Welcome!

Here you can find everything you need to know about our hospital.

West Jefferson Medical Center
LCMC Health

Welcome

A message from our **Chief Executive Officer**

Welcome to West Jefferson Medical Center, where providing you and your loved ones with extraordinary care comes natural to us. We are committed to providing a safe and secure environment for our employees, patients and guests. Since the day we opened our doors in 1961, we've worked consistently to make our community healthier, one patient at a time. Along with our long legacy of being the first and best choice for healthcare on the Westbank, we're also working to create a healthier future to look forward to.

As part of our commitment to the community, we're on a mission to provide the highest quality of care that patients have come to know and expect. We've earned a regional and national reputation for excellence in patient care. In 2021, West Jefferson Medical Center was the only hospital in the Greater New Orleans Area to earn the 2021 Healthgrades Patient Safety Excellence Award for the third year in a row. This is a true testament to the hard work and dedication of our physicians, nurses and staff. Although we are honored to have earned such prestigious recognitions, we are most grateful for the opportunity to deliver the best care possible for every person who walks through our doors.

From our beginnings as a community hospital to now being in the midst of a $90 million campus transformation, we've always kept our patients at the forefront of everything we do. We're excited about the many improvements coming to our inpatient and outpatient surgical areas and the emergency department, to improve the patient experience. We look forward to continuing our investment in our hospital and most importantly, in the future of our community.

It's an absolute pleasure to serve you and our community as President and Chief Executive Officer of West Jefferson Medical Center. Thank you for choosing us as your hospital of choice and please don't hesitate to share how we can improve our services to better serve you and your family.

Sincerely,
Rob Calhoun
Chief Executive Officer and President
West Jefferson Medical Center

About West Jefferson Medical Center

With a proven track record of over 70 years of service to the Westbank of Jefferson Parish and the surrounding area, West Jefferson Medical Center is well respected regionally and nationally for excellence in patient care.

As a 357-bed not-for-profit hospital located in Marrero, Louisiana, West Jefferson resides on a more than 20-acre sprawling campus just minutes from downtown New Orleans. Situated near vast industrial and maritime corridors, West Jefferson serves area industry as well as the citizens of Jefferson, Orleans, Plaquemines and St. Charles Parishes and beyond.

West Jefferson Medical Center by the numbers

1,460 Employees

471 Physicians

357 INPATIENT BEDS

25 Active Volunteers

215,733 PRIMARY & SPECIALTY CARE CLINIC VISITS

47,079 ER Visits

1,276 Family Birth Place Deliveries

Source: information annualized based on December 31, 2021 data available.

Our mission

Health, care, and education beyond extraordinary.

Our vision: Creating a culture of wellness.

Our values: We bring heart and soul. We're in it together. We give a little extra.

About LCMC Health

We're a New Orleans-based, non-profit health system on a mission: to provide the best possible care for every person and parish in Louisiana and beyond, and to put a little more heart and soul into healthcare along the way. And that means we do things a little differently around here.

Treating people like family is the LCMC Health way, and it always has been. Founded by Louisiana's first freestanding children's hospital, we've grown into a healthcare system that's built to serve the unique needs of our communities and families across New Orleans, the Gulf Coast and beyond.

We believe in treating the whole patient, not just the condition. When you visit an LCMC Health facility, you will get the care that is best for you and your family because we believe that shared beliefs and positive outlooks are what drive our exceptional care.

This is LCMC Health.

LCMC Health by the numbers

6 HOSPITALS & ERS

10,793 EMPLOYEES

PATIENTS FROM THE GULF SOUTH & BEYOND

964,557 PRIMARY & SPECIALTY CARE CLINIC VISITS

1,862 INPATIENT BEDS

256,377 ER Visits

2,791 PHYSICIANS & PROVIDERS

479 Active Volunteers

Source: information annualized based on December 31, 2021 data available.

