HOW TO STAY SAFE
- Fight Infections
- Stop Falls
- Prevent DVT
- Prevent Pressure Ulcers

EASE THE TRANSITION from Hospital to Home

WHAT ARE ADVANCE DIRECTIVES?

KEEP TRACK OF MEDS while in the Hospital

Clear Lake Regional MEDICAL CENTER

Stay Connected to Us

www.clearlakermc.com / 281-332-2511
Top Things To Know While You’re Here

**Valet**
Complimentary valet parking also available at both the main hospital and at The Heart & Vascular Hospital, weekdays 5:00 a.m. – 2:00 p.m.

**Important Numbers**
Housekeeping – ext. 3414
Food – ext. 3663
Patient Advocate – ext. 8986.

A complete listing of phone numbers is on page 7.

**Television**
We offer numerous television channels through DirecTV. A complete listing of TV channels is on page 14.

**Housekeeping**
For any issues related to the cleanliness of your room, please call ext. 3414. More information on page 10.

**Pain Management**
Managing your pain is a top priority here. For a complete guide to pain management issues, see pages 37-38.

**Your Caregivers**
Find important information about those caring for you while you’re here. See page 42.

**Your Medications**
Be in the know and communicate about your medications. For more information, see page 56.

**Chapel/Prayer Room**
A chapel/prayer room is located on the first floor of the main tower near the Observation Unit entrance. A chapel also is located on the third floor of The Heart & Vascular Hospital, take the elevator to the third floor, turn right at the hallway. The room is located on the right.
In This Guide

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15
Speak Up
Take charge of your care.

18
Stay Safe
You can contribute to healthcare safety.

OUR ADDRESS
500 Medical Center Blvd.
Webster, TX 77598
For the Caregiver
Your role as patient advocate.

TV
Chapels
Security
Weapons
Smoking
Electrical Appliances
Mail and Flowers
Pastoral Care
Gift Shop

Television Channel Listing

Speak Up

Your Rights & Responsibilities

Stay Safe

Help Us Protect Your Skin

Patient Safety Program

Food & Drug Interaction

What are Your Advance Directives?

Your Privacy & Information

Do You Have Pain?

Pain Management

Preparing for Discharge

For the Caregiver

Resources

Food and Nutritional Services

Hospital Maps

Guide to Hospital Wi-Fi

Word Search

Medication Tracker
Welcome to Clear Lake Regional Medical Center

Mission
To provide compassionate care and exceptional service to every patient, every day

Vision
To be a world-class hospital

Values
Accountability, Service, Pride, Integrity, Respect, Excellence

Clear Lake Regional Medical Center, in the heart of Bay Area Houston, was founded in 1972. We are committed to the care and improvement of human life. From fragile newborns to complex cardiovascular patients, we ensure Bay Area residents receive the best available healthcare in their own community.

Clear Lake Regional Medical Center is a 762-bed hospital offering a comprehensive scope of inpatient and outpatient medical, surgical and specialty services, including:

- Emergency Room
- Children’s Emergency Room
  (the only one in the Bay Area Houston region)
- Breast Diagnostic Center
- Women’s Services
- Neonatal ICU and Nursery
- Heart & Vascular Hospital
- Dedicated Pediatrics Unit
- Pediatric ICU
  (the only one in the Bay Area Houston region)
- Sleep Disorders Clinic
- Wound Treatment Center

With an outstanding team of more than 3,000 medical professionals, the hospital boasts a combination of superior medical services, leading edge technology and personalized care. We view ourselves as your partner in healthcare, and our goal is to exceed your expectations throughout your experience with us.

Clear Lake Regional Medical Center also has a campus in Texas City—Mainland Medical Center. Both hospitals are part of the HCA Gulf Coast Division, a network of hospitals and many freestanding care facilities through greater Houston and south Texas.

We truly value our patients and are privileged to be caring for you.

Sincerely,
Stephen K. Jones Jr.
Chief Executive Officer
Your Opinion Counts
Soon after your discharge, an independent company may call you on behalf of Clear Lake Regional Medical Center to conduct a confidential patient satisfaction survey. Please take the time to speak with the representative and share your opinions about your hospital stay. Your feedback is an important part of our goal of improving the care and services we provide.

The Heart & Vascular Hospital
The Cardiovascular Programs at Clear Lake Regional Medical Center (CLRMC) provide nationally-recognized care to thousands of residents in the Bay Area Houston and surrounding communities, allowing patients to avoid the added trauma of traveling many miles to the Texas Medical Center. Here, we put our hearts into caring for yours. Our unparalleled team, innovative technologies and specialized programs are aimed at preventing, diagnosing, treating and recovering from cardiovascular diseases.

Our services include:
- Cardiovascular Surgery, Including Minimally Invasive Procedures
- Angioplasty and Stenting
- Electrophysiology Diagnostics
- EKG / Echocardiography
- Cardiac Catheterization
- Stress Tests
- Diagnostic Vascular Services
- Vascular Surgery
- Fetal/Pediatric Cardiology
- Imaging Services
- Chest Pain Center

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- Stress Tests
- Diagnostic Vascular Services
- Vascular Surgery
- Fetal/Pediatric Cardiology
- Imaging Services
- Chest Pain Center

Surgery
CLRMC performs more than 13,000 inpatient, outpatient and minimally invasive surgeries every year in all specialties – orthopedics, urology, gynecology and more. From routine procedures to complex surgeries, your health and safety are in good hands. Whether you have an elective surgery or an emergency procedure, our emphasis on teamwork – with collaboration among physicians, anesthesiologists, nurses, staff and patients – ensures the best outcome for you. Because every one of our patients is unique, we provide personalized attention throughout the entire process.

Women & Children’s Services
Our entire team works to improve the health of women through compassion, prevention, education, wellness and advanced medical care. From motherhood to menopause, our services are centered around the specialized healthcare needs of women—at every stage of life. We deliver more than 3,500 babies each year, and the Women & Children’s Center is designed especially for moms-to-be.

Prenatal Care (Antepartum) Unit/Labor and Delivery Unit
- 16-bed, high-risk Antepartum Unit, 15-bed Labor and Delivery Unit
- 4-bed assessment center for non-stress tests and other special procedures
- 3 C-Section Operating Rooms on standby 24 hours a day with a specially trained staff
- 2 Maternal-Fetal Medicine specialists on staff
On-site lactation specialist is available to assist with breastfeeding education

Other amenities include:
- Spacious Rooms
- Natural Birthing Services
- Assisted Birthing Services
- Mother-Baby Bonding
- Lactation Specialists
- Two dedicated Postpartum Care Units (30 private rooms)
- Newborn Nursery with nurses who have successfully completed the Neonatal Resuscitation Program, S.T.A.B.L.E. and breastfeeding education

CLRMC is proud to be a Texas Ten Step Program, which is a certification that denotes our commitment to breastfeeding mothers.

Our 13-bed Obstetrics and Gynecology Unit is staffed by extensively trained and experienced nurses and is equipped to provide premier post-operative care to thousands of women annually.

Wound Treatment Center
CLRMC’s Wound Treatment Center cares for those who suffer chronic wounds caused by diabetes, vascular disorders, traumatic injuries, pressure sores, surgeries and other conditions that slow down the body’s healing process. Our highly skilled team – comprised of wound care physicians, nurses and other medical professionals – works with each patient in developing an individualized plan of care. For more information, call 281-338-3050.

Inpatient Rehabilitation Center
The Rehabilitation Center at Clear Lake Regional Medical Center is focused exclusively on helping people regain their quality of life following a neurological condition or injury, surgery, deconditioning, disease or other injury. Conditions we treat include cerebral vascular accidents, hip fractures, polyarthritis, rheumatoid arthritis, osteoarthritis, amputation, neuromuscular disease, neurological disorders, pulmonary disorders, chronic pain and cardiovascular diseases.
Telephone Directory

Admitting ext. 3116
Billing Information 713-448-2099
Education ext. 3340
Environmental Services ext. 3173
Food and Nutrition Services ext. 3663
Gift Shop ext. 3577
H2U ext. 3157
Lost and Found 0 (ask for Security)
Information Desk/Volunteers ext. 3184
Medical Records ext. 4316
Operator 0
Physician Referral 888-842-DOCS (3627)
Waiting Room, CV Heart & Vascular Hospital 281-526-6781
Waiting Room, Cath Lab Heart & Vascular Hospital 281-526-6786
Waiting Room, CCU Heart & Vascular Hospital 281-526-6829
Waiting Room (4th floor) ext. 3964
Waiting Room (6th floor) ext. 3688
Waiting Room (Surgery) ext. 4216

Please visit us at www.clearlakermc.com.

