

## **WELCOME TO MONROE SURGICAL HOSPITAL**

Employees, physicians, and Administration at Monroe Surgical Hospital are committed to promoting excellence and innovation in healthcare services: one patient at a time.

Monroe Surgical Hospital which opened in June, 2002, is a 10-bed facility providing a comprehensive array of quality surgical and diagnostic healthcare services in a caring environment for our patients and physicians. We operate in an ethical and cost effective manner consistent with our purpose of providing quality care for the benefit of patients in our community – North Louisiana and Southern Arkansas.

**Visit our Web site at [www.monroesurgical.com](http://www.monroesurgical.com)**

## **Monroe Surgical Hospital's ultimate goal is 100% Customer Satisfaction.**

To assist us in achieving this goal, we provide our patients the following:

1. A website providing immediate access to us,
2. A database matching patient to primary physician,
3. Coordination of service needs with you, your physician and our friendly scheduling staff,
4. Communication with your insurance carrier for any pre-certification information/needs,
5. Availability of staff on admission to the facility,
6. Prompt response from Administration and/or Medical Director in the event of any unforeseen situation and
7. On-site satisfaction survey and needs assessment.

## **Monroe Surgical Hospital's Commitment to Quality:**

*Quality is the milestone that measures success. The hospital environment caters to the commitment of our quality program. Our staff is not only well versed in the program, they also drive the program. A few key indicators monitored and improved continuously are:*

1. *"Your opinion counts", "Wow" services, overall customer survey the number of positive and negative variances received interdepartmental, customer ratings, and physician satisfaction.*
2. *Response time, number of implemented ideas received from patients, physicians, and staff*
3. *Market Survey – best in class.*
4. *Staff rating of services, facility and work environment, for example—we value your input to improve our services.*

## **Your visit – needs and accommodations:**

### **Patient Rooms:**

Your room was designed for a greater than 8 hour stay. The room includes continuous (24/7) nursing to allow you expedient recovery and the appropriate care. Other rooms/units provide "bays" for pre- and post-operative procedural care. Regardless of your location, your safety is our utmost concern. All beds and stretchers have rails to prevent accidental falls. Beds and stretchers may be lowered to facilitate your movement. Wheelchairs are utilized throughout the facility for transport. Locking mechanisms are utilized on beds, stretchers, and

wheelchairs for your safety.

*Remember – nursing assistance and care is only a call away -- each unit is designed with a Nurse Call System easily accessible to patients. Many of the procedures at our facility require anesthesia which can alter your mobility, so please allow us to assist you.*

Whatever you need, please do not hesitate to notify any staff member.

## **Monroe Surgical Hospital –**

**Innovative – Positive organizational climate, technology advancement with a competent and professional staff providing the following services:**

### **Surgical Services:**

Includes general, gynecological, orthopedic, ophthalmological, pain management, urological, using high-tech innovative technology.

### **Recovery Services:**

Spacious area with bedside monitoring and nurse care, allows ease of patient-flow through all processes of pre- and post-operative care.

### **Ambulatory Services:**

Be greeted by one of our competent, patient-care givers who are ready to explain, discuss and prepare you for surgery. After your procedure, they will be there for your post-operative needs.

### **Patient Care Unit:**

The ten-bed Medical/Surgical Unit has bright, open and spacious, but quiet and private patient rooms located on the northwest corridor, with easy access to our Ancillary Departments, with a Pharmacy on the unit, and secured during nighttime hours.

### **Endoscopy Services:**

State of the art suites designed for comfort and privacy during your procedure, trained professional staff available to ease transition from pre-operative to procedure, four recovery bays next to suites for convenience of transfer and post-operative monitoring.

### **Diagnostic Radiology Services:**

Routine and fluoroscopy radiological procedures available with special imaging services to include – Open MRI, ACR accredited mammography suite, Bone Densitometry, Ultrasound for OB/GYN as well as vascular and abdomen studies, computerized Tomography (CAT Scan), Nuclear Medicine, and cardiac catheterization, all performed on state of the art equipment by skilled, caring, professional technologists with 100+ years of combined experience, digital radiography is also available for the best diagnostic image available with your satisfaction, care, and safety being our goal – *one patient at a time*

### **Lithotripsy Services:**

A portable unit is transported into a surgical suite designed especially for this procedure with trained and caring staff available to monitor the patient and assist the physician pre-, intra-, and post-operatively.

### **Ambassadors:**

Our Ambassadors are available 6 AM to 2 PM to assist, and support MSH, its clients and staff. They are an

extension of our hospital employees and are here to meet your needs.

## **Monroe Surgical Hospital's Safety Policies – protection for you (our patient), your family/friends (our visitors), physicians, and our staff:**

### **No Smoking Policy:**

It is the policy of Monroe Surgical Hospital, the medical staff, and administration that the facility shall remain a smoke-free environment.

