full selection of hot and cold foods. The Café is on the first floor of the main hospital

Café Pallotti Hours:

- **Breakfast:**
Monday through Friday: 7 am to 10 am
Saturday through Sunday: 8 am to 10 am
- **Lunch:** 11 am to 1:30 pm
- **Dinner:** 4:30 pm to 6 pm

A menu board is posted at the entrance to the Café hallway and on the display board outside the cafeteria.

A vending machine area adjacent to the cafeteria is open 24 hours a day.

Overnight Visitors

Arrangements for overnight visitors may be made by contacting a nurse on your unit.



Gloves, Masks & Goggles

The hospital staff, at various times, will be wearing gloves, masks, and/or goggles during patient care. Please do not be alarmed at this practice. It is for mutual patient and staff protection.

Tests and Procedures

There may be delays with your scheduled tests or procedures when unexpected emergencies occur. Staff will inform you should a delay occur. Some diagnostic imaging tests are not on a time schedule, therefore, it is difficult for the staff to give you an exact time for these tests and procedures.

Discharge

Once you have reached your recovery phase, you will be discharged. This process involves a moderate amount of paperwork. Please be aware that it will take **approximately one (1) hour to complete paperwork** once your doctor notifies the nurse that you can go home. This will prevent your family or friend from having to wait before you can be discharged. A nurse will also explain how to take care of yourself at home. You will be escorted in a wheelchair from your room to the main entrance upon discharge.

Restraints

Many patients in hospitals are at a high risk for falls. Hospitals in the past might have restrained these

patients in order to prevent falling, broken bones, or injury. However, as a Medicare Provider, St. Joseph's Hospital is required to follow federal rules that place strict limits on the use of measures that restrict a patient's freedom of movement. This includes any type of restraint unless ordered by a physician to protect a patient from hurting themselves or others. Restraints may include medications as well as wrist, ankle, vest restraints, and lower bed rails if they are being used to restrict a patient's freedom of movement.

Because of federal regulations, these patients will probably not be restrained now, but additional safety interventions may be utilized.

We welcome and encourage patients' families to participate in the care and support of patients to help prevent falls and other accidents. If a patient has any habits that make them prone to confusion or wandering, it is important that the patient's nursing staff be informed. A family member is welcome to stay with a loved one. We know that falls and accidents occasionally happen in the hospital, but we believe if family, the patient, the physician, and the staff of the hospital work together we can try to avoid these unfortunate accidents.

Preventing Patient Falls

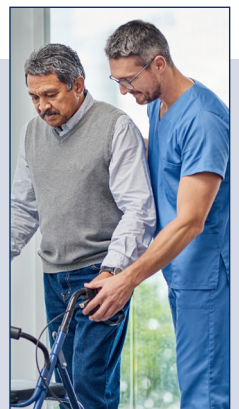
Accidental falls may occur in the hospital. Learn how you can help to prevent them.

You may fall in the hospital because.....

- Sleeping medication, pain relievers, blood-pressure pills, or diuretics may make you dizzy and disoriented.
- Your illness, enemas, laxatives, long periods without food, or tests your doctor ordered may leave you weak and unsteady.
- The hospital is unfamiliar to you – especially when you wake up at night.
- Equipment such as IV poles, leg compression devices, and catheters can make movement more difficult.

Some falls cannot be avoided. However by following the guidelines listed below, you, your family, and friends can help reduce your **RISK** of falling.

- Ask for help if you feel dizzy or weak. Remember you are more likely to faint or feel dizzy after sitting or lying for a long time. Ask for help to the bathroom.
- Wear nonskid or rubber soled slippers.
- If you need assistance, ring your bell and a nurse will answer your call as quickly as possible.
- Safety devices are designed to ensure your safety. If the devices require adjustment, ask for help.



PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights & Responsibilities

This notice of your rights and responsibilities is provided to you upon admission. The Board of Trustees and Administration of St. Joseph's Hospital affirm that, as a patient receiving care at this facility, you have the right to:

Patient Information

Information about a patient's stay and condition is confidential. We list in the patient directory only those patients who wish to be included. Only designated family members may speak to a member of the patient's healthcare team for information regarding a patient's condition and care.

Making Decisions About Your Care

St. Joseph's Hospital is committed to providing you with the care you would want to receive. Among your rights is the right to make decisions concerning your healthcare. You have the right to accept or refuse medical, and/or surgical treatment. To make these decisions, it is best to consider what is important to you and to discuss these decisions with your family, friends, and, doctor.

