

Patient & family guide.



BaylorScott&White
MEDICAL CENTER
COLLEGE STATION

Welcome.

Welcome to Baylor Scott & White Medical Center – College Station, where your safety, care and recovery are our number one priority.

Our treatment philosophy empowers you and your family to be at the center of your care, surrounded by your physicians, your nursing team, your support staff and administration. We're committed to providing you with quality care.

This guide will provide you with information about important resources and amenities available to you during your stay. Please let your care provider know if there is anything you need to make your stay a quality healthcare experience.

Sincerely,

Jason Jennings
President

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About us.

Baylor Scott & White Medical Center – College Station is a five-story, 142-bed hospital located on a 98-acre campus near the intersection of Texas Highway 6 and Rock Prairie Road. Baylor Scott & White Clinic – College Station Rock Prairie and Baylor Scott & White Medical Plaza 900 – College Station are also located on the campus adjacent to the hospital.

General information.

Your information

ROOM: _____

NURSING STATION: _____

DATE OF ADMISSION: _____

MEDICAL RECORD NUMBER: _____

Phone numbers

To call outside of your room, dial **9-1** and then the number you would like to call. To call departments from within the medical center, dial **26** and the last four digits of the telephone number below.

On weekends and evenings, please call the patient advisory nurse at **1.800.724.7037**.

If at any time you have questions or concerns about your treatment, our nurses and staff are available to assist you.

A complete phone directory for our facility is available on page 20.

Cellphone and picture/video policy

Communication with others during a hospital stay is extremely important.

Wireless devices such as cell phones, notebooks, and laptops can be used in public areas. Please silence your cell phone's ringtone or set to vibrate.

For privacy and confidentiality, taking pictures or videos of a patient or team member is not allowed without expressed written consent.

Gift shop

A gift shop is located on the first floor next to the cafeteria.

Wi-fi

Complimentary wireless internet is available for all patients and guests on the "BSWHGuest" network. No password is necessary; simply accept the terms and agreements to connect.

Wireless login on laptop, notepad or cell phone:

Choose "BSWHGuest"

Review Terms and Agreements

If you agree, select "Log On as Guest"

Meal service

Please dial **26.3663** to place your order for room service. Available 6:30 AM – 6:30 PM.

Meals must be ordered by the following times:

- Breakfast: 9:00 AM
- Lunch: 12:30 PM
- Dinner: 6:00 PM

Parking

Patients and visitors are cautioned not to park in reserved or designated areas. Please be sure to lock your car and remove any valuables.

Overnight accommodations

One to two visitors may stay overnight with a patient at the nurses' discretion. Families and visitors that want to remain close to the hospital may wish to stay overnight at a nearby hotel.

For more information

Visit BSWHealth.com/CollegeStation

MyBSWHealth app



Get the MyBSWHealth app to view your test results and health record. When you leave the hospital, you'll also be able to get medication refills, schedule video visits or set up appointments, add and view family records, and more. Scan here to download the app or text **BETTER** to **88408**.

Meet your healthcare team.



During your stay, you will have a team of specialized professionals working together to provide you with quality, safe care. *This team may include:*

Physicians (also called doctors) oversee your care and will regularly visit your room to assess you, explain test results and procedures and discuss your care plan with you or other specialized physicians who are involved in your care.

Hospitalists are physicians who practice hospital medicine and are often the attending physicians while you are with us and engage other physicians that have specialized training in specific areas that maybe be needed while you are in the hospital.

Specialists/sub-specialists are physicians who have specialized training in very specific areas and may be consulted during your hospitalization.

Registered nurses (RN) will update you on your care plan, teach you about your condition and treatment, and give you medicine and other care as you need it.

Patient care technicians (PCT) help you with walking, bathing, getting dressed and other tasks you are unable to do alone.

Respiratory therapists (RT) may be called to give you treatment that will help you breathe better and/or monitor your oxygen level.

Physical/occupational/speech therapists (PT/OT/ST) focus on your rehabilitation, teaching you skills to help you live as normally as possible once you are back home.

Care management/social work team

members work with your insurance company as well as help identify what your needs will be when you leave the hospital through a process called discharge planning.

Chaplains are available to provide you and your family with emotional and spiritual support.

Palliative care team members are trained to meet the physical, mental, social and spiritual needs of patients with life-limiting conditions.

Dietitians can help you and your family plan the special diet that you need due to your medical condition or treatment.

Laboratory (lab) technicians may visit your room to draw your blood for testing.

