



## Patient Handbook

### WELCOME FROM THE ADMINISTRATOR

Welcome to ContinueCARE Hospital at Baptist Health Corbin. Our hope is that your stay will be as pleasant as possible. We strive to provide high quality care and treat you with dignity and respect. Our goal is to provide you and your doctor a caring, friendly environment with quality services that will support your care.

This handbook has been prepared to answer the questions you and your family members may have during your stay. If you have any questions we have not addressed, please feel free to ask any staff member for assistance.

Our interdisciplinary team meets weekly to discuss the plan of care and goals for each patient. We invite your active participation working with the nurses and other professionals in development of that plan of care. A separate letter given to you by your case manager, which more fully describes our care plan and interdisciplinary team process.

Thank you for choosing ContinueCARE Hospital at Baptist Health Corbin.

**Pamela Harrison, MSN, MNA, MPA, CPPS**

**Chief Nursing Officer & Chief Executive Officer**  
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For questions, comments, or grievances, please email: [pharriso01@continuecare.net](mailto:pharriso01@continuecare.net)

## **PATIENT INFORMATION**

### ***Admission***

Arrangements for admission to ContinueCARE Hospital at Baptist Health Corbin must be made by your physician, case managers or a family member. Before being admitted, you or a member of your family will be contacted by a member of our staff if possible, so that any questions concerning our program can be answered and tours can be arranged.

It is important that you give us accurate and complete information about your health. This includes present healthy status, past illnesses, hospitalizations, medications, and other matters relative to your health. You are asked to have your family take your medications home. Your physician will be ordering all of your medications during your hospital stay.

### ***Advance Directive***

An Advance Directive is a legal document that states your choice about medical treatment when you are terminally ill. You may name someone to make decisions about your medical treatment if you are unable to make these decisions or choices yourself. An Advance Directive form is included in your admission information packet. If you have an Advance Directive, Durable Power of Attorney for Healthcare or Do Not Resuscitate consent form, provide this information to your nurse or case manager so it is made a part of the medical record.

### ***Identification***

While you are in the hospital, you will be asked to wear an identification bracelet. It is very important that you wear the bracelet so that your name and ID number will be visible at all times.

In order to provide good communication among the staff caring for you, it may be necessary to list your name in a place where others may be able to view the information. If you object to your name being posted, please notify your nurse immediately.

### ***Your Treatment Team***

You and your family members are the most important members of the team. Your family's active support is encouraged. Your physician who will manage your medical needs and treatment leads your clinical team. Your physician may ask other physicians to help manage your care.

The members of our team work together setting goals and determining the best way to provide your care. The nursing team includes registered nurses (RNs), assisted by licensed vocational nurses (LVNs) and nursing assistants. Respiratory therapists, occupational therapists, speech therapists, and dietitians may also provide care for you. Other support staff members that may assist in your care include laboratory technologists, radiology technologists and pharmacists.

During your stay at ContinueCARE Hospital at Baptist Health Corbin, different members of the team may give you information important to your care. This information will be placed in your education packet for you to take with you at discharge. If you have any unanswered questions, ask your nurse.

A case manager is the primary connection between you and other members of the treatment team and will coordinate your stay, make arrangements for your discharge, and provide you with referrals to community resources as necessary. If you need to speak to a case manager at any time, notify your nurse or call your case manager directly.

Physicians may visit at different times of the day, depending on his or her schedule. If you want your family members to be able to visit with your physician, a case manager can assist in making an appointment. If you have several family members visiting, it is best that you appoint one person to be the family spokesperson with your physician. A case manager may arrange a family conference with the clinical team.

#### ***Valuables/ Personal Belongings***

You are asked to leave your valuables at home or send them home with a family member or friend. **The hospital is not responsible for personal valuables you keep while in the hospital.**

#### ***Patient Rights on Admission/Visitation***

Each patient receives a copy of their rights on admission. The patient rights have been updated and approved to include information on the patient's right to visitation. The patient will be informed of their right to receive visitors, whom he/she designates, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend and his or her right to withdraw or deny such consent at any time.