You may refuse treatment to the extent permitted by law and you will be informed of the medical results of that action. If you refuse a recommended treatment, you will be fully informed of potential outcomes. You will also receive other needed and available care, if you agree, and will be referred to other care options as needed.

Receive Reasonable & Necessary Medical Care

When able, the hospital must make a reasonable response to your request for care, regardless of race, religion, sex, color, national origin, or ability to pay.

- When medically advisable, you may be transferred to another facility. This will happen only after you have received complete information about the need for the transfer and other options. You will be informed of risks, benefits, and options. You will not be transferred until the other facility agrees to accept you.
- You have the right to request, accept, or reject measures and treatment necessary to relieve pain and suffering in accordance with customary medical practice.
- You have the right to information about your continuing healthcare needs in the form of discharge instructions.
- You and your family have the right to be involved in your treatment and the plan of care.
- You have the right to be informed of that plan of care.
- You have the right to information about Advance Directives (living will and/or medical power of attorney). These documents may express your choices about medical care. These documents may also identify your choice of someone to be your decision-maker if you cannot make decisions for yourself.

Reporting Abuse

It is the responsibility of our employees, facility consultants, attending physicians, family members, or visitors to promptly report any of the following allegations:

- **Neglect** - Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness.
- **Abuse** - The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting in physical harm, pain, or mental anguish.
- **Injuries of an unknown source** - The source of injury was not observed by any person, the source of the injury cannot be explained by the patient, and the injury is suspicious because of the extent of the injury or the location of the injury.
- **Misappropriation of patient property** - The deliberate misplacement, exploitation, or wrongful use of a patient's belongings or money without the patient's consent.

If a Problem Arises


Patients have a right to be informed of the mechanisms available for communicating, becoming involved in and resolving concerns, problems, and suggestions related to their care. Patients have a right to pursue the resolution of problems without reprisal or an adverse affect on their care.

Bill of Rights

This Bill of Rights sets forth some fundamental human rights to which you as a patient are entitled under West Virginia law and rules. If you see a violation of any of the rights listed here, you are encouraged to report the violation to the Department Director or Social Worker who are responsible for handling complaints. The Social Worker at St. Joseph's Hospital can be contacted by calling **304-473-2139**.


If the facility does not respond to your complaint promptly, favorably, or sufficiently; or if you are dissatisfied for another reason, you may report the violation and to request inspection of the facility to:

Office of Health Facility Licensure and Certification

408 Leon Sullivan Way
Charleston, West Virginia 25301-1713
 (304) 558-0050



Alternatively, you may contact:

The West Virginia Commission of Aging State Capitol

Charleston, WV 25305
 (304) 558-2241

or, you may contact your local representative:

Regional Ombudsman

Legal Aid of WV
P.O. Box 229
Elkins, WV 26241
 1 (800) 834-0598 (Ext. 2420)
 (304) 636-4428 (Ext. 2420)
Fax: (304) 630-2058

Respect and Privacy

Information that identifies you and your condition is confidential. West Virginia law or federal regulation limits disclosure of such information.

Generally, your medical information is available to hospital employees and others associated with your care. With limited exceptions set forth in the law, your records cannot be released to others, unless we have your permission.

Confidentiality at St. Joseph's Hospital

Keeping your personal health information confidential has always been an important part of the care we deliver at St. Joseph's Hospital. In 2003, a federal law called the Health Insurance Portability and Accountability Act (HIPAA) was introduced to help protect patient privacy.

Asking Questions

Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do. This includes expressing concerns over the ability to follow the plan of care.

The patient and family are responsible for the outcomes if they do not follow the care, services, or treatment plan.

Consultation

Patients have the right to request the consultation of another physician when desired and available.

Pastoral/Other Spiritual consultation - St. Joseph's Hospital accommodates the right to pastoral and other spiritual services for patients.

What is Informed Consent?

Informed consent means that you understand your treatment choices and their risks. Your caregiver should help you understand the treatment choices and risks, and what will happen if you are not treated. Informed consent is required if you are asked to try any experimental treatment.

What happens if something goes wrong during my care?

You have the right to an honest explanation and an apology. These should be made in a reasonable amount of time.