Radiology department staff perform X-rays and scans to diagnose or track your medical condition.

Pharmacists review all of the medications ordered during your hospital stay to ensure that you are given the right medication at the right dose and to check for potential interactions with other medications.

Health unit coordinators (HUC) manage the activities at the nurses' station and answer your calls when you use the call bell.

Environmental services (housekeeping) team members provide daily cleaning services that include checking supplies, removing waste, cleaning bathroom facilities, sanitizing highly touched surfaces and mopping the floor.

Communicating with your team.

Good communication is an important part of your care. We encourage everyone to speak up and actively participate in their own care or the care of a loved one.

You should feel free to discuss any topic associated with your care and treatment with members of your healthcare team. For example, you may want to discuss:

- Your diagnosis
- Goals of your treatment
- Types of treatment appropriate to meet those goals
- Benefits, burdens and risks of treatment as well as the probability of success

It is important that you discuss your goals and the types of treatment with your physicians, nurses and your family while you are able to speak for yourself. How do you want to be treated if you have an accident or an illness and become so sick you cannot speak for yourself? Who should speak for you and what should they say?



Interpreter and translation support

It's important that we understand you and you understand us. We offer certified virtual interpreters for 200-plus languages and ASL (American Sign Language).

The importance of advance care planning

Advance care plans have been shown to improve patient care and reduce family stress in the setting of serious illness. Whether or not you choose to complete an advance directive, your care, treatment and services will not be affected, nor will your decision result in any discrimination against you. In addition, you may cancel or change any advance directive at any time.

There are several types of advance care plans that are legally binding in the state of Texas, including Living Will (Directive to Physicians and Family or Surrogates), Medical Power of Attorney, Notice of Declaration and Declaration for Mental Health, and Out-of-Hospital Do-Not-Resuscitate Order. For more information on these advance directives, please ask your nurse to contact the chaplain's office for additional resources or go to [BSWHealth.com/PatientInformation](https://www.bswhealth.com/PatientInformation). You may also wish to consult your personal or family lawyer if you have questions about advance care planning.

If I complete an advance directive, can I change my mind?

Yes, you may revoke any advance directive simply by destroying the document, signing and dating a written statement that states your desire to revoke the directive, or telling your doctor or nurse. You may also review and revise your advance directive. If you choose to change an advance directive, you must execute a new one.

Caring for you during your stay.

Keeping you informed and making your stay as comfortable as possible is our goal.

Purposeful rounding

On a regular basis, a member of your care team will visit your room to check on you, ask you about your comfort level and pain, help you change positions and use the restroom, and make sure everything in the room is how you want it and easy to reach.

Visitation

When possible, you may have a visitor in your room during visitor hours; however, they may be asked to leave during tests or procedures. Minor children (under age 18) must be accompanied by an adult at all times. Some departments (i.e., ICU) may have special requirements for visitation. Visitation may be limited as appropriate.

Bedside report

During a shift change, your caregiver going off shift will introduce you to your caregiver coming on shift, update him or her on your condition, and give you the chance to ask questions and provide information.

Keep your belongings safe

Patients are responsible for all personal belongings. We recommend that you keep only essential items with you at the hospital.

These items should be labeled with your name:

- Dentures
- Hearing aids
- Eyeglasses or contact lenses
- Wheelchair, walker or cane

Patient valuables

Patients are responsible for personal belongings. Please send valuables and outside medications home with a family member.

We recommend that you keep only essential items with you in the hospital.

Smoke-free campus

We are a smoke-free campus, providing a healthier and more comfortable environment. Smoking and e-cigarettes (*including vapes*) are not allowed, including in parking lots, on sidewalks and in garages.

Weapon-free campus

All hospitals in the state of Texas are designated gun-free and weapon-free zones. These restrictions apply to the ability to carry firearms or weapons, concealed or otherwise, on any hospital property.

Help us conserve

Please help us conserve water and energy as well as reduce the amount of detergent wastewater that must be recycled within our community.

We strive to deliver high-quality, safe care during your stay and we recognize that we also have a responsibility for keeping our communities safe by doing our best to reduce the amount of detergent wastewater that we generate.

Floral and balloon deliveries

For the safety and well-being of all patients, check with the patient's nurse before bringing flowers or balloons. All Intensive Care Units (ICUs) prohibit fresh flowers and plants in soil for this reason.

Safety and security

Baylor Scott & White Public Safety provides hospital security or police on campus 24 hours a day, seven days a week. You may request assistance by calling **254.724.4444**.

Levels of care.