# Patient Rights and Responsibilities

*ContinueCARE Hospital recognizes that care should be focused upon the patient's individual needs and provided in a manner that is considerate and respectful of each patient's personal dignity. In recognition of these factors, ContinueCARE Hospital affirms the following rights and responsibilities for patients. If a patient cannot adequately assert these rights, because the patient is a minor or is not competent, the patient's guardian, next of kin, or other authorized representative may do so on the patient's behalf. Patients and their representative may also request a copy of the ContinueCARE policy on Patient Rights and Responsibilities.*

1. A patient or his/her representative has the right to be informed of patient rights in advance of receiving or discontinuing patient care, whenever possible.
2. A patient has the right to medical and nursing services without discrimination based upon age, race, ethnicity, color, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, national origin or source of payment.
3. A patient has the right to have his/her family member or representative and his/her physician promptly notified of his/her admission to ContinueCARE Hospital, unless the patient requests this not be done.
4. A patient has the right to receive visitors whom she or he designates, including but not limited to, a spouse, a domestic partner, another family member, or a friend. Patient visitation is only restricted when the visitor's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated for the patient.
5. ContinueCARE Hospital respects a patient's right to receive information in a manner he or she understands. An interpreter will be provided when necessary.
6. A patient has the responsibility to provide accurate and complete information about present complaints, pain, past illnesses, hospitalizations, medications, demographics, and matters relating to his/her health. A patient is expected to ask questions and tell caregivers if he/she does not understand his/her care or treatment.
7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. A patient has the right to respectful care given by competent personnel.
9. A patient has the right to receive medical and nursing care in a safe setting and to be free from all forms of abuse and harassment.
10. A patient has the right to be free from seclusion and restraints that are not medically necessary.

11. A patient has the right to information about pain and pain relief measures and health care providers committed to pain prevention and control.
12. A patient has the right to know what ContinueCARE Hospital rules and regulations apply to his/her conduct as a patient.
13. A patient who presents to the ContinueCARE Hospital with an emergency has the right to receive at least a medical screening exam, regardless of the patient's ability to pay, and the right to have any emergency medical condition stabilized or to be transferred appropriately.
14. A patient has the right, upon request, to be given the names of all health care providers directly participating in his/her care.
15. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and expense.
16. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
17. A patient who is mentally capable (and if not, the patient's guardian, next of kin, or other authorized representative) has the right to participate in development, implementation, and revision of his/her plan of care.
18. A patient, or his/her authorized representative, has the right to full information in understandable terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.
19. A patient has the right to make informed decisions concerning his/her care. A patient does not have the right to demand medically unnecessary treatment or services.
20. A patient has the right to be informed by his/her physician of his/her right to refuse any drugs, treatment or procedures, and of the medical consequences of such refusal.
21. A patient has the right to make advance directives and to have health care personnel comply with these directives, within the limits of the law.
22. A patient has the right to have ContinueCARE Hospital document his/her wishes concerning organ donation when he or she makes such wishes known, in accordance with law and regulation.
23. A patient has the right to decide whether or not to participate in research, investigation, or clinical trials. A patient's refusal to participate in research or discontinuing participation at any time will not jeopardize his/her access to care, treatment and services unrelated to the research.
24. When medically permissible, a patient may be transferred to another facility only after he/she or his/her next of kin or other authorized representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

25. A patient has the right to participate in the development and implementation of his/her discharge plan, which includes being informed of his/her continuing healthcare requirements following discharge and the means for meeting them.
26. A patient has the right to access protective and advocacy services. ContinueCARE Hospital will provide the contact information for patient advocacy groups when requested.
27. A patient has the right to have all records pertaining to his/her medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.
28. A patient has the right to access his/her own medical information within a reasonable time. A patient's access to medical records may be restricted by the patient's attending physician for sound medical reasons, consistent with applicable law.
29. A patient or his/her authorized representative has the right to be informed about unanticipated outcomes of care, treatment and services that relate to sentinel events.
30. A patient has the right to every consideration of privacy concerning his/her own medical care program.
31. A patient has the right to an environment that preserves dignity and contributes to a positive self-image, such as the provision of privacy during personal hygiene activities. A patient has a right to withhold consent for electronic monitoring or recording during an examination, except when there is a medical need for continuous observation.
32. A patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than provision of care.
33. A patient has the right to examine and receive a detailed explanation of his/her bill.
34. A patient has a right to information and counseling on the availability of known financial resources for his/her health care.
35. A patient has the responsibility to assure that the financial obligations for his/her health care are fulfilled in a reasonable period of time.
36. A patient who is a Medicare beneficiary has a right to receive a notice of noncoverage and the patient's discharge rights.
37. A patient cannot be denied the right of access to an individual or agency that is authorized to act on his/her behalf to assert or protect the rights set out in this document.
38. A patient has the right to file a concern, complaint or grievance when that patient believes any of the above rights have been violated with his/her nurse, the nursing supervisor or Social Services. After discharge, he/she may call the Director of Quality Management.