Role of Healthcare Professionals

It is the responsibility of healthcare professionals to review and honor your right to accept or refuse medical care and to expect that decisions involving your care will be honored, in-so-far as the decisions are permitted by law and are in keeping with the Ethical and Religious Directives for Catholic Health Services. The hospital provides an Ethics Committee to assist in dealing with moral and ethical issues that may arise in providing health care services to patients. When St. Joseph's Hospital staff are unable to implement an Advance Directive on the basis of conscience or lack of equipment and technology to support your wishes, the facility will continue life-sustaining treatment and will not prevent or delay your transfer to a healthcare facility that is willing and able to comply or allow compliance with the Advance Directive.

The Living Will and Medical Power of Attorney

You also have the right to give directions to your family and physicians about the healthcare you would want in the future if you become unable to make decisions for yourself. These directions are best given in written documents called "Advance Directives."

West Virginia has two forms of written Advance Directives, which are recognized by state law: The Living Will and the Medical Power of Attorney. A Living Will tells your doctor what treatments you would want if you were dying. A Medical Power of Attorney tells your doctor whom you want to make healthcare decisions for you if you could not make them for yourself. A Living Will also allows you to give specific instructions to your doctor about your healthcare.

If you have not already completed one or both of these documents, the facility encourages you to consider doing so prior to or shortly after your admission. If you would like assistance, please let your doctor, nurse, or the social worker know and they can arrange for you to receive copies of these forms and the information you need to fill them out.

St. Joseph's Hospital's policy recognizes a patient's right to complete a Living Will and/or a Medical Power of Attorney, and it is our policy that facility personnel respect these documents, as long as the patient's wishes are not contrary to the hospital's mission and ethical values.

What can you do in an Advance Directive?

An Advance Directive allows you to decide who you want to make healthcare decisions for you if you are unable to do so yourself. You can also use it to say what kinds of treatments you do or do not want, especially the treatments often used in a medical emergency or near the end of a person's life.

When would your Advance Directive take effect?

Usually, your Advance Directive would take effect when your doctor certifies in writing that you are not capable of making a decision about your care. If your Advance Directive contains healthcare instructions, they will take effect depending on your medical condition at the time. If you name a healthcare agent, you should make clear in the Advance Directive when you want the agent to be able to make decisions for you.

Can you change your Advance Directive?

You can change your Advance Directive at any time. The most current one will be followed.

What should I do with my advance directive after I sign it?

After your advance directive is signed, witnessed, and notarized, give one copy each to your representative, your successor representative, your physician, and St. Joseph's Hospital. Keep the original where it can easily be found.

The West Virginia Center for End-of-Life Care has established the WV e-Directive Registry. With your permission, the registry houses and makes available to healthcare providers WV Advance Directives, Do Not Resuscitate (DNR) cards, and Physician Orders for Scope of Treatment (POST) forms. This is password protected and HIPPA compliant and can provide information in a medical crisis. Submit your forms via fax to **844-616-1415** or by mail to **WV E-Directive Registry, 1195 Health Sciences North, Morgantown, WV 26506**.

Do Not Resuscitate cards are a medical order to inform healthcare providers not to do CPR. The POST form is a medical order for people with serious illness issued by your physician to inform healthcare providers about your treatment wishes.

Notary Services

Notary Services for Living Wills and Medical Power of Attorney are available at St. Joseph's Hospital without charge. If you require this service, ask your nurse to contact the Social Worker.

WHAT YOU CAN DO TO BE INVOLVED IN YOUR HEALTH CARE

- The single most important way you can help to prevent errors is to be an active member of your healthcare team.
- **ASK** all healthcare workers who have direct contact with you whether they have washed their hands.
- When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.
- If you are having surgery, make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.



Receiving and Donating Blood

Blood may be needed to replace blood lost during surgery or for internal bleeding.

The hospital's blood supply is obtained from volunteer donors who are extensively screened and tested for infectious diseases to minimize transfusion risks.

CORE ☎ 1-800-DONORS-7 ~ www.core.org

Organ Tissue Donor

The Center for Organ Recovery & Education (CORE) has prepared this information to address your questions about how easy it is for you to commit to being an organ and tissue donor. If you have any additional questions or would like to schedule a free educational program, please contact CORE at **1-800-DONORS-7**.

What is CORE?

CORE is a not-for-profit agency that manages the organ and tissue donor program for western Pennsylvania, West Virginia, and a small portion of New York. Within this region, CORE works with a network of 155 hospitals to provide the organs, tissue, and corneas for transplantation. In addition to offering families the opportunity to donate, CORE coordinates the surgical recovery efforts, computerized matching of donated organs, and placement of corneas. CORE is also devoted to heightening understanding about organ and tissue donation.