Patient rights and responsibilities

Your rights

- You have the right to receive considerate, respectful, and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to be told the names of your doctors, nurses, and all healthcare team members directing and/or providing your care.
- You have the right to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- You have the right to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety, or health. You have the right to deny visitation at any time.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about treating your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required and to have restrictions on your freedom kept to the minimum needed to protect other people.
- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.
- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of these resources.
- You, your family, and friends, with your permission, have the right to participate in decisions about your care, your treatment, and services provided, including the right to refuse treatment to the

extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

- You have the right to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- You have the right to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
- You have the right to make an Advance Directive and appoint someone to make healthcare decisions for you, if you are unable. If you do not have an Advance Directive, we can provide you with information and help you complete one.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility, or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- You have the right to request a discharge planning evaluation at any time. Please inform your nurse, doctor, or call Case Management at 504.349.1875.
- You have the right to receive detailed information about your hospital and physician charges.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
- You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting the Medical Records department.
- You have the right to request a list of people to whom your personal health information was disclosed.
- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment.
- You have the right to withdraw consent up until a reasonable time before the item is used.

- You have the right to be given a statement of your legal rights under the Mental Health Act and information about available advocacy services and grievance procedures at the time that the Order of Authorization for Temporary Admission is made
- You have the right to seek a review by a Mental Health Tribunal against being on an order
- If you or a family member needs to discuss an ethical issue related to your care, you may contact West Jefferson Patient Relations at 504.349.1134.
- You have the right to spiritual services
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager, or a department manager. You may also contact West Jefferson Patient Relations at 504.349.1134.

Your responsibilities

- You are expected to provide complete and accurate information, including your full name, address, and home telephone number, date of birth, Social Security number, insurance carrier, and employer when it is required.
- You should provide the hospital or your doctor with a copy of your Advance Directive if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor.
- You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- You are asked to please leave valuables at home and bring only necessary items for your hospital stay.
- You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety

regulations; and be mindful of noise levels, privacy, and number of visitors.

- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You have the responsibility to keep appointments, be on time, and call your healthcare provider if you cannot keep your appointments.
- You have the responsibility to voice your concerns about the care you receive. If you have a problem or complaint, you should talk with your nurse, doctor, nurse manager, and/or a department manager. You may also contact West Jefferson Patient Relations at 504.349.1134.

Complaints and grievances

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender identity, or sexual orientation, you can file a grievance with:

West Jefferson Medical Center Guest Services
1101 Medical Center Blvd.
Marrero, LA 70072
504.349.1134
wjmc.org

If your concern is not resolved to your liking, you may also contact:
The Louisiana Department of Health (LDH)
Health Standards
P.O. Box 3767
Baton Rouge, LA 70821
P: 225.342.9500
F: 225.342.5568
HSSComplaints@la.gov

You may also contact
The Joint Commission (TJC)
The Office of Quality and Patient Safety (OQPS)
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
P: 630.792.5800
jointcommission.org

On home page use the “Report a Patient Safety Event” link in the “Action Center.” Click “Report a Patient Safety Event”

File a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Guest Service team is available to help you.

Office of Civil Rights
U.S. Department of Health and Human Services
1301 Young St.
Suite 1169
Dallas, TX 75202
P: 800.368.1019
F: 214.767.04332

Civil Rights Complaint Portal: ocrportal.hhs.gov/ocr/portal/lobby.jsf

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
800.868.1019
800.537.7697 (TDD)

Complaint forms are available at: hhs.gov/ocr/office/file/index.html
Medicare beneficiaries have the right to contact a Medicare Quality Improvement Organization (QIO) with concerns about the quality of care they receive under the Medicare program, disagreements about a coverage decision or to appeal a premature discharge.

KEPRO
5700 Lombardo Center Dr.
Suite 100
Seven Hills, OH 44131
P: 844.430.9504 or 216.447.9604
TTY: 1.855.843.4776

Hospital Consumer Assessment of Healthcare Providers and Systems
Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple multiple-choice questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Pain management and staff responsiveness
- Overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Want to know how we score?
You can review and compare the quality, care, and safety ratings for different hospitals at:

- Medicare Hospital Compare uses HCAHPS results and other data
  medicare.gov/hospitalcompare

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP)
  hfap.org

- DNV GL Healthcare
  dnvglhealthcare.com

- The Joint Commission
  qualitycheck.org

Advance Directives

An Advance Directive is one of the most important decisions you can make about your care in case you can no longer speak for yourself. Advance Directives are documents that let others know your wishes about the type of care you want, and they will only be used if you become unconscious or unable to communicate.

Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes, or IVs if you cannot eat or drink.

Durable Power of Attorney for Healthcare

This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.

For finances

You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Our commitment to diverse populations

Non-discrimination

West Jefferson Medical Center is committed to meeting the needs of the diverse population that we serve. We do not discriminate on the basis of race, color, national origin, age, disability, gender identity, or sexual orientation.