39. A patient has the right to directly contact the: ***Kentucky Cabinet for Health and Family Services; State Health & Human Services Agency***. Contact Information for filing complaints: ***116 Commerce Ave, London Ky. Phone: 606-330-2030 Fax: 606-330-2056.***

40. A patient has the right to notify the facility's accrediting agency, the hospital accrediting organization, about complaints regarding patient safety or quality of care.  
***Center for Improvement in Healthcare Quality (CIHQ), PO Box 3620, McKinney, Tx 75070  
Phone: 866-324-5080 Fax: 805-934-8588***

#### **Patient Rights and Responsibilities - Grievance Procedure for Violation of Patient Rights**

1. The Board of Directors has delegated the management of the grievance process for Patient Rights and Responsibilities to the Hospital Quality Assessment Performance Improvement (QAPI) Committee.
2. When an issue cannot be resolved promptly by staff, a patient or his/her representative may file a grievance (oral or written) with the designated hospital leadership. The investigative procedure should be completed, corrective action taken and a written response sent within seven (7) days of receipt of complaint. If the grievance will not be resolved or the investigation completed within seven (7) days, the hospital shall inform the patient or the patient's family member/representative that the hospital is still working to resolve the grievance and will follow-up with a written response in a stated number of days.

## **PATIENT MEALS**

Your meals are prepared according to your physician's orders and are served at about 8:00 am, at 12:00 pm, and at 5:00 pm. If you have any special requests or questions, ask your nurse to contact the dietary department to help you. Your meals will be brought to your room.

## **PAIN MANAGEMENT**

Keeping your pain under control is important to your well-being. By doing this, you will be able to eat better, sleep better, move around more easily, and visit with friends and family. Frequently asked questions about pain management include:

*What should I tell my doctor and nurse about my pain?*

- Where the pain is
- When the pain started
- How the pain feels – sharp, dull, throbbing, steady, burning, tingling or aching are common ways that pain is described.
- Constant pain or comes and goes

*What makes the pain better?*

You will communicate the amount of pain you have to your nurse and other team members according to a scale of 0 = no pain to 10 being the greatest pain.

*Will I become addicted to pain medicine?* Addiction rarely occurs when you take narcotics for pain relief as directed by a physician. There are many pain medications that are not addictive. Ask your physician about other pain medicines that are available.

*Who needs pain medicine?*

Everyone, regardless of age, can experience pain – from the very young and the very old to those with impaired communication who have difficulty expressing the pain they are experiencing.

*Remember:*

- Your physician and clinical staff only know what you have told them about your pain. Try to express what you are feeling and answer all questions as best as you can when you are asked about the pain.
- Request and take your medicine before the pain is too bad.
- It may take a combination of medicines or different medicines to control your pain.
- Good pain control is an important part of the healing process and part of your treatment plan.

*How can I relieve my pain without medications?*

Ask your physician about alternatives.



## **SPECIAL COMMUNICATION NEEDS**

If you have impaired hearing or speaking skills, or limited English proficiency and need services such as a qualified sign language interpreter, use of a TDD telephone, writing materials or a language interpreter, you will be provided with the required aids and/or interpreter at no cost to you. If you need an interpreter, please notify the nursing supervisor.

## **RAPID RESPONSE TEAMS**

A Rapid Response Team is a group of medical professionals trained to help when there are signs that a patient is experiencing symptoms different from their baseline. The purpose of a Rapid Response Team is to help before there is a real medical emergency. The team can take action very quickly. They may suggest laboratory test, X-rays, medications or even moving the patient to a higher level of care.

Problems can happen any time a patient is in the hospital.

Warning signs that a patient is having a change in condition:

- Changes in the heart or respiratory (breathing) rate
- A drop in blood pressure
- Changes in urinary output
- Confusion or other mental status changes
- When something just does not look or seem right with the patient

How family members can help:

- Ask the nurse to call the Rapid Response Team when there are warning signs that the patient is getting much sicker or something “just doesn’t seem right”. You know your family member better than anyone.

## **CARDIOPULMONARY RESUSCITATION**

Cardiopulmonary Resuscitation (CPR) and other lifesaving treatments are automatically provided to you if your heart stops beating or you are not breathing. If you do not wish to be resuscitated, you need to tell your physician. Also, on admission you will be given a document on which you can state your wishes regarding resuscitation. This form will be filed in the medical record and can be changed during your stay if you so desire.