Who can be a donor?

Anyone can make the decision to be a donor. Few illnesses prevent donation, and the ability to donate is determined at the time of death on a case-by-case basis.

If I am in an accident and the doctors see my donor card, will they still work to save my life?

YES. Paramedics, doctors, and nurses will do everything to save your life. In fact, the medical team treating you is separate from the medical team that CORE will bring to the hospital to perform the organ and tissue recovery.

How is it decided who receives organs?

Donated organs are given to patients based on: the match between the donor and intended recipient's height, weight, and blood type; medical urgency, and time on the waiting list. A person's wealth, age, race, and gender do not affect who receives organs.

Can my family override my decision?

NO. Though CORE always will talk with the family before proceeding with a recovery, a donor designation or signed donor card are legally binding for people 18 and older. The family cannot override the decision. If someone is under 18 or in the absence of a donor designation or signed donor card, the family will make the decision regarding donation.

PATIENT SAFETY

We are one of West Virginia's hospitals who have chosen to participate in a patient safety initiative, which is aimed at reducing the risks associated with the use of color coded armbands.



This initiative encourages healthcare facilities to:

Standardize the meaning of color-coded armbands through coordination among West Virginia facilities.

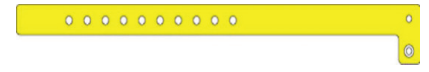
Limit the number of messages and colors used to avoid confusion for the many healthcare providers working in multiple facilities.



Patient Identification

Safety is a primary concern for all our patients.

This concern begins on admission with a series of questions that are asked of you or your family. It is important for these questions to be answered as accurately as possible. Some of these questions include your current health status, your past health history, ability to care for yourself, and any medications you may be taking.



A color-coded armband has been applied to your arm to warn the hospital staff of a specific medical intervention you require:

We ask that you...

- Remove any community (charity or fashion) bands so that it is not misinterpreted by the healthcare provider.
- Only wear the armband provided by your nurse.
- Tell a nurse if a band falls off during your stay.

Safety Measures Used for Surgical Patients

You will immediately receive a permanent identification band upon entry to St. Joseph's Hospital. This band will be worn throughout your hospital stay and will identify you using specific information, including your name and birthdate.

Also for your safety, the staff will ask you the same questions many times. They will ask who you are, what kind of surgery you are having, and the part of the body to be operated on. They will also double check the records from your doctor's office.

A healthcare provider will mark the spot on your body to be operated on. Make sure they mark the correct part and nowhere else. This helps avoid mistakes.

Prior to surgery, a **"time out"** is called. This means that all the people in the operating room agree that they are doing the right surgery on the right body part on the right person.

Every effort is made to prevent surgical infections, and the best way to treat an infection is prevention. While the risk of developing an infection after your surgery is small, we feel it is important to tell you some of the steps St. Joseph's Hospital takes to prevent them:

- Patients are sometimes asked to shower with special soap that kills germs.
- Hair around the surgical sight will be removed prior to surgery.
- The area will be washed with a special solution that kills germs and prevents germs from growing back for up to six hours.
- Your surgical site will be draped with sterile linens to reduce germs near the area.
- The doctors and nurses will be wearing special clothing, shoe covers, masks, hair covers, and gloves to prevent infection.
- Every instrument used has been specifically prepared.

SAFE MEDICATION USE

As a patient or family member, you are part of the healthcare team. You share the responsibility for safe medication use.

Your doctor, nurse, and pharmacist work together to select the medication that's best for you, prescribe the correct dosage, dispense the product correctly, and label it clearly. It is also their job to tell you what you need to know about your medications and answer any questions. In addition, barcoding of medication and your armband assures added safety.

St. Joseph's Hospital has a system of checks and balances in place to make sure that medications are used safely and effectively. Each medication order is checked and double checked by pharmacy and nursing staff, and medication records are maintained on computer systems.



Things you should know about your medications:

- What are the brand and generic names of the medication?
- What is the purpose of the medication?
- What does the medication look like?
- What is the dosage?
- How should I take this medication?
- What if I miss a dose?
- What are the side effects?
- What should I do if they occur?
- Does this take the place of something else I was taking?
- How should I store this medication?

Things you can do to ensure safe medication use:

When you are admitted to the hospital, bring a list of medications you are taking (including herbals and over-the-counter products).

Before each procedure is done, or medication is given, always make sure that the hospital personnel calls you by name, checks your birthdate, and checks your wristband.