For those calling from outside the hospital, please dial 281-338 + extension.
Before you are admitted to the hospital, your admission will most likely be requested by your independent physician, who is a member of the hospital's medical staff. Advance notice from your physician helps us in admitting you smoothly and quickly. During the pre-admission or admission process, you will be asked many questions by our admitting representatives. We are required by law to collect this information for statistical reasons. This information also enables us to handle your particular case with better understanding. According to the law, all personal information is held in strictest confidence.

Check-in Time
In most cases, the Admissions Office will give you a specific arrival time prior to your admittance. If you have been assigned an arrival time, please try to be prompt. This is especially important if you are scheduled for same-day or next-day surgery. Your planned arrival time allows sufficient time for tests your physician may have ordered.

What to Bring
You may keep your clothing and personal items in the hospital room. Please bring only a few personal items, such as toiletries, slippers, bathrobe and a nightgown or pajamas. If you forget to bring something, there are many personal items for sale in the hospital gift shop. Please do not bring valuables, including wallets, cash, credit cards and jewelry (see page 10). An insurance card(s) and photo ID for patient identification are needed upon admission.

Home Medications
It is important for us to know if you are taking any medications at home. If you brought these medications with you, please send them home with a relative or a friend after our staff has recorded them. If this is not possible, the medications will be inventoried and secured in the pharmacy. You will receive a receipt listing all of your medications. To retrieve your medications, please present your receipt to the pharmacy upon discharge. For more information on patient safety and medications, please see pages 23–30.

Consent Forms
Consent forms for treatment or procedures must be read and signed by each patient. If you do not understand any of our forms, please ask for an explanation.

Blood Donations
You may require a blood transfusion during your treatment at Clear Lake Regional Medical Center. All blood and blood components come from carefully screened volunteer donors. You may donate blood at The Gulf Coast Regional Blood Center (GCRBC) located at 1153 Clear Lake City Boulevard, Houston, TX 77062. Please call 281-447-0053 for more information or to schedule an appointment.
During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Waiting Rooms
In addition to the first floors of the Main and Central Towers, and the Heart & Vascular Hospitals, we also have specially designed lounges for families and visitors:
- Surgery – Second floor, Main Tower
- ICU – Third floor, Main Tower
- Heart & Vascular Hospital – Second Floor

Gifts for Patients
Please check with the nurse before bringing gifts of food or drink to a patient. In critical care areas, please check with the nurse regarding any types of patient gifts.

Parking
There are designated handicapped parking spaces in various locations around the hospital. We provide free valet parking Monday through Friday, 5:00 a.m. to 6:00 p.m. at the front entrance to the main hospital tower, and from 5:00 a.m. to 2:00 p.m. at The Heart & Vascular Hospital. If you need to retrieve your vehicle after hours, please notify security by dialing “0” from a hospital phone. The hospital cannot be held responsible for theft or damage to vehicles.

Your Room
Your room assignment is based upon your physician’s diagnosis and bed availability on the day of your admission.

Calling Your Nurse
All rooms are equipped with a nurse-call button, located within easy reach at the bedside. When you push the button, a signal appears on a panel at the nurses’ station. A staff member will see your light and notify your nurse to assist you.
During Your Stay

Know Your Caregiver
You will recognize the role of your caregiver by the color of their uniform.

You will see these people every day during your stay:
- Nurses – Royal blue or white scrubs
- Housekeeping – Navy blue scrubs
- Nursing Assistants – Hunter green scrubs

You may see these caregivers during your stay:
- Physical, Speech and Occupational Therapists – Black scrubs
- Respiratory Therapists – Gray scrubs
- EKG, Heart Stress Testing, Echocardiogram Technicians – Caribbean (blue green) scrubs
- Phlebotomy Technicians (Lab Personnel) – Red scrubs
- Case Managers/Social Workers – White lab coats

Leave Your Valuables At Home
If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don’t put them on your bed or food tray—they may be damaged or lost.

Clear Lake Regional Medical Center is not responsible for replacement of personal belongings.

Your Hospital Bed
Your hospital bed can be adjusted for comfort. Your nurse will instruct you on how to properly use the adjustment controls and make sure there are no positions that are unsuitable for your condition. Do not attempt to get out of bed by yourself unless you have your physician’s approval. Please use the nurse-call button for assistance. Bed rails are used as a safety precaution.

Housekeeping
Your room is cleaned daily by a member of the housekeeping staff. We want to provide a safe and clean environment for all patients and visitors. If we can assist you in any way, please notify Environmental Services at ext. 3414.

Room Temperature
If the temperature in your room isn’t comfortable, please tell your nurse.

Valuables
If you cannot send valuables home, you may store them in the hospital safe. When items are checked in, you will
be given a receipt, which must be presented to the cashier when reclaiming your possessions. The hospital cannot take responsibility for personal items left in your room.

**Food and Nutrition Services**
Our menu has been designed using the comments and suggestions of previous patients and staff. Your suggestions and comments are appreciated. Your physician will specify what type of diet you need. If you have any food allergies or special needs, please indicate these on the preference form provided at the time of admission (also available at your nurses’ station), or call Food and Nutrition Services at ext. 3663. Interruptions in regular meal schedules may be necessary when certain tests and procedures are scheduled for you.

**Interpreters**
If you need the assistance of a translator, please contact your nurse, who will facilitate this process.

**Telephone**
Telephones are provided in all patient rooms, except in critical care units. Your room’s direct phone number is located on the light above the bed. At the Heart & Vascular Hospital, the number is on the phone.
- To place a local call, dial 9 for a dial tone, then the area code and number. Local calls are free.
- To make a collect call, dial 9 + 0.
- Long-distance calls must be charged to a credit card or a calling card. To place a call with a calling card, dial 9 + 1-800 access number.

**Courtesy Phone**
Courtesy phones are available throughout the hospital for the convenience of our patients and visitors.

**Fire Safety**
We periodically conduct fire drills. If you hear a siren and an announcement about the location and code type, please stay in your room. In the event of an actual emergency, hospital staff will notify you.

**Confidentiality**
If at any time you wish to be a “no information” patient, please tell the Admitting Office, your nurse or your patient representative. Phone calls, mail and visitors can be limited at your request.

**Vending Machines**
Vending areas are located on the 1st floor, to the right of the Cafeteria entrance; on the 1st floor of The Heart & Vascular Hospital near the Chest Pain Unit; and on the 2nd floor of The Heart & Vascular Hospital near the Cath Lab waiting area.
Vending areas are open 24 hours a day, 7 days a week, offering a variety of snacks and beverages and a microwave.
During Your Stay

Where's the Cafeteria?
Location: On the 1st floor, behind the lobby in the central tower.

Visitors are welcome to dine in the cafeteria, which offers a variety of hot entrees, a grill, salad bar, fruit and desserts. Hours of operation are posted at the entrance to the cafeteria.

ATM
For your convenience, automated teller machines (ATMs) are located in the 1st floor main lobby next to the elevators, in the lobby of The Heart & Vascular Hospital and in the Emergency Department.

TV
Televisions are provided in each patient room. Please be considerate of others, keep the TV volume down and remember to turn off your TV at bedtime. Channel listings are located on page 14.

Chapels
Main Tower – first floor
Heart & Vascular Hospital – third floor

Security
The hospital ensures safety and security for patients, visitors, staff and employees on a 24-hour basis. Escorts to the parking area are available upon request. Dial “0” for the switchboard operator and ask the operator to contact Security for you. The operator can also contact Security for inquiries concerning lost and found items.

Weapons
Weapons of any kind are not permitted in the hospital.

Smoking
Smoking is not permitted at Clear Lake Regional Medical Center or at any of its campuses. We are committed to providing a safe, clean and healthy environment for our patients, employees, visitors, physicians and other customers. Smoking is not permitted inside or outside on the grounds of the main hospital, The Heart & Vascular Hospital, Breast Diagnostic Center, Wound Care Center, HealthOne Emergency Care Pearland, Alvin Emergency Room, 400 & 450 Medical Center Boulevard Offices, surrounding parking lots and adjacent properties.