### **Fire Arms:**

No fire arms are allowed in the facility or on campus. This will be strictly enforced by law.

### **Security of Valuables:**

We recommend that you leave your valuables at home. You should need only personal items during your stay. If you are unable to make arrangements for your valuables, please alert our staff so that we may secure your valuables in our safe until you can retrieve them. You will be given a receipt for your valuables for use when retrieving the valuables from us upon your discharge.

### **Security Escort Service:**

We also have your personal safety in mind. Security Escort Service is available upon request to assist you to your vehicle in our parking lot. The doors to our facility are locked at 6:00 PM. Your family, friends, and loved ones can enter the building at the Med/Surg Unit. Nurses monitor this entrance via video camera and will allow access to the appropriate personnel and visitors.

### **Lost Items:**

Should you misplace an item during your stay, please contact your caregiver and/or the administrative office at your earliest convenience. Dentures, eyeglasses, hearing aids, contacts should be placed in protective containers, clearly marked, when not in use. This avoids breakage and/or loss of the item. Containers are available for your use.

### **Oxygen:**

Rules and regulations specify that electrically operated equipment, aerosol and flammable products are not permitted in areas where oxygen or supplies of that nature are being utilized without the proper notification.

### **Drills:**

To assure the safety of patient, visitors, and staff, we regularly conduct drills such as:

1. Fire Drill – alert a staff member if you suspect or discover a fire. The staff member will follow the proper procedures to follow in reporting a fire or a suspected fire.
2. Internal/External Disaster Drill – our staff have an obligation to respond to emergency situations either within our facility (internal) or outside our facility within the community (external). We will alert you of any anticipated drills of this nature.
3. Abduction Drill – prevents an unauthorized person from leaving the facility with another person – whether it be an adult or a minor child. We take pride in our Abduction Prevention Policy.

If you, the patient, note a suspicious circumstance, please do not hesitate to notify a staff member and/or dial **2111** to report the matter. We will then investigate and institute the proper procedures for securing/controlling the situation.

**Cell Phone Usage:**

Our monitoring system allows for the usage of cellular phones in non-patient care areas. Please, however, respect the rights of others when using your cellular phone. If you have any concerns or questions, please contact a staff member .

**Monroe Surgical Hospital's General Policies/Information:****Financial Policy / Insurance Coverage:**

MSH Registration staff members are trained to assist you with your account. Your insurance coverage and any deductible amounts due will be verified. Insurance deductibles and estimated co-payments will be

requested at the time of service.

For your convenience, MSH will file your insurance claims. The patient and/or designated guarantor are ultimately responsible for full payment of all account balances, should the insurance company fail to pay. We request remaining balances, after insurance payments, be resolved within thirty (30) days.

We gladly accept the following methods of payment: Cash, Check and all major credit cards. Please contact our offices at 318-812-9716 or 1-877-222-4719, should you need any assistance with your account.

**Preauthorization/Continued Stays:**

We have electronic systems to verify benefits prior to your arrival. Thereafter, we will contact your insurance carrier and communicate with them on your stay.

**Advance Beneficiary Notice (ABN's):**

For Medicare Recipients: Only those services/tests/procedures that Medicare determines to be "reasonable and necessary" will be covered by Medicare, others will be denied. Prior to receiving any services/tests/procedures, we will provide for you an "Advance Beneficiary Notice" form which will inform you of those services which may not be covered.

**Centralized Scheduling:**

Scheduling for services is available during routine physician office hours to assist you and your care provider. We will gladly assist in scheduling service at a time that is right for you. Insurance information obtained will be forwarded to our preadmission department to assist you with insurance coverage/claim.

**Additional Services – Billed Separately:**

1. Radiologist -- Dr. Ed Worley
2. Pathologist – Dr. Jerry Liles
3. Consults/Attending Physician

**Discharge Needs:**

Your physician may order additional services after discharge. We will assist you in obtaining these services.

We have a listing on file of vendors for your review and selection. Our nursing staff is experienced in facilitating this process. Information is also available on various community resources. Please alert your caregiver if you are interested in this information.

### **Telephone Services:**

Telephone service is available in each patient room. Local calls can be placed by dialing “9” and the telephone number. Long Distance dialing is also available with the use of your personal calling card. Please dial “0” for assistance from the *hospital* operator. To reach a *telephone company operator*, you may dial “9” and “0” for long-distance or collect calls. If you are staying greater than 8 hours post-procedure, friends and family may call you by dialing the number under the handset of your room’s telephone.