Each time a new prescription is prescribed, make sure the doctor, nurse, or pharmacist explains what your medication is for, what it looks like, any side effects, and how often it is administered.

Always have the nurse open your medication in your presence.

If a nurse comes to replace an I.V. solution, or administer a medication, ask what it is for. If a dose is not administered on time, ring the nursing station.

Antibiotic Stewardship

WARNING: Antibiotics do not work for viruses like colds and the flu. Using them for viruses will not make you feel better or get you back to work faster.

Antibiotics are strong medicines. Prevent antibiotic resistance by using them appropriately. Antibiotics do not fight viruses, they fight bacteria. Using antibiotics for viruses can put you at risk of getting a bacterial infection that is resistant to antibiotic treatment. Talk to your healthcare provider about the use of antibiotics, visit www.cdc.gov/antibiotic-use, or call **1-800-CDC-INFO** to learn more.



INFECTION CONTROL

Infection Control at St. Joseph's Hospital has the goal of preventing infectious disease transmission. This is accomplished by:

Isolating Patients—There are three types of isolation:

- 1) Droplet
- 2) Airborne
- 3) Contact

Healthcare workers utilize personal protective equipment (like masks, gowns, and goggles) as a barrier between them and an infectious patient. A sign will be placed on the infectious patient's room door so staff and visitors know which protective equipment to use. This decreases the potential exposure and transmission risk.

Hand washing—Hand washing is the #1 prevention method to stop infectious disease transmission. Healthcare providers come into contact with numerous amounts of bacteria and viruses. So before they treat you, we encourage you to ask them if they've cleaned their hands. Healthcare providers should wear clean gloves when they perform tasks such as taking throat cultures, taking blood, or touching wounds or body fluids. It is ok to ask them if they should wear gloves. Hand washing is part of our daily living, and in healthcare it is very important that we be extremely diligent in this process. We appreciate your assistance!

PERSONAL HYGIENE

St Joseph's Hospital staff strives to provide the best care possible for our patients. We aim to provide the safest, germ-free environment that we can. This includes the personal hygiene and oral care of our patients. We offer these simple hints for patients and visitors.

Cough Etiquette

Use a tissue. Be sure to throw away used tissue and clean your hands after coughing or sneezing.

If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. Remember to wash your hands.

Hand Washing

Hand washing is the best way to keep disease from spreading.

- Wash your hands before you eat or handle food.
- Wash your hands after using the restroom.
- Use plenty of soap and water and clean between your fingers and under your nails for **20** seconds. Rinse well.

Nail Care

Keep your nails trimmed and filed.

Check with your doctor about proper nail care if you have diabetes or are unable to take care of your nails.

Oral Care

Keeping your mouth clean keeps your teeth and gums healthy.

- Brush your teeth after each meal using a soft brush and fluoride toothpaste.
- Floss at least once a day between each tooth.
- Un-waxed floss is preferred.
- Visit your dentist every six (6) months.

Skin Care

Taking a bath helps keep your skin clean and healthy.

Take a shower or tub bath at least two or three times per week.



What is Pneumococcal Pneumonia?

Pneumococcal Pneumonia is an acute infection caused by the bacteria, streptococcus pneumonia. The disease is spread by direct oral contact or by indirect contact with respiratory discharge. The infection is more prevalent in winter and early spring.

Pneumonia symptoms generally include a sudden onset of fever, shaking chills, pleural (chest) pain, shortness of breath, and productive cough. The pneumonia vaccine is generally given once in a person's lifetime. However, if you received your first pneumonia vaccine before the age of 65, it is now recommended to get a second vaccine (PPSV23).

Pneumococcal vaccine is recommended for:

- All adults 65 years and older.
- Cigarette smokers.
- Anyone with chronic lung or heart disease.
- Immunocompromised adults and children.
- Those diagnosed with chronic illnesses including HIV, sickle cell, lymphoma, multiple myeloma, asthma, diabetes, kidney or liver diseases, and alcoholism.
- Those who are part of special groups or living in environments such as nursing homes and long-term care facilities.

Precautions:

- Those with moderate or severe illness, with or without fever, should avoid the vaccine.
- Because the vaccine's safety in pregnancy or nursing mothers has not been evaluated, it should only be used if clearly indicated.
- For persons with bleeding disorders, it is important to consider alternatives to intramuscular vaccination. Vaccines may be given subcutaneously.
- At least two (2) weeks should elapse between immunization and the initiation of radiation, immunosuppressive therapy, or chemotherapy. Allow two (2) weeks prior to elective splenectomy. Immunosuppressed persons may have an impaired antibody response to the vaccine.