## **SECURITY**

ContinuumCARE Hospital at Baptist Health Corbin strives to provide a safe and secure environment for you and your family members and visitors. The hospital has systems in place to address issues of security, and has security personnel available. Should you feel threatened in any way, please notify your nurse.

## **CHAPLAIN**

Your spiritual and cultural values are important to us. Our philosophy includes recognizing your social, spiritual and cultural values. We have a chaplain available to you; however, we encourage you and your family members to ask your own clergy person to visit you. You may request chaplain services by contacting the charge nurse.

**BIOETHICS COMMITTEE**

The Ethics Committee of ContinueCARE Hospital at Baptist Health Corbin is available to you if you have concerns about treatment decisions. Contact the case manager at 606-656-2667.

**DISCHARGE FROM THE HOSPITAL**

You, your family, physician and your treatment team determine when you are well enough to leave the hospital. Your physician writes the discharge order. We suggest that you send flowers and gifts home the day before discharge.

When your physician has notified you that you may leave the hospital, the nurse will start your dismissal process and review with you the physician's orders for your care at home. Before you leave, please make sure you have your personal belongings, education packets and prescriptions. When your family arrives, nursing staff will escort you to your vehicle.

You may be transferred to another facility if your physician determines that it's the appropriate level of care. Transportation may be provided by a private family vehicle, a wheelchair van or ambulance, and will be arranged for you.

**ORGAN DONATION**

If you are interested in organ donation, please speak to your physician, nurse or case manager.

**STATEMENT OF NONDISCRIMINATION**

ContinueCARE Hospital at Baptist Health Corbin does not exclude, deny benefits to or otherwise discriminate against any person on the basis of race, color, national origin, cultural beliefs, disability, sex or age in admission, treatment or participation in, or receipt of the services and benefits of any of its programs and activities, or in employment. For further information about this policy, contact the Director of Nursing at 606-656-26694.



## GENERAL INFORMATION

### ***Visiting Hours***

Medical/Surgical Visiting hours are from 8:00 am to 8:00 pm. The Intensive Care Unit Visiting Hours are: Any time day and night except for 6:45 am/pm- 7:15 am/pm. Visitors who are not ill are welcome to visit as the patient's condition permits. The patient's well-being is the primary concern of hospital staff. Visits are encouraged and often beneficial to the patient, but should not interfere with treatment. Subject to your consent, you may receive visitors including, but not limited to:

- Your spouse
- Children who are 12 years of age or older and supervised at all times
- Domestic partner (including same sex partner)
- Another family member or friend

Overnight visitation is limited to only one visitor who must be 18 years or older and is present for family teaching or end of life situations. It is not our policy to restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. It is also our policy to ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

### ***Smoking Policy***

ContinueCARE Hospital at Baptist Health Corbin is a smoke-free facility and campus. Smoking is not permitted inside the hospital or on the hospital grounds. Your physician can write an order if you wish to have a nicotine patch or nicotine gum.

### ***Mail and Flowers***

Incoming letters, packages and flowers will be delivered to your room through the nursing station. Outgoing mail may be left at the nursing station. Any mail delivered after your discharge will be promptly forwarded.

### ***Telephones***

To make local calls, dial 9 + the number you wish to reach. Contact the nursing station to make arrangements for long distance phone calls.

### ***Personal Belongings***

The facility policy is to discourage patients from bringing valuables to the hospital. Upon discharge, if personal items have been left at the facility, the items will be disposed of after 30 days, taking every precaution to ensure privacy of the patient.

***Medical Records***

If you require a copy of your medical records, you must complete an appropriate authorization form for the release of information. Contact ContinueCARE Hospital Health Information Management Department at 606-656-2671, Monday through Friday, from 8:00 am to 4:00 pm.

***Firearms/Weapons***

Except for law enforcement officers, firearms and weapons of any kind are strictly prohibited from the grounds and buildings operated at ContinueCARE Hospital at Baptist Health Corbin.

***Fire Drills***

Periodic fire drills are held for the ContinueCARE Hospital at Baptist Health Corbin staff to keep you and your visitors safe from harm. Fire evacuation routes are posted throughout the hospital. In the case of a fire alarm, the hospital staff will direct you to the appropriate exit.

Patient Sticker

**This page returns to the Medical Chart and is part of the permanent record for the patient and this admission.**

I acknowledge that I have received a patient handbook from  
ContinueCARE Hospital @ Baptist Health Corbin.

Patient: \_\_\_\_\_

If unable to sign: Patient Family: \_\_\_\_\_

Witness: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Witness: \_\_\_\_\_ Date/Time: \_\_\_\_\_