Electrical Appliances
For safety reasons, electrical appliances including hair dryers, curling irons and radios are not permitted in patient rooms. Computers, DVD players and razors are allowed.

Mail and Flowers
Mail will be delivered to your room Monday through Friday. A member of our volunteer staff will be happy to mail letters for you. Flowers and gifts sent to you will be delivered to your room upon arrival at the hospital. Flowers, plants and balloons are not permitted in the critical care areas.
**Pastoral Care**
A member of your clergy may visit you at any time. For your convenience, each nursing unit has a clergy-on-call list available. Please tell your nurse if you would like someone to contact you. Our chapel is located on the 3rd floor of the Heart & Vascular Hospital near the elevators.

**Gift Shop**
The hospital's gift shop is located off the main lobby. It has newspapers, magazines, books, fresh flowers, greeting cards and a variety of gift items. The gift shop hours are posted at the entrance.

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**Television Information**

**Channel 33:** Hospital Information Channel

**Channel 34:** The Patient Channel — 24-hour patient education programs on various topics (a GE Medical sponsored service).

If you would like more information, please call the Education Department at ext. 3340.

* The Ti.GR channels are part of an educational system featuring selected videos about your condition to help educate you before you are discharged. A detailed list of programs can be found in your patient education folder you received on admission. Your nurse can help you access these channels.

** The CARE Channel features instrumental music and nature scenery to help you relax during your hospital stay.

A television channel listing is located on the next page.
# Television Channel Listing

<table>
<thead>
<tr>
<th>Channel</th>
<th>Network</th>
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<tbody>
<tr>
<td>2</td>
<td>ABC</td>
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<tr>
<td>3</td>
<td>NBC</td>
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<td>4</td>
<td>CBS</td>
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<td>5</td>
<td>FOX 26</td>
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<td>6</td>
<td>PBS</td>
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<td>WB39</td>
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<td>UPN20</td>
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<td>9</td>
<td>Spanish</td>
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<td>10</td>
<td>KUBE</td>
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<td>11</td>
<td>Weather Channel</td>
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<td>12</td>
<td>MSNBC</td>
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<td>13</td>
<td>Fox News Channel</td>
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<td>14</td>
<td>CNN</td>
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<td>15</td>
<td>Bloomberg</td>
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<td>16</td>
<td>ESPN</td>
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<td>17</td>
<td>ESPN2</td>
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<td>18</td>
<td>ESPN Classic</td>
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<td>19</td>
<td>NFL Network</td>
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<td>20</td>
<td>Regional Fox SW Channel</td>
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<td>21</td>
<td>Golf Channel</td>
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<tr>
<td>22</td>
<td>SPEED</td>
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<td>23</td>
<td>ABC Family</td>
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<td>24</td>
<td>Animal Planet</td>
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<td>25</td>
<td>Disney XD</td>
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<td>26</td>
<td>Disney Channel</td>
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<tr>
<td>27</td>
<td>Nickelodeon</td>
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<td>28</td>
<td>TV Land</td>
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<td>29</td>
<td>A&amp;E</td>
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<td>30</td>
<td>CNN Discovery Channel</td>
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<td>31</td>
<td>Discovery Health</td>
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<td>32</td>
<td>EI Entertainment</td>
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<td>33</td>
<td>Clear Lake Regional Chan</td>
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<td>34</td>
<td>Clear Lake Regional Chan</td>
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<td>35</td>
<td>FX</td>
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<tr>
<td>36</td>
<td>GSN: Network for games</td>
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<tr>
<td>37</td>
<td>History</td>
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<tr>
<td>38</td>
<td>Lifetime</td>
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<tr>
<td>39</td>
<td>National Geographic Channel</td>
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<td>40</td>
<td>Ti.GR Channel</td>
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<td>41</td>
<td>Ti.GR Channel</td>
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<td>42</td>
<td>Ti.GR Channel</td>
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<td>55</td>
<td>Ti.GR Channel</td>
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<td>56</td>
<td>CARE Channel</td>
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<td>57</td>
<td>Oxygen</td>
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<td>58</td>
<td>Science Channel</td>
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<td>59</td>
<td>SPIKE TV</td>
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<td>60</td>
<td>TBS</td>
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<td>61</td>
<td>TLC</td>
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<td>62</td>
<td>TNT</td>
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<td>63</td>
<td>Travel Channel</td>
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<td>64</td>
<td>TRUTV</td>
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<tr>
<td>65</td>
<td>USA Network</td>
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<tr>
<td>66</td>
<td>WE: Women’s Entertainment</td>
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<tr>
<td>67</td>
<td>AMC</td>
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<tr>
<td>68</td>
<td>Bravo</td>
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<tr>
<td>69</td>
<td>Fox Movie Channel</td>
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<tr>
<td>70</td>
<td>Lifetime Movie Network</td>
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<tr>
<td>71</td>
<td>Food Network</td>
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<td>72</td>
<td>Music</td>
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<td>73</td>
<td>Music</td>
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<td>74</td>
<td>Music</td>
</tr>
</tbody>
</table>
During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns and don’t be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you’ll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff.

**STAT NOTE**
- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the medications they prescribe

**STEP UP & SPEAK UP**

**SPEAK UP**
Ask questions and voice concerns. It’s your body, and you have a right to know.

**PAY ATTENTION**
Make sure you’re getting the right treatments and medicines.

**EDUCATE YOURSELF**
Learn about the medical tests you get and your treatment plan.

**FIND AN ADVOCATE**
Pick a trusted family member or friend to be your advocate.

**WHAT MEDS & WHY**
Know what medicines you take and why you take them.

**CHECK BEFORE YOU GO**
Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission’s quality standards.

**PARTICIPATE IN YOUR CARE**
You are the center of the healthcare team.

*Courtesy of The Joint Commission.*
Rights & Responsibilities

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

**You Have the Right to:**
✔ be informed of the hospital’s rules and regulations as they apply to your conduct.
✔ expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
✔ receive considerate, respectful care at all times and under all circumstances.
✔ expect prompt and reasonable responses to your questions.
✔ know who is responsible for authorizing and performing your procedures or treatments.
✔ know the identity and professional status of your caregivers.
✔ know what patient support services are available, including access to an interpreter if language is a problem.
✔ have access to your medical records according to hospital policy.
✔ be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis and any continuing healthcare requirements after your discharge in terms you can understand.
✔ be informed of medical alternatives for care or treatment.
✔ refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.

✔ receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.
✔ know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
✔ participate in the decision-making process related to the plan of your care.
✔ have access to professionals to assist you with emotional and/or spiritual care.
✔ exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
✔ participate in the discussion of ethical issues that may arise.
✔ express concerns regarding any of these rights in accordance with the grievance process.
✔ formulate Advance Directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.

**You are Responsible for:**
✔ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
✔ reporting unexpected changes in your condition to your health care providers.
✔ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
✔ following the treatment plan recommended by your healthcare providers.
✔ keeping appointments and, if you cannot, notifying the proper person.
✔ knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers’ instructions.
✔ being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.

Equal Rights of Patients Policy
It is the policy of Clear Lake Regional Medical Center to care for all patients equally regardless of sex, race, ethnic background, religion, or handicap. It is our policy to make a good faith effort to provide nondiscriminatory care and services. This effort is supported by the following:
✔ Accessible building and grounds
✔ Availability of bilingual translators and, whenever practical, written translation of documents
✔ Availability of telecommunication devices for the hearing disabled
✔ Availability of closed-caption televisions for the hearing disabled
✔ Availability of sign language interpreters for the hearing disabled
✔ Availability of physical assistance for the blind and individuals with other disabilities

✔ The posting of the Patient’s Rights Statement

Concerns
Our goal is for every patient to be VERY SATISFIED with the care and services received at Clear Lake Regional Medical Center. If you have concerns about the care you or your family member received, we encourage you to speak with your physician or your nurse. If you feel that your issue wasn’t resolved, or if you have a patient safety and/or quality of care concern to report to hospital management:

■ Call any manager, director or administrative staff member during regular business hours at 281-332-2511; after hours, please call the same number and ask for the administrator-on-site

■ Contact our Patient Advocate at 281-525-8986
■ Write your comments and concerns on the page provided at the end of this guide, or send a letter to: Hospital Administration 500 Medical Center Boulevard Webster, TX 77598
■ Contact The Joint Commission at 800-994-6610; for more information about this program, go online to www.jointcommission.org/generalpublic
■ Contact the Department of State Health Services at 888-973-0022, or write a letter to Health Facility Licensing and Compliance Complaints Department of State Health Services, 1100 West 49th Street, Austin, TX 78756-3199
Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.