Contraindications:

Hypersensitivity to components of the vaccine, including thimerosal, or phenol.

Possible Vaccine Side Effects:

- Pain, redness, and swelling at the injection site.
- Rare side effects include low-grade fever, nausea, vomiting, headache, muscle soreness, rash, achy joints, or anaphylaxis.

What is Influenza?

Influenza (flu) is a respiratory infection caused by viruses. When people get the flu, they may have fever, chills, headache, dry cough, or muscle aches. Illnesses may last several days or a week or more, and complete recovery is usual. However, complications may lead to pneumonia or death in some people.

How Flu Spreads

Most experts believe that the flu virus is spread mainly by droplets made when people with the flu cough, sneeze, or talk. These droplets can land on and infect people nearby. Less often, a person might also get the flu by touching a surface or object that has the flu virus on it and then touching their own mouth, eyes, or possibly their nose. Most healthy adults may be able to infect others beginning one (1) day before symptoms develop, and up to five (5) to seven (7) days after becoming sick.

An injection of flu vaccine will NOT give you the flu because the vaccine is made from dead viruses. The purpose of receiving the influenza vaccine is to prevent you from becoming ill with influenza, to reduce the severity of the influenza if you contract it, and to reduce the chance of transmitting influenza to close contacts.

SPECIAL PRECAUTIONS: A personal physician should be contacted before this vaccine is administered to children less than three (3) years of age, or to pregnant women.

PEOPLE WHO ARE ALLERGIC TO EGGS, EGG PRODUCTS, OR TO ANY COMPONENT OF THE VACCINE, SHOULD NOT RECEIVE THIS VACCINE UNTIL THEY HAVE CONTACTED THEIR PERSONAL PHYSICIAN.

PAIN CARE BILL OF RIGHTS

Patients' Rights

As a person with pain, you have:

- The right to have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, pharmacists, and other healthcare professionals.
- The right to have your pain thoroughly assessed and properly treated.
- The right to be informed by your doctor about what may be causing your pain, possible treatments, and the benefits, risks, and costs of each.
- The right to participate actively in decisions about how to manage your pain.
- The right to have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.
- The right to be referred to a pain specialist if your pain persists.
- The right to get clear and prompt answers to your questions, take time to make decisions, and refuse a particular type of treatment if you choose.

Patients' Responsibilities

As a patient, you are responsible for:

- Taking an active role as a team member in reporting your pain and any related information.
- Sharing with the healthcare team your history and experience with pain relief (with or without medication).
- Participating in making decisions about how to manage your pain.
- Working with your healthcare team to set goals for pain relief and to develop a plan.
- Asking your healthcare team what you can expect in relation to your pain.
- Asking questions, sharing concerns about the plan, side effects, risk of addiction, cost, etc.

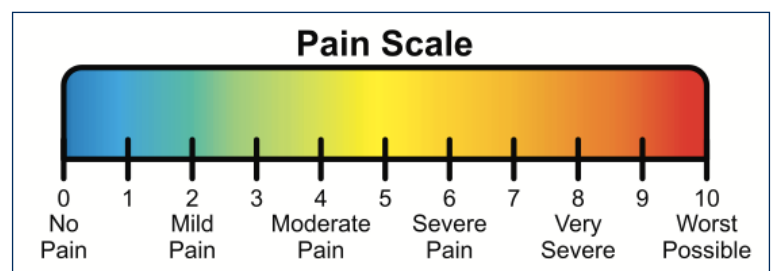
The Wong-Baker Face Pain Rating Scale

Designed for people aged three (3) years and older, the Wong-Baker Faces Pain Rating Scale is also helpful for elderly patients who may be cognitively impaired.



A Numerical Pain Scale

A numerical pain scale allows you to describe the intensity of your discomfort in numbers ranging from 0 to 10 (or greater, depending on the scale). Rating the intensity of sensation is one way of helping your doctor determine treatment.



QUESTIONS OR CONCERNS

St. Joseph's Hospital is focused on providing you with high quality patient care and excellent customer service. As a patient, you have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. We know that to consistently meet your needs and expectations, we must listen attentively, keep you informed of your progress and the plan of care, respond with care and compassion, and take appropriate clinical actions to assist you toward discharge.

We ask that at any time we do not meet your expectations that you give us the opportunity to immediately address your concerns. Each member of our healthcare team is eager and prepared to address and try to resolve your issues.