Your physician will determine the level of care required based on the severity of your illness and your progress.

The unit you will be assigned to will be the most appropriate for the level of care you need. This could include an Intensive Care Unit (ICU) or Intermediate Care Unit (IMCU) where patients require more frequent monitoring. As you improve, you may be moved to another unit to ensure you receive the most appropriate care for your condition.



Daily schedule.

You will have your own individualized care plan. After admission, your care team will talk with you about what to expect and can tell you when a physician may visit.

Please dial **26.3663** to place your order for room service. Available 6:30 AM – 6:30 PM.

For patients with diabetes, it is very important to eat on time in order to regulate blood sugar. Please consult with your nurse before ordering your meal.

Dining and shopping.

Information about your diet

Based on your condition, your doctor may place you on a specialized diet. Some diets could include:

Carbohydrate controlled: Carbohydrates will be counted at each meal to help control your blood sugar.

Regular diet: There are no restrictions for this diet order. We encourage you to order a variety of foods.

Clear liquid diet: This diet is generally used short term. Foods like broth, juice, gelatin and fruit ice are allowed. All other foods are not recommended.

Heart-healthy diet: This diet limits the amount of cholesterol and fat, and includes heart-healthy foods.

Meal service

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. An executive chef trained in the dietary needs of patients strives to prepare foods that are pleasing to the eyes and the taste buds.

Room service is available from 6:30 AM – 6:30 PM. Meals must be ordered by the following times:

- Breakfast: 9:00 AM
- Lunch: 12:30 PM
- Dinner: 6:00 PM

Meals will be delivered within 45 minutes of ordering. You may also call ahead and order meals for the week. Occasionally, your meal may be delayed if you are scheduled for a special test or treatment. Whenever possible, we will serve your meal after your examination or test.



You may select menu items from the menu and dial **26.3663** or call **979.207.3663** to place your order. If your doctor prescribes a special diet, you will receive menus tailored to your specific needs. Information regarding your diet can be found on an insert in your menu.

Family members or friends may order a guest meal to be delivered to a patient's room for \$5 by dialing **26.3663**. Family member and friend meals must be paid for by credit card. No cash accepted.

Guest dining and shopping

We have delicious dining and shopping options right here at the hospital. If you would like to explore other dining or shopping options near our campus, please visit the Concierge Desk on the first floor in the main lobby Monday – Friday, 6:30 AM – 5:00 PM, or call **26.0127** from a hospital phone or **979.207.3663** from a personal phone.

Cafeteria: The cafeteria is located on the first floor to the right of the main entrance and features a full range of food and beverage items.

Monday – Friday, 6:30 – 10:00 AM; 11:30 AM – 2:00 PM;
Saturday – Sunday, 6:30 – 10:00 AM and
11:00 AM – 2:00 PM.

Freshens: Offering smoothies, pastries and Starbucks coffee and drinks, this eatery is located on the first floor of the Rock Prairie clinic.

Monday – Friday 7:00 AM – 3:00 PM

Plaza coffee shop: Enjoy a cup of Starbucks coffee from the coffee shop located in the lobby of the Baylor Scott & White Medical Plaza 900 – College Station.

Monday – Friday 7:00 AM – 2:00 PM

Vending machines and coffee

Vending machines are available on the second floor near the elevators. Free coffee is available on the fourth and fifth floors.

Gift shop

The gift shop is located on the first floor next to the cafeteria and is open Monday – Friday, 9:30 AM – 4:30 PM. The shop sells inspirational gifts, baby items, everyday items, lotions, candles, snacks and soft drinks and offers free gift wrapping.

Preventing falls.

You may be at risk of falling down when walking or getting out of bed due to certain factors. If so, fall precautions may be put in place. If you are at risk, there are things you and your family can do to help prevent falls:

What helps you avoid a fall?

- Use the call light for help
- Bathroom schedule with team member assistance
- A team member will stay within arm's reach while you are toileting or showering
- Help of one or two team members to get up
- Use gait belt when out of bed
- Bed exit alarm on
- Wear non-skid shoes or socks

What makes you more likely to fall?

- Going to the bathroom without help
- History of falls
- Tube, drain, IV pole or machine
- Medication side effects
- Not using call light
- Unsteady walk
- Unfamiliar surroundings

Infection prevention and control.

The most important thing that you and your family can do to help stop the spread of infection is the W.A.V.E.

Wash: Wash your hands frequently with soap and water or use hand sanitizer before meals, after going to the bathroom and after touching any equipment.