English

If you speak a language other than English, language assistance services are available to you, free of charge.

Español (Spanish)

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Français (French)

Si vous parlez une langue autre que l'anglais, des services d'assistance linguistique sont mis à votre disposition gratuitement.

Tiếng Việt (Vietnamese)

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Accommodations for diverse populations

In order to better accommodate our diverse community, we provide the following services, free of charge, to persons with disabilities:

- Qualified sign language interpreters
- Written information in other formats

In order to accommodate patients and families who prefer to communicate in a language other than English, we also provide the following free language services:

- Qualified interpreters
- Information translated into languages other than English

If you need these services, please contact our Guest Services department at 504.349.1134.

Language assistance available

English
ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 504.349.1134.

Spanish / Español
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 504.349.1134.

French / Français
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 504.349.1134.

Vietnamese / Tiếng Việt
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 504.349.1134.

Chinese / العربية
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 504.349.1134。

Arabic / 繁體中文
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 504.349.1134.

Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 504.349.1134.

Korean / 한국어
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 504.349.1134 번으로 전화해 주십시오.

Portuguese / Português
ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 504.349.1134.

Loatian / ພາສາລາວ
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 504.349.1134.

Japanese / 日本語
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 504.349.1134 번으로 전화해 주십시오.

Urdu / اُردُو
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں 504.349.1134.

German / Deutsch
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 504.349.1134.

Faris (Persian) / فارسی
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. ب تماس بگیرید . 504.349.1134

Russian / Русский
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 504.349.1134.

Thai / ภาษาไทย
เรียน :ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร504.349.1134.

Ethics committee

The West Jefferson Medical Center Ethics Committee provides non-binding opinions to assist in managing ethical issues concerning patient care. Examples of issues addressed by the committee include Do-Not-Resuscitate orders, or the withdrawal or withholding of medical treatment or futile care. Patients have the right to access protective and advocacy services. The committee reviews cases by request of physicians, patients, family members, surrogates, or hospital staff members.

What does the Ethics Committee do?

The Ethics Committee aids in clarifying options and providing recommendations in a safe, non-judgmental environment. Examples of circumstances when the Ethics Committee can provide support are when a patient wishes to decline medical care because of personal beliefs, or if surrogates disagree about what to do for an incapacitated patient. The Ethics Committee may also provide patients and staff education and literature concerning ethical issues and may recommend and assist in the development of hospital policies related to bioethics.

The Ethics Committee can help those with different viewpoints discuss and clarify their options and choices. It can also help patients and families consider methods of action and treatment based on Committee recommendations. The Ethics Committee can help patients and their medical teams to reach agreement about what to do in individual circumstances.

Who are the Ethics Committee members?

The Ethics Committee is composed of physicians, nurses, social services personnel, legal services personnel, chaplains, and representatives of the Jefferson Parish Westbank community.

How to initiate an ethics consult?

A request for an Ethics Committee consult can be made by a physician, nurse, patient, patient family member/surrogate, or other healthcare team member. If you feel an ethics consult would be helpful, ask to speak with your or your family member's primary physician, nurse, or to the Guest Services department. They can then initiate the consult process.

LCMC Health Patient Portal

Access your medical record from anywhere with our online patient portal

The LCMC Health Patient Portal is a free, online patient portal that provides you convenient access to your medical records. Stay connected to your health from anywhere by accessing the LCMC Health Patient Portal via our website or app.

With our Patient Portal, you can:

View upcoming appointments
View details of your past and upcoming appointments.

Pay bills online
Access and pay your bills from home.

Access your test results
No more waiting for a phone call or letter. View your results and your provider's comments within days.

Manager healthcare information
For you and your family.

Communicate with your provider
Get answers to medical questions through a more convenient messaging center.

Create an account by visiting
LCMChealth.org/patientportal

Questions?
Call: **866.662.6161**
Email: **MyChart@LCMChealth.org**

Scan to create account

Visitor information

Visiting hours

To promote healing and safety and limit infection, some unity may limit the number of visitors you can receive at one time.

Medical/Surgical units (3 West/4 West/5 South/6 South): 6 am–10pm

Oncology (8 South): 6 am–10pm

Family Birth Place

- Labor and Delivery/Triage: 24 hours
  Limit to two visitors at a time. Visitors may swap out.
- Ante Partum, Postpartum, GYN Surgical: 8 am–8 pm
  Limit to four visitors at a time. Visitors may swap out.
- Sibling visitation on Postpartum unit: 8 am–Noon and 4 pm–8 pm
- Quiet Time: 2–4 pm every afternoon (Uninterrupted time reserved for parents and newborns to bond, breastfeed, and rest. Please no visitors during this time.