To help you, we have identified the following steps to address your concerns and speed up a resolution.

1. Contact the Director of the nursing unit you are on. If in an outpatient area, contact the Department Manager.
2. Ask for the Charge Nurse in the absence of the Director.
3. If you need immediate attention that the

Charge Nurse cannot effectively address, have the operator or Charge Nurse contact the Nursing Supervisor.

4. If the issue or concern cannot be effectively resolved, or an agreed upon plan for the next steps/resolution identified, the Nursing Supervisor may refer (or you may request that your concern be taken) to the Vice President of Patient Care Services and/or Administrative Designee.

According to Federal and State laws, we must inform you that you have the right to contact the Office of Health Facility Licensure and Certification at **1-304-558-0050** and/or the Joint Commission for Accreditation of Hospitals concerning safety and quality of care concerns if we do not effectively address your concerns to your desired resolution.

You can reach the Joint Commission at 1-800-994-6610 or e-mail your complaint to: complaint@jointcommission.org.

Volunteer Services/Hospital Auxiliary

St. Joseph's Hospital volunteers are key members of our team. They work with us throughout the hospital in patient areas and behind the scenes. They assist with flower delivery, serve as surgery waiting room liaisons, operate the Gift Shop, and perform many other services. The Hospital Auxiliary hosts a number of events and functions to help raise funds for the hospital's many programs and services. The Auxiliary is always looking for new volunteers. If you or anyone you know is interested in volunteering or joining our Auxiliary, please stop by the information desk in the front lobby for more information.

Employment Opportunities

For a complete listing of career opportunities available at St. Joseph's Hospital of Buckhannon, Inc., log onto our website at www.stj.net, Facebook (St. Joseph's Hospital of Buckhannon Employment), Instagram (@stjbuckhannonemployment), Twitter (@STJEmployment), and LinkedIn (WVU Medicine St. Joseph's Hospital).

Thank You for Choosing St. Joseph's Hospital for your healthcare needs!



ST. JOSEPH'S HOSPITAL

WHAT IS MEDICARE? WHAT IS MEDICAID?

Medicare is health insurance for:

- People 65 or older
- People under 65 with certain disabilities
- People of any age with End-Stage Renal Disease (ESRD) (permanent kidney failure requiring dialysis or a kidney transplant)

What are the different parts of Medicare?

Medicare Part A (Hospital Insurance) helps cover:

Inpatient care in hospitals; Skilled Nursing Facility care; and Hospice care.

You usually don't pay a monthly premium for Part A coverage if you or your spouse paid Medicare taxes while working.

Medicare Part B (Medical Insurance) helps cover:

Services from doctors and other health care providers; Outpatient care; Home Health care; Durable medical equipment; and some preventive services. Most people pay the standard monthly Part B premium.

Medicare Part C (Medicare Advantage):

Run by Medicare-approved private insurance companies. Includes all benefits and services covered under Part A and Part B.

Medicare Part D (Medicare prescription drug coverage):

Run by Medicare-approved private insurance companies. Helps cover the cost of prescription drugs; may help lower your prescription drug costs and help protect against higher costs in the future.

Medicare.gov 1-800-MEDICARE

Medicaid is a joint federal and state program that helps with medical costs for some people with limited income and resources. Medicaid may also cover services not normally covered by Medicare, like long-term care services and personal care services. Each state has different rules about eligibility and application for Medicaid. If you qualify for Medicaid in your state, you automatically qualify for extra help paying your Medicare prescription drug coverage (Part D).

Your eligibility for Medicaid may depend on:

- Your age
- Whether you're pregnant
- Whether you're blind
- If you have other disabilities
- Whether you're a U.S. citizen
- Certain legal immigrants may also be eligible

If Medicaid covers a woman's labor and delivery, her baby may be covered for up to one year without needing to apply. People with Medicaid who are disabled or elderly also may get coverage for services like nursing home care or home and community based services.

Dual eligibility

Some people who are eligible for both Medicare and Medicaid are called "dually eligible." If you have Medicare and full Medicaid coverage, most of your healthcare costs are likely covered.

You can get your Medicare coverage through Original Medicare or a Medicare Advantage Plan (like an HMO or PPO). If you have Medicare and full Medicaid, Medicare covers your Part D prescription drugs. Medicaid may still cover some drugs and other care that Medicare doesn't cover.

Financial Arrangements

Payment assistance for the uninsured may be available. Contact a Business Office Representative at **304-460-7931** for questions and to determine if you qualify.