Ask questions: Do not be afraid to ask caregivers if they cleaned their hands or about any other infection control measures we follow. Speak up if anything concerns you or if you do not understand something.

Vaccinate: Get your flu and pneumonia shots unless your physician directs you otherwise.

Ensure safety: Do not touch medical equipment unless necessary. Work with your care team to make sure catheters and other medical devices are clean and removed when they are no longer needed, and please ask friends and family members who are sick not to visit you in the hospital.

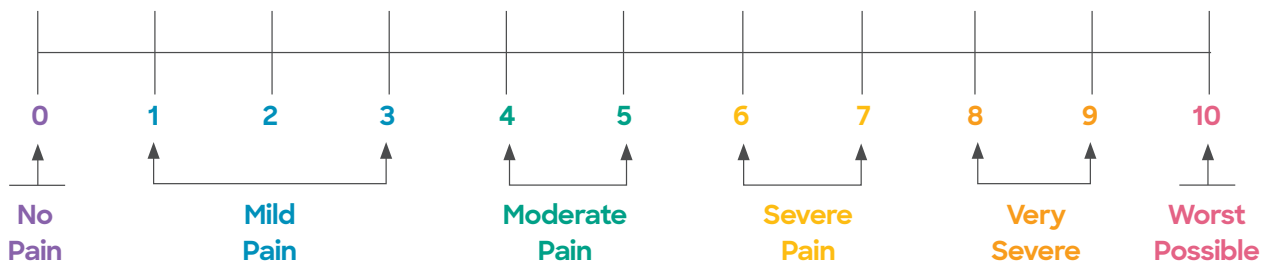


Courtesy: U.S. Department of Health and Human Services

Pain control.

Keeping pain under control is important to your well-being and the recovery process. Your care team will ask you about your pain often.

Please pay attention to your level of pain and use the 0 – 10 scale below to report it so your care team can take action to manage your pain as quickly as possible. Please note, even strong pain medications, when given with proper supervision, are safe, effective and rarely addictive.



It is important to keep your pain out of the moderate to severe range (4 and above), so please do not wait until your pain gets worse to tell one of your care team members. If your pain is not relieved by your medicine, or if you are having any side effects, please tell your physician or nurse. Please note that with some procedures, pain may be expected. We will work with you to manage your pain. If you are unable to communicate, we also use a non-verbal pain intensity scale.

Non-verbal pain intensity scale



Family and visitors: Contact the nurse if you see any of the following changes in your loved one:

- Cannot wake up
- Too drowsy/sleepy
- Falls asleep while talking
- Slurred speech
- Slow breathing
- New snoring
- Confusion
- Any change that worries you

The patient may be receiving patient-controlled analgesia (PCA) or other sedating medications. The PCA pump gives a dose of pain medication when the patient feels pain and pushes the pain pump button.

- DO NOT push the pain pump button for the patient, as it may cause the patient to be too sleepy and cause breathing problems.
- DO NOT give the patient any medication.

Activity.

Occasionally, there are reasons you are not advised to get out of bed. But in most cases, activity is in your best interest.

Benefits of activity (out of bed):

- Improve circulation
- Improve breathing/lung function
- Improve bowel and bladder function
- Improve mood and mental clarity
- Decrease pain

Ways to increase activity in the hospital:

- Sit up in a chair for all meals
- Call for assistance to the bathroom for bladder and bowel emptying

Always call for assistance, as your safety is our priority.



Smoking cessation.

Smoking cigarettes is one of the most important preventable risk factors of the number one killer of Americans—heart and blood vessel disease.

The long list of deaths due to smoking is frightening, and smoking also harms thousands of non-smokers, including infants and children. It is never too late to quit smoking and experience the following health benefits of quitting:

- Sense of smell and taste return
- Smoker's cough improves
- Digestive system returns to normal
- Increased energy and life expectancy, and it becomes easier to breathe and do physical activities
- Less chance of heart disease and cancer
- Freedom from addiction and the mess, smell, burns and expense of cigarettes

Steps to stopping smoking

1. Choose a stop date.
2. Tell people close to you that you're going to quit smoking.
3. Prepare for challenges while quitting.
4. Get rid of your cigarettes, lighters and ashtrays.
5. Talk to a medical professional about options to help you quit.

Cough etiquette.