Inpatient Rehabilitation

Monday-Friday	Saturday	Sunday
3:30–10 pm	12:30–10 pm	6 am–10 pm

Critical Care areas

CCU, ICU, and SCU

10 am, 2 pm, 5 pm, and 8 pm (Recommended visiting times)

- Critical Care visitors are allowed two at a time to ensure patient, staff, and visitor safety.
- Due to unforeseen circumstances, the visiting times may be delayed, shortened, or canceled.
- Visitors are not allowed to smoke, eat, or drink in any patient treatment area.
- No photography or video of any kind is permitted.

Visitor guidelines

Children are welcome to visit if they are accompanied by an adult. We do ask that children remain in the room of the person they are visiting and do not visit critical care, isolation, or semi-private rooms.

If you wish to have an overnight visitor, we ask that only one guest remain. If the patient is in a semi-private room we ask that the guest be of the same sex as the patient.

Services

Chapel
The chapel is located on the second floor near the patient waiting area.

Gift shop
Rudiger's Gift Shop is located on the first floor of the hospital and offers gifts and sundries for patients and visitors. They can even coordinate delivery. Monday–Friday 8:30 am–6 pm
Saturday and Sunday 10 am–4 pm

Junior Volunteer Program
The Junior Volunteer Program presents as opportunity for students to gain first hand career awareness on site. It is also a chance for students to learn at a young age the many benefits inherent in community service. Mainly operated in the summer months, Monday – Friday during the day, applications are available for the current year beginning in February and are accepted until all available positions are filled or until the end of March (whichever comes first).

Spiritual Care
West Jefferson Medical Center understands the important role spirit and faith play in the lives of patients, their families, and staff. Our Spiritual Care volunteers meet people at their need for meaning, hope, and support during trying times. This holistic approach to care impacts the healing of the body, mind, and spirit. Our Spiritual Care volunteers are available for help, prayer, and counsel to people of all faith traditions. Roman Catholic priests are also available for sacramental needs. In addition, extraordinary Ministers of the Eucharist, Deacons, and other spiritual care visit daily to listen and pray.

Patients who list their religious preferences during registration will receive a visit from our spiritual care volunteer during their stay. Guest Service may be contacted during regular office hours at 504.349.1134 for a spiritual care visit request; for an emergency during after-hours and on weekends, you may contact the operator at 504.347.5511 to request a visit from one of our volunteers or contact your local clergy. In addition, personal Clergy is welcome to visit their parishioners and congregation members

Volunteer opportunities

The Auxiliary to West Jefferson Medical Center was founded in 1959, a year before the hospital opened its doors. The Auxiliary is committed to supporting the West Jefferson Medical Center, a community hospital, and furthering its Mission of providing patient care in a comforting and cost-effective manner.

Auxiliary members are proud volunteers continuing a legacy of service, representing a cross section of many communities and neighboring parishes. Members serve as ambassadors to patients and families as well as to others in the community. Members increase awareness of hospital services through participation in outreach including the yearly Jefferson Parish Senior Exposition.

Over the years, through fundraising, the Auxiliary has donated thousands of dollars to the hospital to be used for patient care, new equipment, renovations, furnishings, employee scholarships, holiday decorations, community benefits and more.

For more information on joining the Auxiliary, please call 504.349.1220, 504.349.1128, 504.349.1136 or 504.349.1125

Walgreens on-site pharmacy

For your convenience, a Walgreens Pharmacy is located in the Physician Clinics Building on the first floor. You can have your prescriptions delivered directly to your room prior to discharge. Call 504.349.6185 for assistance.

Food and nutrition services

Your meals are prepared fresh daily and are of the finest quality. Your meals are based upon the diet prescribed by your doctor. If you are not satisfied with your food choice, please call the Food and Nutrition department to request assistance from a dietitian.

Patient meals
We prepare all foods according to your physician's diet prescription to maximize your health and recovery. Room Service is available to order food from 6:30 am to 7:30 pm by calling FOOD. You will find a menu in your room. If you need further assistance, a room service ambassador can visit with you to discuss personal preferences and options. Call 504.349.1630 with any questions or concerns.