Don’t Be Afraid to Ask...
A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don’t ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- Ask questions if you are told you need certain tests or procedures – why you need them, when they will happen – how long it will be before you get the results.

YOU’RE IN CHARGE
Errors can occur during your hospital stay. They can involve medications, procedures or paperwork—for example, being given salt with a meal when you’re on a salt-free diet, or receiving someone else’s medical forms.

You can help prevent errors by taking charge of your care. Be sure to:

- stay informed about your medical condition
- know the details of your treatment plan
- understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you, so you can refer to them later. Also ask for any written information your doctor may be able to provide about your condition and/or treatments. Remember—you’re in charge.
Preventing Medication Errors
By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here’s how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check. Remember—you play an important role in helping to reduce medication errors.

Know Your Meds
While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

☐ What is the name of the medicine?
  What is its generic name?
☐ Why am I taking this medicine?
☐ What dose will I be taking?
  How often, and for how long?
☐ What are the possible side effects?
☐ Can I take this medicine while taking my other medications or dietary supplements?
☐ Are there any foods, drinks or activities that I should avoid while taking this medicine?

Fighting Infections
While you’re in the hospital to get well, you should know that there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands.

Happy Birthday to You!
Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

No Soap? No Problem
Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
Patients of all ages are at risk of falls because of medications that may make them dizzy, weak or unsteady.

and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

**You, your family and friends should wash hands:**
1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It also is important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

USE THE MEDICATION TRACKER ON PAGE 56 TO HELP YOU MONITOR YOUR MEDICATIONS.

**Preventing Falls**
Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or because they’ve been sitting or lying down for too long.

For your safety, please:

- Always call for assistance before getting out of bed.
- Wear properly-fitting shoes with nonskid soles.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone and anything else you need.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom.

**DVT: LOWER YOUR RISK**
Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death.

When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

Stay Safe continued
When you or your family member was admitted to this facility, nursing staff looked at your skin. This evaluation showed that you are at risk for developing a pressure ulcer.

**What is a pressure ulcer?**
A pressure ulcer, sometimes called a “bedsore,” is injury to the skin and underlying tissue usually caused by unrelieved pressure. These ulcers usually occur on the buttocks, hips, heels, elbows and shoulders. These are body parts that have the most pressure when you are lying in bed or sitting for long periods of time. Pressure ulcers begin as reddened areas, but can damage skin and muscles if not treated.

**What causes a pressure ulcer?**
Pressure ulcers occur when unrelieved pressure on the skin squeezes the tiny blood vessels that supply the skin with nutrients and oxygen. When the skin does not get nutrients and oxygen for too long, the tissue may die and a pressure ulcer forms. Sliding down in a bed or chair stretches or bends blood vessels that may also lead to a pressure ulcer. Even slight rubbing or friction on the skin may damage the skin or make a minor pressure ulcer worsen.

The following increase the risk for pressure ulcers:
- Cannot change positions
- Wetness from continuous or periodic loss of bowel
- Not eating or drinking enough
- Reduced mental awareness or confusion and/or bladder control

Pressure ulcers are serious problems and can lead to:
- Pain
- Slower recovery from health problems
- Possible complications (Examples: an infection, difficulty walking, etc.)

**Pressure ulcers may be preventable.**
By assisting your healthcare team, you may be able to reduce the reasons you are at risk for getting a pressure ulcer. If you or your loved one is receiving Hospice and/or Palliative care, it is important that you discuss the goals of care regarding pressure ulcer prevention and management with your healthcare provider. Comfort may be more important than turning and repositioning if you or your loved one is a Hospice and/or Palliative care patient.

**BE ACTIVE IN YOUR HEALTHCARE!**
Reduce your risk of getting pressure ulcers. Get your family & healthcare team involved in pressure ulcer prevention.

**Be sure that you:**
- Ask questions and help plan your care
- Explain your needs, wants and concerns
- Know what is best for you
- Become an informed consumer of healthcare
- Understand what and why things are being done

**Find out how you can help prevent pressure ulcers:**
- in the nursing home, in the hospital and at home
Help us Protect Your Skin

Key Steps to Pressure Ulcer Prevention

Protect your skin from injury:

**Limit Pressure**
- If you are unable to move yourself in bed, someone should change your position at least every two hours.
- If you are in a chair, your position should be changed at least every hour.
- If you are able to shift your own weight, you should do so every 15 minutes while sitting.

**Reduce Friction**
- When shifting position or moving in your bed, don’t pull or drag yourself across the sheets. Also, don’t push or pull with your heels or elbows.
- Avoid repetitive movements such as rubbing your foot on the sheets to scratch an itchy spot.
- Avoid doughnut-shaped cushions. They can actually cause injury to deep tissues.

**Take care of your skin:**
- Allow a member of your healthcare team to inspect your skin at least once per day.
- If you notice any reddened, purple, painful or sore areas, notify your nurse as soon as possible.
- Clean your skin right away if you get urine or stool on it.
- Prevent dry skin by using creams or oils.
- Don’t rub or massage skin over reddened, purple or sore parts of your body.

**Safeguard your skin from moisture:**
- Tell your healthcare provider if you have a problem leaking urine or stool.
- If leaking urine or stool is a problem, use absorbent pads while in bed and briefs while out of bed that pull moisture away from your body.
- Apply a cream or ointment to protect your skin from urine and/or stool.

If you are confined to bed for long periods of time:
- Talk to your healthcare provider about getting a special mattress or overlay.
- Try to keep the head of your bed as low as possible (unless other medical conditions do not permit it). If you need to raise the head of the bed for certain activities, try to raise it to the lowest point possible for as short a time as possible.
- Pillows or foam wedges may be used to keep your knees or ankles from touching each other.
- Avoid lying directly on your hip bone when lying on your side.
- Pillows may be placed under your legs from mid-calf to ankle to keep your heels off the bed. Never place pillows behind the knee.

If you are in a chair or wheelchair:
- Talk to your healthcare provider about getting a chair cushion to reduce pressure while sitting.
- Remember that comfort and good posture are important.

Improve your ability to move:
- Ask your nurse if you qualify for the rehabilitation program designed to help you maintain/regain independence and improve movement.
Everyone has a role in making healthcare safe. That includes doctors, healthcare executives, nurses and many healthcare technicians. Healthcare organizations all across the country are working to make healthcare safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

The “Speak Up™” program is sponsored by The Joint Commission. They agree that patients should be involved in their own healthcare. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make healthcare a good experience. Research shows that patients who take part in decisions about their own healthcare are more likely to get better faster. To help prevent healthcare mistakes, patients are urged to “Speak Up.”

Speak Up if you have questions or concerns. If you still don’t understand, ask again. It’s your body, and you have a right to know.

Your health is very important. Do not worry about being embarrassed if you don’t understand something that your doctor, nurse or other healthcare professional tells you.

Don’t be afraid to ask about safety. If you’re having surgery, ask the doctor to mark the area that is to be operated on.

Don’t be afraid to tell the nurse or doctor if you think you are about to get the wrong medicine.

Don’t be afraid to tell a healthcare professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you’re getting the right treatments and medicines by the right healthcare professionals. Don’t assume anything.

Tell your nurse or doctor if something doesn’t seem right.

Expect healthcare workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you don’t know who the person is, ask for his or her ID.

Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Don’t be afraid to remind a doctor or nurse to do this.

Know what time of the day you normally get medicine. If you don’t get it, tell your nurse or doctor.

Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask your doctor about the special training and experience that qualifies him or her to treat your illness.

Look for information about your condition. Good places to get that
information are from your doctor, your library and respected websites and support groups.

- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you don’t understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better. Your advocate can help make sure you get the right medicines and treatments.
- Your advocate can also help remember answers to questions you have asked. He or she can speak up for you when you cannot speak up for yourself.
- Make sure this person understands the kind of care you want. Make sure he or she knows what you want done about life support and other life-saving efforts if you are unconscious and not likely to get better.
- Go over the consents for treatment with your advocate before you sign them. Make sure you both understand exactly what you are about to agree to.

- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.

Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.

- Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are about to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you’re not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn’t seem to be dripping right (too fast or too slow).
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you can’t read it, the
pharmacist may not be able to either. Ask somebody at the doctor’s office to print the prescription, if necessary.

Use a hospital, clinic, surgery center or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards.

- Ask about the healthcare organization’s experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at www.qualitycheck.org to find out whether your hospital or other healthcare organization is “accredited.” Accredited means that the hospital or healthcare organization works by rules that make sure that patient safety and quality standards are followed.

Participate in all decisions about your treatment. You are the center of the healthcare team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your healthcare team. This will give them better information about your health history.
- Don’t be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask to speak with others who have had the same treatment or operation you may have to have. They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.

Preventing the Spread of Infection

We are committed to providing a safe environment for our patients, visitors and healthcare workers. Infections can be spread by many different ways, but the most common way is by the human hand. This is why it is very important for all people to wash their hands or use a waterless hand sanitizer before they touch the patient or any equipment in the patient’s environment and after they leave a patient care environment. Your healthcare workers are interested
in your care and will not be surprised or offended if you ask them about hand hygiene. For more information, please contact our Infection Prevention & Control office at ext. 3642.

**Electronic Medication Administration Record (EMAR)**

Patient safety is a hospital-wide concern. To ensure that we are using the best practices and state-of-the-art technologies to reduce medication errors for our patients, we have EMAR, the Electronic Medication Administration Record, which is barcoding technology used in conjunction with a drug-dispensing robot. By using barcode scanners at the patient’s bedside, we can quickly double-check the identity of the patient and medications at the time a drug is being administered. Using this technology, we can immediately determine whether it’s the right patient, the right medication, the right dose, the right time and the right means of delivery.

Upon admission, you will receive a bar-coded armband that you will wear throughout your stay in our hospital. Your nurse or other authorized caregiver will use this to scan and verify your medications. For more information on this program, please speak with your nurse.

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**Food & Drug Interaction**

This section was prepared for you by Clear Lake Regional Medical Center’s Department of Pharmacy, in conjunction with Food and Nutritional Services. It contains information about common interactions that may occur between the foods and drugs that you take. This section does not cover all possible food-drug reactions, nor does it list possible drug-drug interactions. For information about drug-drug interactions, please consult your Pharmacist or Doctor.

For detailed information on your specific diet or prescriptions, please contact Food and Nutritional Services, the Pharmacy Department, or your Doctor.

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**Food Information List**

This list is not entirely inclusive. For more information, please consult with your Dietitian or Doctor.

**Foods High In Vitamin K**

- Asparagus
- Green Beans
- Broccoli
- Green tea
- Cabbage
- Liver
- Liver
- Turnip greens

**Foods High In Potassium**

- Fruits
- Dried fruits
- Pomegranate
- Banana
- Nectarine
- Cantaloupe
Figs Papaya
Raisins Dates
Kiwi Pears
Vegetables Artichokes
Beans Peas
Squash Asparagus
Brussels sprouts Potatoes
Sweet potatoes Avocado
Carrots Spinach (boiled)
Tomatoes (juice) Other
Bran cereal Chocolate
Milk Salt substitute

Foods High In Tyramine
Aged cheese Broad beans
Pickled herring Smoked fish
Aged meat Caffeine *
Raisins * Sour cream *
Anchovies Chocolate *
Raspberries * Soy sauce *
Avocado * Canned figs *
Sauerkraut Yeast extract
Buttermilk * Liver
Sausages Yogurt *

Drugs Affected By Grapefruit Juice
Recent medical research has shown that grapefruit juice may interact with some drugs. For further information, please consult with your Doctor or Pharmacist. Consider avoiding grapefruit juice with the following medications:
Alprazolam Triazolam
Verapamil Tacrolimus

Caffeine Amlodipine
Atorvastatin Buspirone
Cyclosporine Carbamazepine
Carvedilol Clomipramine
Erythromycin Diazepam
Diltiazem Doxetilide
Itraconazole Estrogen
Felodipine Fexofenadine
Methylprednisone Losartan
Lovastatin Nicardipine
Nifedipine Nimodipine
Midazolam Quinidine
Saquinavir Simvastatin
Nisoldipine Terfenadine

Drugs Affected By Herbal Supplements
Please be aware that many herbal supplements/alternative medicines can interact with medications you may already be taking. Inform your Doctor or Pharmacist if you are taking, or plan to take, any herbal, “natural,” or “alternative” medicines, including any vitamins and/or mineral supplements.

Analgesics
Aspirin and Nonsteroidal Anti-Inflammatory Drugs (NSAIDs)
- Advil, Motrin, Nuprin (Ibuprofen)
- Aleve, Naprosyn, Anaprox (Naproxen)
- Aspirin and other salicylates

These medicines may cause stomach upset and should be taken with milk or food.
- Orudis KT (Ketoprofen)
- Other NSAIDs (Diclofenac, Etodolac, Indomethacin, Keterolac, Nabumetone, Oxaprozin, Piroxicam, Sulindac)

Do not take these drugs in combination, and do not take with anticoagulants

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such as Coumadin without discussing risks with your doctor or pharmacist. Gastrointestinal bleeding may result from improper or excess use.

■ Cox-II Inhibitors (Celecoxib, Rofecoxib Valdecoxib)
May take with food or without food

Narcotic Analgesics
■ Codeine, Meperidine, Morphine
Causes drowsiness. Avoid alcoholic beverages. May cause constipation and stomach upset. Take with milk or food.
■ Darvocet, Percocet, Percodan, Tylox, Vicodin, etc.
■ Pyridium (Phenazopyridine)
Take 1/2 hour before meals with a full glass of water. May change color of urine.

Antibiotics
■ Ampicillin
■ Cephalosporins (Cefixime, Cefuroxime)
■ Sulfonamides (Bactrim)
■ Amoxillin, Augmentin
■ Absorption unaffected by food
■ Flagyl (Metronidazole)
For best results, take on an empty stomach (1 hour before meals or 2 hours after meals). If stomach irritation occurs, take with milk or light snack
May cause stomach upset. Take with food. Avoid alcoholic beverages, as nausea and vomiting may occur.
■ Macrodantin (Nitrofurantoin)
May cause stomach upset. Take with food or milk. May change color of urine.
■ Macrolides (Azithromycin, Clarithromycin)
May take with food if stomach upset occurs. Avoid taking with citrus food, citrus juices, and carbonated drinks.
■ Quinolones (Ciprofloxacin, Levofloxacin)
Avoid antacids 2 hours before and 3 hours after taking medication. Take with a full glass of water.
■ Tetracycline (Doxycycline, Minocycline)
Avoid iron and calcium supplements, antacids, and dairy products. Take on empty stomach.
■ Zyvox (Linezolid)
Avoid foods high in tyramine.

Anticoagulants
■ Arixtra (Fondaparinux)
Avoid alcoholic beverages, aspirin, NSAIDs, such as Ibuprofen and Naproxen, unless you have checked with your doctor.
■ Coumadin (Warfarin)
Avoid herbal products.
■ Lovenox (Enoxaparin)
Maintain a consistent diet of foods containing Vitamin K.

Cardiovascular
ACE Inhibitors
■ (Captopril, Enalapril, Lisinopril)
Take on an empty stomach (1 hour before or 2 hours after meals). Avoid the herbal product of St. John’s Wort.

Beta Blockers
■ (Atenolol, Metoprolol, Nadolol, Propranolol)
Avoid alcoholic beverages.

Calcium Channel Blockers
■ (Amlodipine, Diltiazem,
Felodipine*, Nisoldipine*)
Take before meals. Avoid the herbal product St. John’s Wort.
Avoid drinking grapefruit juice.

**Nitrates**
- (Isosorbide dinitrate, Nitroglycerin)
  Take on an empty stomach. Avoid alcoholic beverages.
- Lanoxin (Digoxin)
  Take oral dose after morning meal. Avoid antacids, cough, cold and allergy products and appetite suppressants. Avoid herbal products.

**Diuretics**

**Potassium Depleting**
- Bumex (Bumetanide)
  Include high potassium foods in diet.
- Thiazides (Chlorothiazide, Hydrochlorothiazide)
  Take with milk or food. Include high potassium foods in diet.

