



central peninsula
hospital | heritage place

Admission Information

Thank you for choosing Central Peninsula Hospital to meet your health care needs. We appreciate the opportunity to care for you. We believe the most effective care is possible when you, your physician, your primary nurse and other members of your health care team work together.

Before Admission to the Hospital:

Choose at least one trusted family member or friend to be your Care Partner. A Care Partner is someone who can:

- ☐ Help you with your care and making decisions about your care
- ☐ Support your recovery *in* the hospital and at home after you leave
- ☐ Help make sure that your preferences, values and goals are used in care planning

At Registration:

The *Outpatient Registration* area is open :

- Monday through Friday 5:30 a.m. to 6:30 p.m.
- Saturday/Sunday from 8:30 a.m. to 5:00 p.m.

The Outpatient Registration - (907) 714-4404

Authorization

All treatment must be authorized by the patient, (or the parent or legal guardian if the patient is a minor or has been determined to be legally incompetent).

Exceptions:

- Married individuals who are less than 18 years of age, or who are the parent of a minor child, or who are legally recognized as an emancipated minor are authorized by Alaska statute to consent to treatment.



- Individuals who have assigned a health care proxy, or who have given another person power of attorney, may allow their designated representative to sign consent forms.

Please bring in copies of any document indicating that you have designated a representative who may sign on your behalf.

Advance Directives

We are required by federal law to ask each hospital inpatient if they have an "Advance Directive". These documents may also be called *Living Wills* or *Health Care Durable Power of Attorney*. They are legal documents that describe your wishes about the medical care you would want to receive if you were unable to make decisions for yourself. These also allow you to appoint someone you trust to make medical decisions for you. It is always a good idea to discuss your wishes or concerns with your family and physician prior to your hospitalization.

Advance Directive forms are available on our website at **www.cpggh.org** and at the Main Entrance Registration Desk.



Coming to the Hospital

Bring the following to the hospital:

- ❑ **Insurance information** – please bring your insurance card. Most insurance plans require pre-authorization before you are admitted
- ❑ **Photo ID**, such as a driver's license or state ID card
- ❑ **A list of all medications** you take including over-the-counter medicines, vitamins and supplements (include reason for taking, dose, time you take and how you take them)
- ❑ Copies of **Advance Directive** or **Living Will**
- ❑ **Pajamas, robe, toiletries, makeup**
- ❑ **Bring a case** for glasses, contacts, or dentures, to ensure their safekeeping.
- ❑ **Clearly label** your name on all assistive devices, such as walkers, crutches, canes, hearing aids or magnifying glasses and CPAP machines that you bring with you.

Leave at Home:

- Valuables such as cash, jewelry, credit cards and checkbooks at home. We are not responsible for your belongings. If you must bring valuables, there is a safe in your room you may use
- Weapons of any kind are prohibited on the hospital campus
- Alcohol, tobacco (including e-cigarettes, vaping paraphernalia) and illegal drugs are prohibited on the hospital campus
- Other valuables: For safety reasons, electronics, laptops, iPads and iPads should not be kept in your possession while in the hospital. We do not have charging cords for these items and cannot be responsible for damage or lost items.

When You Are Admitted to the Hospital

Arrival

Your doctor will tell you what time you should come to the hospital. As part of the admission process, your doctor may order examinations from the Laboratory, Imaging Services, or Respiratory Care Services departments.

Your Information

Informed Consent

If you require specific procedures during your stay you will be asked to sign an "informed consent". These documents record the following information: what procedure your doctor is recommending, why your doctor is recommending it, the risks and benefits and alternatives, and challenges you may experience during recovery. Do not sign an informed consent form until all your questions have been answered.

Who can see your information?

We are required to keep your medical information confidential. If you have a family member or close friend as a Care Partner and would like them given information about your status, please notify the nursing staff and fill out the "Authorization for Access to Protected Health Information" form that is in this packet.

- Ask your nurse for a **Care Partner Packet** for your **designated** Care Partner. It includes information on how to support you as a patient and the important roles they play.



Read Your Chart

You have the right to read your medical record.

To maximize the healing process, you are encouraged to be an active participant in your care. It is important that you and/or your designated care partner understand your health history and medical treatment. During your stay, you and /or your designated care partner have the right to request to view your medical record and ask questions about entries that are unclear to you.

Ask Questions

Your Team: Learn about who is on your team by asking:

- Who will be taking care of you and what they will do
- How to contact them
- How to contact the hospital's patient advocate

Information: Find out about how you and your *Care Partner* can share and get information and be part of care planning. This includes:

- During rounds when your doctors, others on the team and you plan your care
- Change of shift handoffs
- In Planning meeting for discharge or transition to your home or another care setting
- On a whiteboard in your room
- Through an online patient portal (My Chart)

Safety is Key! We all work together to make sure your care is safe. Speak up at any time with any concerns you have. Talk with your team about the best ways to:

- Make sure everyone washes their hands- family, friends, staff and doctors
- Help prevent infections
- Help prevent pressure injuries (bed sores)
- Protect you from falling
- Make sure your patient identification is correct and is checked especially before tests, procedures and being given medicines
- Make sure that all doctors, nurses and staff introduce themselves and explain what they are going to do before giving you any medicine or before a treatment or test
- Make sure your surgery site is correctly marked on your body or you are getting the correct test or procedure
- Be aware of side effects of treatments and medicines
- Learn about symptoms and danger signs to watch out for
- Know what to do and who to talk to about concerns if you or your care partner thinks something does not seem “right”

Tobacco and Smoke-Free Environment

CPH is a tobacco and smoke-free facility. For your safety and the safety of other patients and staff, there is no smoking (including vaping paraphernalia) anywhere on the hospital campus. Please note that CPH is not liable for your safety if you go outside the facility to smoke. Ask your physician or nurse for alternatives to smoking to help keep you comfortable.