Cough etiquette refers to the common-sense things we know about coughing and the spread of germs. The simple rules of cough etiquette are:

- Cover sneezes or coughs with a tissue or face mask; dispose after use.
- If tissues are not available, sneeze or cough into your sleeve or elbow and not on your hands, when possible. Clothing sleeves are less likely than your hands to touch and transfer germs to other people or things.
- Wash hands after contact with a sneeze or cough. If soap and water are not available, use an antibacterial spray/gel.
- Avoid sitting or standing near others when coughing or sneezing. Wear a face mask to prevent the spread of germs.
- Do not visit patients in the hospital or other care facilities when you are ill with a cold or other respiratory infection.

Isolation precautions.

Standard precautions are used in caring for all patients, based on the knowledge that any blood or bodily fluid can be contaminated with disease-causing germs.

Caregivers will wear gloves when they come in contact with blood, body fluid or skin that is broken (cuts, wounds).

When a patient has an infection caused by certain kinds of germs, special precautions (sometimes called isolation) are taken by hospital staff and visitors.

Contact precautions are used for infections spread by touch of hands or other items in the patient's surroundings. Contact precautions involve the use of gloves and gowns when caring for the patient.

Droplet precautions are used when a patient has an infection that is easily spread by coughing or sneezing. Caregivers will wear regular face masks when using droplet precautions.

Airborne infection precautions are used when a patient has an infection that is spread by tiny particles that may remain suspended in the air for long periods of time. Patients under airborne infection precautions or isolation will

be placed in a special room with airflow that keeps contaminated air from reaching others. Caregivers will wear special masks when providing care.

All visitors should discard gowns, gloves and/or masks immediately upon leaving a patient room and perform hand hygiene.



Pastoral care and counseling services.



Chaplains offer support for the spiritual and emotional needs of patients, families and staff. Baylor Scott & White chaplains are committed to providing professional ministry to people and their families who receive medical care at a Baylor Scott & White hospital as an aid to healing.

Baylor Scott & White chaplains assist patients and their families in crisis situations 24 hours a day, seven days a week, including holidays. Crisis care is also provided during the normal business hours in most hospitals. Additionally, Baylor Scott & White may have pastoral care volunteers assisting professional chaplains in offering support representing various faith traditions.

Services provided for patients and families:

- Pastoral visitation for patients and families, offering emotional-faith support that comforts and aids healing in both critical and non-critical situations.
- Emergent pastoral counseling, grief, bereavement support, and prayer as requested by patients and families.
- Religious services provided in both the room and in the chapel (if the medical condition of the patient allows) as requested for the patient

and the family. These include Holy Communion, blessings, anointings, memorial services and worship services.

- Our hospitals have trained chaplains, social workers and nurses who can help you with advance care planning. These documents, such as a Living Will or a Medical Power of Attorney, help your family and the medical team to honor your wishes when you are unable to make your own medical decisions. These services are provided free of charge.
- Chaplains facilitate your connection to religious resources outside the hospital such as the pastor, priest, minister, rabbi, imam or spiritual adviser of your choice.

To speak to a chaplain, please contact your nurse or call **979.207.0517**. Receive a prayer by calling **214.820.2333**.

Frequently asked questions about medications.

Ask your care team for more information about common medications, their purpose and side effects.

Why can't I take my own medications while in the hospital?

While you are at our hospital, it is our job to keep you safe. An orderly and consistent method to giving medication is an important part of our safety guidelines. If we are able to order, store and give all of your medications, we are able to better manage that process.

Is it ever OK to use my own supply of medications?

Yes, there are times when you may be asked to bring in and use your own supply. This may happen if your medication is not stocked by the pharmacy. Your doctor will consult the pharmacy before making that choice.

If medications are approved for hospital use, why can't I bring my pills in my daily pill container?

Hospital policy requires that approved home medications be in their original bottle in order to properly label the medication and to make sure they are just what your doctor has prescribed.

If my medications are approved for hospital use, why can't I keep them in my room and take them on my own?

It is important to keep a careful record in your chart of all medications taken. This step may be missed if the nurse is not the one who gives you your medications and could possibly lead to an overdose. Your medication will be kept in a secure place, available only to the nursing staff.

Why do the medications have to be in date? Are they dangerous otherwise?

Although most medications simply no longer work after they have expired, others can become toxic. Taking medications that no longer work can cause some harm.

Why are herbal/homeopathic remedies, alternative medication remedies, alternative medications and dietary supplements restricted? After all, they are natural products.

Substances that are not approved by the FDA may not be predictable and can interact with prescribed medications. Many of these interactions are not well known or even suspected. In addition, alternative medicines may contain other chemicals that could cause toxic effects. "Natural" does not necessarily mean "safe."