**Potassium Sparing**
- Aldactone (Spironolactone)
- Dyazide, Maxzide
  May cause stomach upset. Take with milk or food. May need to limit high potassium foods. Check with your doctor.

**Gastrointestinal**
- Lomotil (Diphenoxylate)
  Avoid alcohol and depressants such as sedatives/tranquilizers.
- Reglan (Metoclopramide)
  Take 1/2 hour before meals. Avoid alcoholic beverages
- Tagamet (Cimetidine)
  Take before meals. Stagger doses of antacids.

- Axid (Nizatidine)
- Pepcid (Famotidine)
- Protonix (Pantoprazole)
- Zantac (Ranitidine)
  Absorption unaffected by food.
- Aciphex (Rabeprazole)
  Take before meals.
- Prevacid (Lansoprazole)
- Prilosec (Omeprazole)
- Laxatives (Colace, Metamucil)
  Take with 8 ounces of water.

**Monamine Oxidase Inhibitors**
- Nardil (Phenylzine)
  Avoid foods high in tyramine.
- Parnate (Tranylcypromine)

**Minerals**
- Fergon, Feosol, Ferrous Sulfate (Iron)
  Take after meals or with food. Do not take with tetracyclines or antacids.
- Micro-K, K-Dur (Potassium Chloride)
  May cause stomach upset. Take after meals or with food and a full glass of water.

**Hypoglycemic Agents**
- Actos (Pioglitazone)
  May take with or without meals.
- Avandia (Rosiglitazone)
- Amaryl (Glimepiride)
  Take with meals.
- Diabeta, Micronase (Glyburide)
- Glucophage (Metformin)
- Diabinese (Chlorpropamide)
  May cause upset stomach. Take with milk or food. Avoid alcoholic beverages.
- Glucotrol (Glipizide)
  Take 1/2 hour before meals.
- Starlix (Nateglinide)
Food & Drug Interaction

- **Insulin**
  Consult with your dietitian or doctor about diet and exercise.
- **Prexose (Acarbose)**
  Take with the first bite of each meal.

**Miscellaneous**

- **Bisphosphonates** (Alendronate, Ibandronate, Risedronate)
  Take 1/2 hour before meals with a full glass of water.
- **Antidepressants** (Amitriptylline, Citalopram, Fluoxetine, Paroxetine, Sertraline)
  Avoid alcoholic beverages. Avoid the herbal product St. John’s Wort.
- **Antifungals** (Fluconazole, Griseofulvin, Itraconazole, Ketoconzaole, Terbinafine)
  Avoid dairy products (milk, cheese, yogurt, ice cream, or antacids).
  Avoid alcohol.
- **Antihistamine** (Diphenhydramine)
  May cause stomach upset. Take with milk or food. Avoid alcoholic beverages.
- **Barbiturates** (Phenobarbital)
  Avoid the following herbal products: wormwood, sage and evening primrose oil. Avoid alcoholic beverages and antihistamines.

- **Carbidopa/Levodopa**
  May cause stomach upset. Take with food.
- **Corticosteroids** (Hydrocortisone, Methylprednisolone, Prednisone, Prednisolone)
  May cause stomach upset. Take with food.
- **Lithium**
  May cause drowsiness. Avoid alcoholic beverages. Take after meals or with milk or food. Maintain consistent salt and fluid intake.
- **Meclizine**
  May cause drowsiness. Avoid alcoholic beverages.
- **Phenytoin**
  Take with food to increase absorption and reduce stomach irritation. Avoid alcoholic beverages. Avoid herbal products.
- **Theophylline**
  Take with food and water. Side effects are increased by caffeinated foods such as coffee, tea, cocoa, cola and chocolate. Avoid herbal products.
- **Statins** (Atorvastatin, Fluvastatin, Lovastatin, Pravastatin, Simvastatin)
  Avoid drinking large amounts of alcohol and grapefruit juices.

**Notes**
What are Your Advance Directives?

You have the right to make fundamental decisions regarding the medical care you receive while you are in the hospital and give informed consent to treatment recommended by your physician. However, there may be circumstances which prevent you from making those decisions for yourself.

A growing number of individuals desire to make their wishes regarding life prolonging treatment known in advance to their families and physicians. Texas law allows individuals to make such decisions in advance through documents known as Advance Directives. In accordance with federal and state law, Clear Lake Regional Medical Center shall respect valid Advance Directives.

Types of Advance Directives

- Directive to the Physician (Living Will)
- Medical Power of Attorney for Healthcare Decisions (also known as Durable Power of Attorney for Healthcare Decision Making)
- Out of Hospital DNR (Do Not Resuscitate)
- Declaration for Mental Health Treatment

Directive to Physicians

A Directive to Physicians allows a competent individual to accept, refuse, withdraw or control decisions relating to rendering of medical care, specifically the use of life-prolonging medical treatment when a condition is terminal and/or irreversible and you are not able to make your own decisions.

Medical Power of Attorney

A Medical Power of Attorney allows a competent person to designate someone he or she trusts (agent) to make healthcare decisions for him or her should he or she become unable to do so. The person you choose may make healthcare decisions on your behalf only when your physician decides you cannot make those decisions yourself.

What Are Advance Directives?

There are three types of Advance Directives available under Texas law—the Directive to Physicians (also known as a Living Will), the Medical Power of Attorney, and an Out-of-Hospital Do Not Resuscitate (DNR) Order. The Directive to Physicians allows you to specify in advance what types of treatment you do and do not desire. The Medical Power of Attorney allows you to designate another person to make healthcare decisions for you should you lose the capacity to make such decisions yourself. The Out-of-Hospital Do Not Resuscitate (DNR) Order is a form that allows you to refuse specific life-sustaining treatment outside the hospital.
What are Your Advance Directives?

Once signed, a Directive to Physicians or a Medical Power of Attorney does not have to be renewed. It can be revoked at any time by the person who signed the document in writing or orally by telling the physician, agent, family or an immediate healthcare provider.

Out-of-Hospital DNR
An Out-of-Hospital Do Not Resuscitate form allows you to refuse certain life-sustaining treatments outside of the hospital. Those settings include Hospital emergency rooms, Home Health, Hospice, Nursing Homes and Ambulances. A physician’s signature is required, along with two witnesses.

Declaration for Mental Health Treatment
A Declaration for Mental Health Treatment is an advance directive indicating the kinds of mental health services you do or do not consent to, including psychoactive medications, convulsive treatment and preferences for emergency treatment including restraints, seclusion or medication.

The form allows you to tell healthcare providers your choices for mental health treatment in the event you become incapacitated. Unlike the other advance directives, the Declaration for Mental Health Treatment expires 3 years from the date it is signed. If you are incapacitated on that date, the document will continue to be in effect until you are again able to make your own decisions.

A notary is not required to execute an Advance Directive. The form must be signed by two competent adult witnesses. The following persons may NOT act as a witness:
- The person you have designated to make treatment decisions
- A person related to you by blood or marriage
- A person entitled to any part of your estate after death
- Your physician or an employee of your physician
- An employee of the healthcare facility where you are

Bioethics Committee
If, during your stay, you or your family wish to discuss end-of-life decisions or perceived conflicts, Clear Lake Regional Medical Center has an Ethics Committee available for you. The committee is comprised of physicians, nurses, clergy, an ethicist and other healthcare providers. We are available to facilitate open communication and discussion about meeting the needs and requests of patients and families during difficult times. If you wish to access this committee, please let your physician or nurse know, and we will make the arrangements.
a patient if the employee is providing direct patient care or is an officer, director, partner or business office employee of the healthcare facility or parent organization of the facility

- A person who at the time the Directive is executed has a claim against any part of your estate after death.

Please inform your physician and healthcare providers of any Advance Directives you have. Bring copies with you each time you come to the hospital. Discuss your wishes with family, friends or significant others so they know what your wishes are if you become incapacitated.

If during the course of your hospital stay, you or your family wants to discuss end-of-life decisions or perceived conflicts, the hospital has an ethics committee available to you. If you wish to access this committee, please let your physician or your nurse know.

It is not required to have Advance Directives. If you want information or to execute an Advance Directive, please let your physician or any member of the healthcare team know so we can assist you.