### **Monroe Surgical Hospital’s Patient Rights:**

Monroe Surgical Hospital operates under a code of ethical business and professional behavior that protects the integrity of clinical decision-making regardless of how the hospital compensates or shares financial risk with its leaders, managers, clinical staff, and licensed independent practitioners. Monroe Surgical Hospital respects and protects the rights of the patient by recognizing that each patient has unique healthcare needs. We uphold the patient’s right to the responsibility of making healthcare decisions to the extent permitted by law. Upon admission, the patient is given the “Patient Rights and Responsibilities” information which is supported throughout the hospital stay.

### **STATEMENT OF PURPOSE:**

Patient rights set forth herein include adults, newborns, children, adolescents, and parents and/or guardians of minors. Monroe Surgical Hospital operates under a code of ethical business and professional behavior that protects the integrity of clinical decision-making regardless of how the hospital compensates or shares financial risk with its leaders, managers, clinical staff, and licensed independent practitioners. Monroe Surgical Hospital respects and protects the rights of the patient by recognizing that each patient has unique healthcare needs. The Hospital upholds the patient’s right to the responsibility of making healthcare decisions to the extent permitted by law.

### **POLICY:**

At the time of admission, the patient is given the printed material entitled “Patient Rights and Responsibilities”, which are listed below and supported throughout the hospital stay.

**Access to care** – Patients may exercise these rights regardless of race or handicap, sex, age, cultural, economic, educational or religious background, or the source of payment for care. These rights also apply to neonatal, pediatric, and adolescent patients and their patient/guardian.

**Cultural & Spiritual Dignity** – The patient, as an individual with personal values and belief systems, has the right to considerate, respectful care at all times and under all circumstances, with recognition of his personal dignity, including the exercise of cultural and spiritual beliefs that do not interfere with the well-being of others or the planned course of medical therapy.

**Pastoral & Spiritual Services** – A chaplain is available to address the patient’s spiritual needs by personal counseling or by referral to the patient’s choice of clergy.

**Communication, Language Interpretive Services** – Patients have the right to effective communication, including the hearing and speech impaired. TDD equipment is available for patient usage. When the patient does not speak or understand the predominant language of the community, the hospital has available the services of an interpreter free of charge. Ask your caregiver.

**Treatment & Service** – Patients have the right to a response to any reasonable request made for service within the hospital’s capacity and mission, and relevant laws and regulations.

- Patients have the right to considerate and respectful treatment, with consideration given to the psychosocial, spiritual and cultural variables that influence the perceptions of illness. When a hospital cannot provide the care the patient requests, staff fully informs the patient of his/her needs and the

alternatives for care. If it is necessary and medically advisable, Monroe Surgical Hospital will transfer a patient to another facility, provided that facility agrees to accept the patient.

**Patients are involved in all aspects of their care** - Patients have the right to actively participate in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment and to be informed on the medical consequences of such refusal.

- Patients have the right to receive information about their illness, the course of treatment and prospects for recovery in terms that they can understand.
- Patients have the right to know the name of the primary physician responsible for their coordination of care and the names and professional relationships of other physicians and non-physicians involved in their care.
- Patients have the right to leave the hospital, even against the advice of their physician(s).
- Patients have the right to reasonable continuity of care and to know, in advance, the time and location of appointments, as well as the identity of those providing the care. A patient may not be transferred to another facility unless he has received a complete explanation of the need for transfer and of the alternatives to such a transfer. The transfer must be acceptable to the other facility.
- Patients, and, when appropriate, their families, are informed about the outcomes of care, including unanticipated outcomes.
- Patients have the right to be told of continuing healthcare requirements following discharge from the hospital.
- Patients have the right to examine and receive an explanation of the bill, regardless of the source of payment.
- Patients have the right to know which hospital rules and policies apply to their conduct while a patient.

**Family Participation in Care Decision** -When care requires that persons other than or in addition to the patient be involved in patient care decisions, i.e. patient does not have mental capacity or physical capacity or when the patient is a child; a surrogate decision-maker, family member, or guardian is identified. The patient has the right to exclude any or all family members from participating in care decisions.

**Pain Management** – Patients have the right to appropriate assessment and management of pain. Patients may participate in their pain management by discussing pain relief options with their physician or caregiver. Patients can aid medical staff in developing a pain management plan that measures and addresses pain relief.

**Care at the end of Life** -- Patients, in the terminal stages of illness, have the right to treatment and to receive care which optimizes comfort and dignity through the receipt of those treatments desired by the patient, effective pain management, and acknowledgment of psychosocial and spiritual concerns of the patient and family regarding dying and the expression of grief. A hospital chaplain is available to aid the patient and family or to contact their clergy of choice.

**Advance Directives** – Patients have the right to formulate Advance Directives and/or Durable Power of Attorney for healthcare that appoints a surrogate to make healthcare decisions to the extent permitted by law. Patients have the right to have all of their rights apply to the person, who may have legal responsibility to make decisions regarding the patient's medical care. A social worker is available to assist by calling the Administrative Office of Monroe Surgical Hospital.