Medications

While you are in the hospital, the nursing staff will only give you medicines ordered by your admitting doctor. If you bring any medicines with you, including vitamins or herbal products, please talk with your nurse or physician before taking them, since complications from drug interactions may seriously affect your treatment plan.

Other ways to make your stay more comfortable

Visitors

Visits from family and friends can cheer you up and help you feel less isolated. Visiting hours at CPH are patient-directed and flexible. To protect patients from illness, relatives and friends with colds, the flu, or other respiratory infections are discouraged from visiting.

NOTE: *Because patients in Intensive Care and isolation have special needs, visitors to these units must check with a nurse before entering the patient room.*

Before You Leave the Hospital

Talk with your team as early as possible about how you and your care partner can get ready to leave the hospital. You will get specific discharge instructions before you leave the hospital, but you can talk with your team at any time about:

- ❑ **Your medicines:** what each medicine is for and how to take them properly
- ❑ **Serious signs and symptoms** to look out for once you get home, what to do if you see them, and who to call if you have concerns
- ❑ What to expect in your recovery
- ❑ **Instructions for care** related to your surgery or treatment
- ❑ Instructions for what you **should and should not eat and drink**
- ❑ **Need for additional** therapy, home care, support or equipment at home
- ❑ **Follow-up** appointments
- ❑ How doctors and staff will **share information** with your primary care doctors and specialists

Patient Survey

Soon after your return home you may receive a patient experience survey via text, email or in the mail from our third party national vendor. We would appreciate your feedback about the care you received at CPH. Please take the time to complete the survey by text, email, or return the mailed version in the postage paid envelope. Your candid opinions will help us improve our services.

Spiritual Care

When you are admitted you will be asked if you have a religious or spiritual affiliation. If you would like a visit from your minister, priest, church representative, or hospital chaplain, your nurse can arrange for a visit.

Relaxation

The CARE Channel: the CARE Channel (2) on your television provides beautiful nature images and relaxing music as part of your healing experience.

ATM

For your convenience, an automated teller machine is located next to the elevator in the main lobby.

Section Continued

Sleep Kits

If you would like a sleep kit that includes an eye mask, herbal tea, ear plugs and a moist lavender scented towel ask your staff. We also have ear buds that can be plugged into the call system to listen to television with fewer disruptions.

Gift Shop

The Care Package Gift Shop is located in the main lobby of the Mountain Tower entrance. Cards, baby gifts and many other items are available. Call (907) 714-4898 for more information.

Concerns/Complaints

If you have a concern/complaint that you would like addressed, please contact our *Patient Advocate* for assistance at (907) 714-4779.

Patient Donations

Central Peninsula Health Foundation offers you a way to recognize a physician, nurse or caregiver who have made a difference in you or your loved one's experience at Central Peninsula Hospital. Visit www.givingheals.org to make a monetary gift in their name. Please be sure to leave us the name of your caregiver in the memo so we may acknowledge them. You may also contact the Foundation directly at: (907) 714-4626.

Rights & Responsibilities

Patient Rights

As a natural outgrowth of our organizational values and mission, the board of directors, the medical staff, and the employees of Central Peninsula Hospital jointly affirm and recognize the rights and responsibilities of patients. As a patient at Central Peninsula Hospital, you have the right to:

- Access competent medical care regardless of your race, sex, nationality, religion, disability or source of payment,
- Considerate, respectful care which reflects your personal values and belief system,
- Know the name and the title of the individuals involved in your care,
- Information about what is wrong with you, the treatment for that condition and the possible results,
- Request consultation(s),
- Confidentiality of your medical records, and the right to ask for and review them,
- Be involved in decisions about your care,
- Refuse care and be informed about the medical outcome(s) that may result,
- Understand the charges on your bill,
- Personal privacy,
- To receive visitors designated by you, including but not limited to: a spouse, a domestic partner (including same-sex domestic partner), another family member, or a friend,
- Develop Advance Directives, which include a Living Will and a Durable Power of Attorney for Health Care Decisions,
- Reasonable safety, insofar as the hospital practices and environment are concerned,
- Effective pain relief — or to refuse it,
- An interpreter, if needed, and
- Voice complaints regarding the care received and to have your

complaints reviewed and addressed by CPH Patient Advocacy at (907) 714-4779 or email: patientadvocacy@cpgh.org

If you feel your concern has not been adequately addressed, you may contact:

State of Alaska Health Facilities Licensing & Certification

4501 Business Park Boulevard, Suite 24, Building L
Anchorage, Alaska 99503 • Phone: 1-888-387-9387

Or

The Joint Commission at: 800 994-6610

Or

QIO: KEPRO

Toll-free Phone: 888-305-6759, **TTY:** 1-855-843-4776

Local Phone: 216-447-9604, **Toll-free Fax:** 844-878-7921

Web: www.keproqio.com

Mailing Address: 5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131

Patient Responsibilities

- To provide, to the best of your ability, truthful and complete information about your condition,
- To follow the treatment plan suggested by your health care provider(s),
- To report any unexpected changes in your condition to your health care provider(s),
- To ask for an explanation when you do not understand what is happening to you,
- To be responsible for actions if treatment is refused or you do not follow the treatment plan,
- To promptly pay your hospital bill,
- To follow hospital rules and regulations affecting patient care and conduct, and
- To be thoughtful and respectful of the rights and property of others, including those who work at CPH.