**Keep It Current**

Your Advance Directive is destroyed once you are discharged from the hospital. You must create a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

**FYI**

For more information about Advance Directives or to obtain forms, please speak with your nurse.
You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?
- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

To make sure that your health information is protected in a way that doesn’t interfere with your healthcare, your information can be used and shared:
- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:
- Give your health information to your employer
Use or share your health information for marketing or advertising purposes
Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

Your Information
If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

How do I get copies of my medical records?
Patients who wish to view their medical records must make an appointment with the Medical Records Department staff. The law requires a staff member to be present when records are viewed. An authorization must be filled out if anyone other than the patient will be present during the review.

When requesting copies of medical records, you will be asked to fill out an authorization permitting our hospital to copy and release your records. State law allows our hospital 15 days to process your request.

Radiology reports, lab work and records requested for release directly to a physician are free of charge. Fees will be charged for all other requests.

The Health Information Management Department (Medical Records) is located on the 1st floor of the medical office building next to the main hospital, at 450 Medical Center Blvd. The Release of Information section is open Monday through Friday, 8:00 a.m. to 4:30 p.m. For more information, please dial ext. 3142.

Notice of Privacy Practices
Each time you visit a hospital, physician, or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnosis, treatment, a plan for future care or treatment and billing-related information. This notice applies to all of the records of your care generated by the hospital, whether made by hospital personnel, agents of the hospital or your personal doctor. Your personal doctor may have different policies or notices regarding the doctor’s use and disclosure of your health information created in the doctor’s office.

We are required by law to maintain the privacy of your health information and provide you with a description of our privacy practices. We provide a copy of our Notice of Privacy Practices to all patients during the admitting process. To contact our privacy official, dial “0” from a hospital phone or call 281-332-2511 if you are calling from outside the facility.
Some of the more common alternative treatments you can use are:

- meditation – this technique helps you to focus on one word, object, or idea to take your focus away from your pain
- distraction – get involved in activities such as reading a book, going to a movie or talking with your family
- relaxation – examples include listening to soothing music or relaxation tapes, slow deep breathing, or imagining a calm scene such as listening to the waves at the beach

There are many options to help manage your pain, some utilizing medication, some not. The most common pain control methods using medication are:

- intravenous drugs – I.V.
- injections – “a shot”
- pills
- liquids

Our purpose is to provide you with appropriate pain management, and to respect and foster your sense of dignity and involvement in your care. Our goal is to provide you with the highest level of pain management that can be safely provided.

Sometimes underlying conditions preclude use of interventions that might provide more pain control. Use the Wong-Baker Pain Rating Scale to tell your doctor or nurse how severe your pain is.
Pain management is a very important part of your hospital care. Pain is a signal that something may be wrong with your body. Pain is considered the fifth vital sign. Vital signs are important to your health and well being; therefore, pain should be considered as important as your temperature, pulse, respirations and blood pressure.

You may experience acute pain or chronic pain.

Your rights as a patient regarding pain management are:

- On admission or during pre-admission, you will be taught the pain scale utilized to measure pain.
- You will be informed that pain management is included in your plan of care.
- You have the right to know the potential limitations and side effects of the pain medications you are given.
- You should understand the importance of effective pain management.
- Your family will be included in the process, unless you prefer otherwise.

You also have certain responsibilities in order for your doctor and nurses to provide you with the best pain management possible. Those responsibilities include:

- to ask your doctor what to expect
- to discuss different kinds of pain relief choices with your doctor or nurse or other caregiver
- to ask for pain relief as soon as the pain begins
- to help your caregiver measure your pain
- to tell your doctor or nurse about any pain that won’t go away

Examples of acute pain are:

- A medical condition that may need emergency care
- following surgery
- during and after childbirth

Examples of chronic pain are:

- Arthritis
- Low back pain
There are different ways to measure pain. At Clear Lake Regional Medical Center, we use several different pain intensity scales. One is a numeric scale which ask you to pick a number from 0-10 that best indicates how bad the pain is. Another scale uses a series of faces from happy to sad that go with different pain levels. Whichever method is used, the important thing is for you to give the best possible answer so your treatment will be optimal.
Preventing for Discharge

When Your Doctor Feels That You Are Ready to Leave the Hospital

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver have all necessary paperwork for billing, referrals, prescriptions, etc.
- A member of the hospital staff will escort you to the front entrance and help you into your car.

Case Managers

The Case Management Department at Clear Lake Regional Medical Center includes Nurses and Social Workers. We are available to assist patients and families with discharge planning; especially services needed after your hospital stay. Case Management staff is assigned to each unit of the hospital. If you need case management services, please ask your nurse to contact us.

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy...
Preparing for Discharge

Uninsured?
Through our Uninsured Discount Program for patients who do not have health insurance, we will discount bills except those for elective cosmetic procedures. Information about this program will be given to you during your hospital stay. After your bill has been discounted, you will be asked to pay the remainder.

If you are unable to pay your bill, we will work with you to see if you can:
- Set up a payment plan
- Be accepted for Medicaid
- Apply for a charity discount

is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

Paying for Your Hospitalization
Most insurance plans now require pre-certification in order for hospital stays and certain tests and procedures to be eligible for full policy benefits. It is your responsibility to see that this is completed. If you are unsure of your pre-certification benefits, please contact your insurance company. We also ask that you bring your current Medicare/Medicaid cards and insurance identification cards or policy with you to the Admitting Office.

As a routine practice, when appropriate, the hospital attempts to collect all known patient expenses upon the patient's registration. Our initial request for payment will include deductibles, co-pays and coinsurance amounts; however, the amount of all charges may not be known or available at the time of admission or discharge. Calculated coinsurance amounts are based on estimated charges and it is possible that additional charges may be added to your bill after discharge. Any overpayments are promptly refunded.

Coordination of Benefits (COB)
Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other’s insurance policies, or when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and
every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

**Medicare**

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and co-insurance are covered by your secondary insurance. If you do not have secondary insurance you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.

**Commercial Insurance**

If you have current insurance coverage, our hospital billing department will bill your insurance company shortly after your visit. When a claim is sent to your insurance company, an informational letter will be sent to you. Please note that this letter is NOT a bill. Your insurance company should pay your hospital bill within 60 days. The hospital may request your help in contacting your insurance company if payment is delayed.

There may be times when your insurance company needs additional information from you. Please respond as quickly as possible so payment is not delayed. You will not receive further communication from the hospital unless the insurance company has not paid your claim or a balance is due from you.

Our Customer Service Department is available to assist you with any questions concerning your hospital bill. Please call 866-453-5898.

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**Business Offices**

We have regional business offices located throughout the United States. You may receive correspondence and/or telephone calls from these locations.
While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

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Your role as a patient advocate

CAREGIVER...

know what condition your loved one is being treated for.

patient’s rights
Know your patient’s rights and responsibilities (See page 16).

advance directives
Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 31).

ask questions
If your loved one is too ill or reluctant to ask questions, make note of his or her concerns, any you may have and don’t be afraid to speak up. See Speak Up! on page 15.

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with My Medications on page 56.

what’s next?
Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.
Staff Definitions

Physicians

Your primary care physician, a resident physician on duty or a hospitalist will supervise your care while you are in the hospital.

Hospitalists

A hospitalist is a physician who specializes in caring for patients in the hospital and does not have an outpatient medical practice. Most hospitalists are general internal medicine physicians.

Primary care physicians often refer their patients to a hospitalist when their patients are sick enough that they can no longer be cared for in the outpatient setting. During your hospital stay, you may be seen by a hospitalist. You will see your regular doctor soon after discharge from the hospital.

Hospitalists keep a close eye on you. In case of emergency, your hospitalist is never very far. That’s because they work in the hospital and can see you more than once a day, if needed. Your hospitalist knows every specialist and department in the hospital. They assist you through a smooth and speedy recovery process by following up on tests and adjusting your treatment regimen throughout the day based on these test results.

Because hospitalists are in the hospital during the day, primary care doctors can be with patients in the office with fewer delays and interruptions.

For many patients and physicians, working with a hospitalist is a win-win proposition. Using a hospitalist team enables your primary care physician to be more available to you in the office and enables the hospitalist to be more available to care for you when you are at your sickest.

During the course of your hospitalization, your hospitalist and primary care physician may talk regarding your treatment. And at discharge, your hospitalist can communicate, if necessary, with your primary care physician to discuss further treatment needs, help arrange follow up, and prescribe the necessary medications. Your primary care physician will have access to your hospital records.