Guest trays
You can order guest trays through your Food Service representative or by calling ext. 3663 (FOOD). A cash payment is due at time of delivery.
Breakfast: $5 Lunch: $7 Dinner: $7

Dining/Cafeteria

Café Jefferson
Located on first floor near the main entrance.

Monday–Sunday (7 days a week)

Breakfast	6:45–9:30 am
Lunch	10:45 am–2 pm
Dinner	4:15–7:30 pm

Other dining/coffee options

PJ's Coffee
Located in the main entrance, PJ's Coffee is a great place for a great cup of coffee or just to grab a snack before visiting a loved one.

Monday–Friday	6 am–2 pm
Saturday and Sunday	Closed

Telephone directory

Hospital main line
504.347.5511

West Jefferson Hospital Foundation
504.349.6663

Gift Shop
504.349.1124

Guest Services
504.349.1134

Patient Financial Services/ Medicaid Assistance
504.349.6855

Safety and Security
504.349.1850

Surgery/Critical Care Information Desk
504.349.2408

Volunteer Services
504.349.1170

Walgreens Bedside Delivery
504.349.2020

Need a primary care physician? Contact **504.349.6824** for an appointment.

View our online directory at **wjmc.org**

Patient care

Infection prevention

Yes, the hospital is where you come to get well, but there are germs here too. To prevent catching any germs, or of them catching you; use these tricks:

1. Wash your hands with soap and water or use hand sanitizer after every interaction, before eating, after visiting the bathroom, and touching any surface.
2. Ask hospital staff to be sure and use the hand sanitizers as they enter your room.
3. If you are sick, wear a mask when you can and be sure to cover your nose and mouth when sneezing or coughing to prevent the spread of germs.
4. Keep an eye on bandages and dressings. If they become loose or wet, let a nurse take a look. Keeping wounds dry and protected is key to recovery.
5. Keep your vaccinations up to date. Check with our staff to see if you are due for any vaccinations and whether they are right for you at this time.

Linens

To be more planet friendly and with your comfort in mind, bed linens are not always changed daily but as needed. If you would like yours changed, let your nurse know.

Medication management

No matter how many medications you take, it's important to know what you are taking and why.

Ask your doctor these questions about any new medications:

- What is the name of this medication and is there a generic name?
- Why am I taking this? How does it help? When will it start working?
- What is the dosage? How often do I take it? How long will I be taking this?
- Is there a best time of the day to take this? Is there a best way to take this – with food, water, etc.?
- What are the possible or most likely side effects? What do I do if those happen?
- Are there any foods, drinks, activities, or medications I must avoid with this medicine?
- What do I do if I miss a dose?

Prevent medicine errors: Be sure your doctors and nurses know:

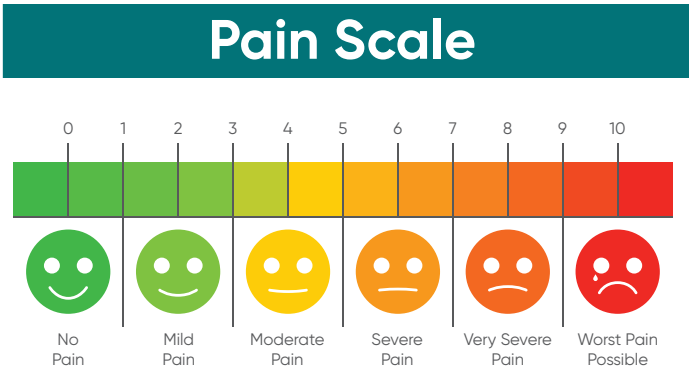
- All the prescription drugs, over-the-counter medicines, and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc
- That your name matches the name on the medicine. Hospital staff may scan your ID bracelet to double-check.

Pain management

Managing pain is a key factor in a successful recovery.

Understanding and managing your pain

We want to make you as comfortable as possible during your stay and help you manage pain you may be having. Our staff will ask you for your pain using a scale of 0—10 with a face chart (see below). On this scale, "0" means no pain and "10" is pain as bad as it can be.



If your pain suddenly gets worse, is not relieved by pain medication, or other methods of pain control, or if you have any side effects, notify your nurse or doctor immediately. Other methods in addition to medication can help you control your pain. They include aromatherapy, breathing exercises, heat or cold, massage, meditation, music, physical activity, and relaxation techniques.