**Withhold/Withdraw Resuscitative Services** – Patients have the right to the withholding of resuscitative services or the withdrawal of life support measures, to the extent permissible by law.

**Informed Consent** – Patients have the right to receive as much information about any proposed treatment or procedure as they need to give informed consent or to refuse treatment. Except in emergencies, this information will include a description of the procedure or treatment, the medically significant risks involved in treatment, expected benefits, alternate courses of treatment or non-treatment and the risks involved in each, and to know the name of the person carrying out the procedure or treatment.

**Complaint/Grievance** – Patients, visitors, employees or clients have the right to be informed of the mechanism for the review and resolution of concerns regarding the quality of care. Patients may access the hospital's complaint resolution process by contacting any employee, or by calling the Administrative Office at 410-0002. Insurance Department of Claims & Complaints (Louisiana only) at 1-800-259-5301. For Medicare patients

(Louisiana only) call 1-800-433-4958 or write to Louisiana Health Care Review, Inc., 8591 United Plaza Blvd., Suite 270, Baton Rouge, LA 70809.

**Ethical Issues** – Patients are involved in resolving differences about care decisions. Patients, or their designated representative, have the right to participate in the consideration of ethical issues that arise in their care. The patient, family member or authorized representative, may access the hospital's ethical process by contacting the Administrative Office at 318-410-0002.

**Research Project** – Patients have the right to be told if the hospital/physician proposes to engage in or perform human experimentation as a part of care or treatment. They have the right to refuse to participate in such research projects and their refusal will not compromise their access to services.

**Organ Donation** – Monroe Surgical Hospital honors patient's right to choose to donate organs and the hospital's staff cooperates with the Louisiana Organ Procurement Agency to adhere to patient's wishes. LOPA: 1-800-833-3666.

**Security** – Locked storage areas are available for patients to secure some personal items; however, patients are encouraged on admission not to store valuables on hospital premises. Areas in which patients receive care are secure.

**Privacy** – Patients have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy, with considerate and respectful care at all times.

**Confidentiality** – Patients have the right to confidential treatment of all communications and records pertaining to their care and stay in the hospital.

- Patients and/or their legal representative have access to the information contained in the medical record. Written permission will be obtained before medical records can be made available to anyone not directly concerned with their care.

**Patient's Right to Access Protective Services** – The hospital provides assistance or information to patient's families regarding issues of guardianship, advocacy or protective services. Appropriate referrals to agencies are made if child or elder abuse is suspected.

#### **PATIENT RESPONSIBILITIES:**

**Provision of Information** – A patient has the responsibility to provide, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his health. He has the responsibility to report unexpected changes in his condition to the responsible practitioner. A patient is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.

**Compliance with Instructions** – A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of caregivers and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and enforcing the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or the hospital.

**Refusal of Treatment** – The patient is responsible for his actions if he refuses treatment or does not follow the practitioner's instructions.

**Hospital Charges** – The patient is responsible for assuring that the financial obligations of his healthcare are fulfilled as promptly as possible.

**Hospital Rules & Regulations** – The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

**Respect & Consideration** – The patient is responsible for being considerate of the rights of other patients and staff and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other people and the hospital.

**Safety** – The patient is responsible to recognize any safety issues, as well as Monroe Surgical Hospital, and to bring the issues to the attention of an employee for correction and reporting.

**Communication** – The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication, unless medically contraindicated.

**Consultation** – The patient, at his own request and expense, has the right to consult with a specialist.

**Smoking** – Monroe Surgical Hospital is a non-smoking institution.

**Customer Service:**

We truly wish to know if our services met your expectations. You will be asked about your stay prior to discharge. We will also follow-up with you after your discharge within 48 hours of your stay.

Please allow us the opportunity to speak with you regarding your opinions, recommendations, and suggestions. If for any reason you feel we did not meet your needs, our Medical Director would like the opportunity to discuss the issues with you. We believe in customer satisfaction and without your insight and assistance, we cannot improve our processes.

***INSTRUCTIONS FOR DISCHARGE:***

Your caregiver will discuss your release/discharge from the hospital with you. We can arrange for supplies, and if needed, additional services. Discharge instructions will be reviewed on post-procedural needs. Should you have any questions regarding your diet, activities, and/or any other issues, please ask. If you arrive home and have additional questions, please call:

- Chief Executive Officer -----812-9502
- Chief Nursing Officer -----812-9503
- Patient Accounts-----812-9516
- Medical Records--- ---- --812-9513
- Radiology-----812-9512
- Laboratory-----812-9522
- Surgical Services Director-----812-9575