Nurses

In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants and nurse technicians. The nursing staff is available around the clock.

Dietitians

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.
Rehabilitation Therapists
Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Pharmacists ext. 3225
While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Hospital Resources
Breast Diagnostic Center
Cardiovascular Services
Center for Sleep Disorders
Diabetes Management Center
Emergency Care
Endocrinology
Gastroenterology

Wound Treatment Center

H2U (Health Happiness You)
H2U is a national membership program that promotes healthy living through education, social events and other special membership privileges. H2U is available to all adults. If you are a current member of H2U, you are entitled to hospital V.I.P. benefits. These include the courtesy meal program for your spouse or significant other, which entitles them to one meal a day for the first seven days of each inpatient stay. You can pick up your courtesy meal tickets at the cashier’s office. H2U members also receive a 29 percent discount in the cafeteria by presenting their membership card. For more information, please call ext. 3157.

Imaging
- Full-service department with images stored on PACS (Picture Archival Computerized System)
- Separate Outpatient and Inpatient waiting areas
- Interventional Radiology
- PET/CT
- Balloon Kyphoplasty for painful spinal fractures caused by osteoporosis

Infectious Disease

Internal Medicine, Family Medicine

Keeping Healthy
Clear Lake Regional Medical Center
offers a variety of classes, programs and support groups to help you get well and stay healthy. If you would like to know more about our programs, please call the Education Department or visit our website at www.clearlakermc.com.

Nephrology, Dialysis

Oncology

Pediatrics

Pulmonology

Surgery
- General Surgery, Surgical Oncology
- Gynecology, Gyn Oncology
- Da Vinci robot for minimally invasive laparoscopic surgery
- ENT
- Urology, Lithotripsy
- Orthopedics
- Neurosurgery

Women’s Services
- OB, Maternal-Fetal medicine, 61-bed level III NICU
- Breast Diagnostic Center with Full-Field Digital mammography and integrated CAD
- Breast MRI
- Stereotactic breast biopsy
- Bone densitometry
- Gynecology and Gyn Oncology

Other Special Services
- Infusion Center for Reclast infusions and other IV medications
- Diabetes Education & Nutritional Counseling
- Childbirth Education & Lactation Consultant Services

Satellite Facilities
Alvin Emergency Center
301 Medic Lane
Alvin, TX 77511
281-331-6141
operates 24 hours a day, 7 days a week

HealthOne Emergency Care
Pearland
10970 Shadow Creek Parkway
Pearland, TX 77584
713-770-7200
operates 24 hours a day, 7 days a week

Caregiver Resources
www.aoa.gov
Caregiver resources from the Administration on Aging

www.caregiving.com
Online support groups and articles on caregiving

Eldercare Locator
800-677-1116
www.eldercare.gov
Help with locating aging services throughout the U.S.

800-MEDICARE
www.medicare.gov
Official U.S. government site for people with Medicare
Resources

National Alliance for Caregiving
www.caregiving.org
Support for family caregivers and the professionals who serve them

National Family Caregivers Association
800-896-3650
www.nfca cares.org
Support for caregivers of chronically ill, aged, or disabled loved ones

Volunteer
Dedicated volunteers are an important part of our hospital team, and contribute many hours of service to Clear Lake Regional Medical Center and to our patients. They can be identified by their dark blue jackets with a "Volunteer Services" monogram. They join the hospital staff in wishing you a speedy recovery and a comfortable stay in our hospital. For information regarding volunteer opportunities, call ext. 3359.
Food and Nutritional Services

Patient Menus
For patients requiring assistance with meal selections, a Food & Nutritional Services Guest Representative will be more than happy to help you with this process.

Special Diets
To assist you in meeting your dietary goals, we recommend heart-healthy items that are listed with a ♥. These food choices are lower in cholesterol, fat and sodium. Please choose these items if you are on a cardiac, low-cholesterol, low-sodium or low-fat diet.

For those who follow diabetic or calorie controlled diets, try to eat at approximately the same times each day. In addition, try to consume the same amount of food (especially carbohydrate containing foods) at each meal.

Carbohydrate food items include starches, starchy vegetables, fruit, fruit juice, milk and sweets. Portion sizes of the carbohydrate food items are important to control. Examples of one carbohydrate choice include: 1 cup milk, 1/3 cup pasta, 1/2 cup oatmeal, 1 slice of bread, 1 piece of fresh fruit or 4 oz of juice.

The Food & Nutritional Services Staff is committed to delivering the best service possible and we want you to be “Very Satisfied” with all of our meals and services. If you should have any questions, please feel free to call us at ext. 3663, and we will be more than happy to assist you.

Approximate Meal Serving Times
Breakfast: 7:00 – 9:00 a.m.
Lunch: 11:00 a.m. – 1:00 p.m.
Dinner: 4:00 – 6:00 p.m.

The amount of carbohydrates, protein and fat allowed per day will vary according to the calorie level assigned by your physician.
Cardio-Pulmonary Services
Walkway to 450 Medical
3 East
L & D
Central PACU
3 West
Public access on 2nd Floor between Main & Central Towers
Intensive Care Unit
Antepartum
3 East L & D
West Tower
East Tower
South Tower
Heart Tower
Fourth Floor
Central Tower
Third Floor
Main Tower
Postpartum #1
Gyn Surgery Unit
West Tower
Postpartum #2
East Tower
South Tower
Heart Tower
Patient Rooms
Patient Rooms
Postpartum #2
Postpartum #1
Central Elevator
NICU
Labour & Delivery
3 East L & D
Main Elevator
Intensive Care Unit
Main Tower
Fourth Floor
Central Tower
Heart Tower
Third Floor
Main Tower

www.clearlakermc.com 281-332-2511 : 49
Guide to Joining the HCA Guest Network

1. Search for available wireless network.

2. Choose the Guest_Access and click the “Connect” button.

3. Once connected open your web browser application.

4. If you are not automatically directed to the Acceptable Use Policy page, browse to a website to force the page to redirect you to the Acceptable Use Policy page. It should look like the website below:

5. After you click the “Submit” button you should be able to browse the Internet.
GEORGE WILLIAM CURTIS 1824-1892

“It is not the ship so much as the skillful sailing
that assures the prosperous voyage.”

Word Search

Sail the Seven Seas

P Y F G U T Y G P U C D N S G
C A R I B B E A N I W A G O N
K A K X J D C H T C E M O U I
K W T A Y I Y L F N I S U T R
N M P L F E A V A J H T D H E
F A Q I A B L R D E G L C E B
N R C Z W N R N A I D N I R S
U H C S Y E T Q X N D E R N A
W Z F J T H P I V O N B U F U
J T N I E M B E C R C J R T J
Z X D H I C O Z W T I J F I M
M E J I L C H E L H X R D X S
M T R H V U L I L F J W W Y L
B E T E T V S P N T H F X N B
C X W K S O U T H A E L D B X

ANSWER KEY

ARCTIC
ATLANTIC
BALTIC
BERING
CARIBBEAN
CHINA
INDIAN
JAPAN
MEDITERRANEAN
NORTH
PACIFIC
RED
SOUTH
SOUTHERN

Keep track of all medications you are prescribed while in the hospital.

When you get home add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

**Medication:** ________________________________________________

(include brand and generic names)

**Dose:** Take _______ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m. 8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

**Reason for taking:** __________________________________________

**Prescribed by:** _____________________________________________  **Date started:** ______________________

**Pharmacy name and number:** _____________________________ / ______________________

---

**Medication:** ________________________________________________

(include brand and generic names)

**Dose:** Take _______ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m. 8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

**Reason for taking:** __________________________________________

**Prescribed by:** _____________________________________________  **Date started:** ______________________

**Pharmacy name and number:** _____________________________ / ______________________

---

**Medication:** ________________________________________________

(include brand and generic names)

**Dose:** Take _______ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m. 8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

**Reason for taking:** __________________________________________

**Prescribed by:** _____________________________________________  **Date started:** ______________________

**Pharmacy name and number:** _____________________________ / ______________________

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**Medication:** ________________________________________________

(include brand and generic names)

**Dose:** Take _______ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m. 8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

**Reason for taking:** __________________________________________

**Prescribed by:** _____________________________________________  **Date started:** ______________________

**Pharmacy name and number:** _____________________________ / ______________________