Medicare.gov  **1-800-MEDICARE**

St. Joseph's Hospital of Buckhannon is committed to providing quality care to patients regardless of their ability to pay.

In emergencies, treatment will not be delayed because of financial or insurance issues. The hospital acknowledges that there are patients who do not possess the ability to pay for emergent healthcare services.

About your Bill

St. Joseph's Hospital's billing department will file your medical insurance claim. If you are not covered by insurance, arrangements for payment of your bill should be made with Patient Accounting. Each patient is ultimately responsible for payment of all services rendered. If you would like an itemized statement, please contact Patient Accounting at **(855) 778-2922** and one will be mailed to you.

You will receive a separate bill each time you visit the hospital. This means that you may have several open accounts at one time. We encourage you to contact a patient account representative and request the accounts be combined into one account. This will simplify the payment and record keeping of your account.

Certain physician fees, such as those charged by the physician who interpreted your x-ray or for some telemedicine visits, are not included in the hospital bill. You will receive separate statements from the physician for these services.

If you have any questions concerning your bill, please feel free to call **(855) 778-2922**.



OUR MISSION AND VALUES STATEMENTS

Our Mission...

We are inspired by the love of Christ to provide our community with quality health care in ways which respect the God-given dignity of each person and the sacredness of human life.

Our Vision...

St. Joseph's Hospital will be the best small town hospital in West Virginia.

Our Values...

Compassion ~ Showing loving concern and understanding for the whole person.

Hospitality ~ A warm, helpful, and welcoming attitude toward all persons.

Reverence ~ Respect for the God-given dignity of each person.

Interdependence ~ Cooperation and collaboration among all members of our health care community.

Stewardship ~ Responsible use of, and accountability for, our human, material, and financial resources.

Trust ~ Integrity, truthfulness, and straight-forwardness in relationships.



Spiritual Support

The Department of Pastoral Care provides religious and spiritual support for patients and families. Your own clergy is an important member of the healthcare team and is welcome to visit you at any time. The pastoral care staff can provide a listening ear, prayer support, literature, and other spiritual resources. Chaplains can help connect patients to what is meaningful for them. Let your nurse know if you would like a Chaplain to visit or call extension **192139** or **192100**, (OB call **192102**).

Catholic Masses take place in the chapel at 7:30 am Monday and Friday (with the exception of the first Friday of the month). The Chapel is available to everyone regardless of religion. It is a place for anyone in need of a quiet, relaxing atmosphere for reflection.



ST. JOSEPH'S HOSPITAL FOUNDATION

Your Hand in Healing

St. Joseph's Foundation offers you the unique opportunity to have a direct hand in healing. Since its founding in 1921, St. Joseph's Hospital has been built on a tradition of faith, hope, healing, and service. The desire to build on this tradition through further expansion and growth is the rationale for St. Joseph's Foundation.

Through your gifts and generosity, we are able to continually improve the quality of health care we provide. St. Joseph's Foundation is a non-profit, 501C3 organization designed to help you leave a legacy of caring to your community.

Gifts can be given for general use or with a specific purpose in mind. Foundation programs include:

The Giving Tree: You can have leaves engraved for you or a loved one on this beautiful tree which is displayed in St. Joseph's Hospital main lobby.

Annual Giving Programs: Each year the Foundation chooses an area to fund in the hospital as part of its end-of-the-year appeal.

Special Events: Support can be shown through the Foundation's annual Golf Tournament and other events.

Planned Giving and Charitable Gift Annuities

**For more information about St. Joseph's Foundation
call 304-473-6819 or go online at www.stj.net.**



Our History

Founded in 1838 in Rome, the Pallottine Missionary Society was created to assist Roman Priest Vincent Pallotti with his life's mission of service for the sick and poor. The first Pallottine Sisters made their way to the United States in 1912. The Sisters' faith was strengthened when they narrowly missed being on a train that wrecked on its way to New York, killing many of its passengers.

After nearly 10 years in Richwood, West Virginia, four Sisters followed the call to Buckhannon in 1921 to open a hospital. They purchased the beautiful Barlow estate on a hilltop overlooking the town. The private home was converted into an eight-bed hospital and convent for the Sisters with the help of good friends and benefactors. Over the next several years, St. Joseph's Hospital has continued to grow.

Part of the WVU Medicine family, St. Joseph's Hospital and its physicians remain committed to the Hospital's vision of being "the best small-town hospital in West Virginia."