To reduce the risks associated with opioid use, we try to use non-habit forming medications like acetaminophen or ibuprofen as well as treatments such as patches, ice packs, and heating packs to help you with managing pain.

By law, there is a limited amount of pain medication that we can prescribe when you are discharged from the hospital.

Palliative Care team

Our Palliative Care team supports the needs of patients going through serious illnesses. The focus is to ease the suffering that results from illness and to reduce caregiver stress. It is offered alongside other treatments to help you cope with your serious illness. You can call 504.349.6018 to request a consult. Our team will work with your physicians to coordinate a referral.

Patient ID

For your safety, we may ask you several times for the same information. This will help make sure we have not missed important information to provide safe medical care. Please be patient.

Preventing falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines, or even just lying down for too long can make you less steady on your feet.

Here are some tips to keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around and use hospital handrails when they're available.
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach: glasses, remote, tissues, etc.
- Make sure your wheelchair is locked when you get in or out of it, and never step on the footrest.

Patients of all ages are at risk for falls. It's always better to be extra careful than to risk an injury from falling.

Falls Risk Program

Our Falls Risk Program helps us identify patients that may be at an increased risk of falling. If you are identified as a falls risk, a falls risk armband will be placed on your wrist, a falls risk sign will be placed at the door to your room, and/ or a falls risk label will be placed on your chart.

Protect your skin from sores

Too much time in the same position can cause pressure sores, sometimes called bed sores. These sores damage the skin, become quite painful, and can complicate your recovery.

To prevent sores, follow these steps:

1. Change your position every two hours
2. Remain mobile and move or exercise your extremities
3. Use pillows to elevate heels
4. Use barrier cream to protect skin from excess moisture
5. Participate in therapy
6. Maintain nutrition with supplements, as instructed

Rapid Response Team

If you or your family members notice a change in your condition that our staff may not see, contact the nurse right away. In the event of a medical emergency, West Jefferson Medical Center offers patients and families a Rapid Response call line.

Dial extension 7777 or 1310, tell the operator your name, room number, the patient's name (if you are not the patient), and your concern or the cause of your call.

Smoke free campus

To protect our patients, visitors, and staff, our entire campus, including the building, courtyards, parking lots, and garage, is tobacco-free.

Telephones

All calls within the hospital can be made by dialing the last four digits of the phone number. All calls to external numbers begin by dialing 9, then waiting for the dial tone before dialing the number you wish to call. Long distance calls can be made with a credit or calling card. Long distance calls can be made by dialing '9' , then the phone number.

Speak Up!

Speak up is a team effort between West Jefferson Medical Center and The Joint Commission, a nonprofit organization that accredits and certifies healthcare organizations, to encourage you to help us prevent medical errors.

As a patient, you can make your care safer by being an active, involved, informed part of your healthcare team and by asking questions.

Speak up if you have questions or concerns about your care. If you don't understand, ask again or ask to receive the information in the language you prefer. You have a right to understand your care.

Pay attention to the care you are receiving. Always make sure you are receiving the right treatments and medicines by the appropriate healthcare professionals. Tell your nurse if something doesn't seem right.

Educate yourself about your illness. Learn about the medical tests you receive and your treatment plan. If your treatment involves medical equipment you will be going home with, practice with your healthcare team. Write down questions for your care team and keep notes about your care.

Ask a trusted family member or friend to be your advocate. Ask that your advocate be educated so that he or she can help in your care once you go home.

Know what medicines you take and why you take them. Ask about the side effects of medication.

Use a hospital or clinic like West Jefferson Medical Center that is certified and has completed a rigorous program to ensure safety and quality.

Participate in all decisions about your treatment. You are the center of your healthcare team. Discuss any cultural, ethnic, or religious based special needs with your team.

Patient and caregiver resources

A reason to plan early

If you need a rehabilitation facility, nursing home, skilled care, or other service after your stay, you'll need time to find and weigh your options.

For help comparing services in your local area, go to:

- medicare.gov/care-compare
- qualitycheck.org

Before you go

We are here to help you get to the very best version of you, and that means a plan for a successful recovery. Let's reduce your chances of complications and increase your chances for a healthy recovery at home.

Take these steps as soon as possible during your stay to plan for a successful transition from the hospital:

- Review the following with your nurse
  - Your discharge summary and discharge plan
  - Your complete medicine list and instructions
  - Your upcoming appointments
  - What to do if you don't feel well

Once your physician has ordered your discharge, your nurse will provide written instructions for your care at home. He or she will review these documents with you and your family before you leave the hospital.

Checklist for your discharge

Make sure you have the following information before you leave the hospital:

Discharge summary
This includes why you were at the hospital, who cared for you, your procedures, and medicines.

Medicine list
This includes all your new and former prescriptions, over-the-counter medicines, vitamins, and supplements. Ask if there are

any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how, and when to take each one.

Prescriptions
Check that your pharmacy has your new prescriptions, and you have a plan to get them filled.

Follow-up care instructions
Beyond medicine, these can include:
- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use equipment
- Warning signs to watch for
- Daily living adjustments (like how to get into bed)
- Who to call with questions

After-hospital services
Know how much support you'll need in these areas:
- Personal care – bathing, eating, dressing, toileting
- Home care – cooking, cleaning, laundry, shopping
- Healthcare – taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Local resources
Ask your discharge planner for help finding local after-care services or other support groups.

Commercial insurance providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show the amount billed by your doctor or hospital, how much of that cost is covered by your insurance, and how much you owe.

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Discharge appeal for medicare patients

If you have Medicare as your insurance and you believe you are not medically ready for your discharge, you do have the right to appeal. Please ask to speak to your Case Management Representative.

Financial assistance

West Jefferson Medical Center offers financial assistance to eligible patients or guarantors for emergency or medically necessary care. Eligibility is determined based on household income and Federal Poverty Level guidelines, which are published annually. A copy of the facility's financial assistance policy can be reviewed on our website at lcmchealth.org/west-jefferson-medical-center/patients-visitors/financial-assistance/

Get copies

Be sure to get copies of your medical records and test results. To request medical records, please call 504.349.1253.

Self-pay patients and payment arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's Financial Assistance department to set up a payment plan. Please call 504.349.1740.

Communicate with the Financial Assistance department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

Understanding your bill – what you need to know

We want our billing process to be simple, and we want you to know exactly what your bills covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care, and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons, and specialists separately from the hospital.

Medicare

If you have Medicare, you may have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by any other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles.

If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly Medicare Summary Notices (MSNs) to review:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status

If you have questions, call the customer service number listed on your statement.

After-hospital care

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

Home healthcare

Care provided by professionals in your home to help maintain or restore health. Includes: healthcare services such as physical therapy or skilled nursing and may include personal care such as bathing, dressing, and eating.

Independent living

Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities, and possibly

transportation. Healthcare services like skilled nursing are not usually standard.

Assisted living

Individual unit or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines-plus social activities and transportation.

Nursing home

Long-term care facility with individual room for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss. Important documents you will need to provide: bank statements, proof of income, real estate information, assets, etc.

Hospice

Program that provide support for terminally ill patients and families in hospitals, facilities, or homes. Includes: 24-hour help with pain control, symptom management, and emotional or spiritual support.

The DAISY Award for extraordinary nurses

Tell us your story of how your nurse made a difference in your experience today.

West Jefferson Medical Center is proud to recognize nurses with the DAISY Award for Extraordinary Nurses, a national program that honors the compassionate care and clinical excellence our nurses bring to their patients everyday. Help us celebrate the compassion and skill of our extraordinary nurses.

Nominate a nurse today!
We will notify you if your nominee is selected. All nominees are celebrated, so please tell us how your nurse made a special difference in your visit with us.

About the DAISY award
The DAISY Award was established by The DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.

Honorees can be nominated by physicians, nurses, patients, volunteers, and other staff.

To nominate a nurse, scan this QR code or visit
wjmc.org/daisyaward

The DAISY Award
FOR EXTRAORDINARY NURSES
IN MEMORY OF J. PATRICK BARNES

Patient's Choice Awards

Did you receive extraordinary care from an extraordinary employee? If so, nominate them for a Patient's Choice Award!

If you or your loved one received extraordinary care from an exceptional employee, help us recognize them with a Patient's Choice award!

This award honors our employees who go the extra mile to make sure our patients receive the best care possible.

He or she should:

- Demonstrate a positive attitude and welcoming spirit
- Establish a caring presence
- Exhibit excellent customer service
- Show exceptional communication skills
- Exhibit excellent customer service

To nominate an extraordinary employee, scan this QR code or visit

wjmc.org/WJEmployeeAwards

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Notes

Notes

Thank you for choosing West Jefferson Medical Center for your healthcare needs.

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