Why are my controlled substances not approved for hospital use?

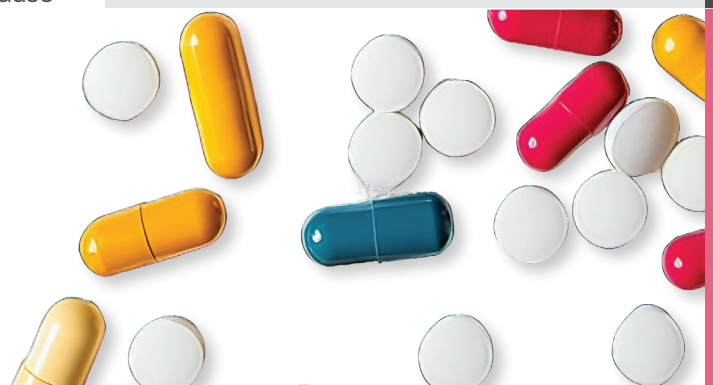
Federal and state laws require careful use of controlled substances. Drugs that are not given by the hospital pharmacy are not as secure and have a higher risk of being lost. To protect your property, we do not allow personal supplies of controlled substances.

Additional things you should know:

Fake medications have become increasingly available in the world today. Therefore, we feel it is our duty to provide medications that we know to have been ordered through a secure supply chain.

Our computer system checks for allergies and drug interactions. If you use your own medications, you will not benefit from important safety checks built into the system.

We take patient safety very seriously, and we want your hospital stay to be as safe as possible.



Who we are by scrub color.

Our different colored scrubs designate our functions within the hospital:



Nursing RN/LVN
Navy blue



Surgical services nursing
Ceil blue



Health unit coordinator
Gray



**Respiratory therapy/
cardiopulmonary**
Teal



Therapy services
Royal blue



Imaging services
Green



Nutrition services
Black top



Pharmacy
Caribbean blue



Laboratory services
Black



Guest services
Maroon top



Patient transport
Khaki



Environmental services
Royal blue polos

Patient's rights and responsibilities.

As a patient, you have certain rights and responsibilities. As a hospital, it is our responsibility under federal law and hospital accreditation standards to make sure you are informed about those rights and responsibilities.

Patient rights

- Patients have the right to have a family member, surrogate decision-maker, support person or designated representative and the patient's physician promptly notified of their admission to a Baylor Scott & White facility.
- We will collaborate with patients and their surrogate decision-makers to promote patient health and welfare by recommending treatments based on medical science and healthcare professional judgment.
- We will treat all with dignity, compassion and respect for personal values, including spiritual beliefs.
- Patients will not be discriminated against for any reason.
- Patients have the right to receive information in a language and form necessary for their understanding and agreement with, or refusal of, the treatment recommended. If patients are unable to receive this information, it is given to their surrogate decision-maker.
- Patients have the right to formulate advance directives such as living wills, and we will respect those directives within the law and facility policy.
- Patients have the right to receive information about our policies on advance directives and the initiation, maintenance or withdrawal of life-sustaining treatments. Patients have the right to receive information about Cardiopulmonary Resuscitation (CPR) and our policies on Code Status Orders, including Full Code, Do Not Attempt Resuscitation (DNAR) and Limited Code (LC) orders.
- Patients may request, or have their surrogate decision-maker, designated representative, support person and/or physician request on their behalf, a discharge planning evaluation to be performed and to have that information given to the patient, surrogate decision-maker, designated representative, support person and physician. When appropriate, a discharge planning evaluation is offered to outpatients.
- Patients have the right to accept or refuse visitors of their choosing except when accepted

visitors might interfere with their medical treatment or the treatment of others.

- Patients have a right to privacy as outlined in law and regulation.
- Patients have a right to a copy of their medical records in accordance with law and facility policy. You may request copies of your medical records (fees may apply) by completing an Authorization for Release of Medical Information form. You may submit it in one of the following ways:
Email: **BSWH@HealthMark-Group.com**
Fax: **855.563.BSWH (2794)**
Mail: **Baylor Scott & White Health
c/o HealthMark Group, 325 N. St. Paul
Street, Suite 1650, Dallas, TX 75201**
- For questions regarding medical records or to obtain the status of your request, call us at **844.848.BSWH (2794)**.
- Patients have the right to consent or refuse participation in research and in the involvement of students and residents in their care.
- Patients do not have a right to testing or treatments that are unavailable in our facilities.
- Patients do not have a right to testing or treatment which, in their physicians' judgment, is medically inappropriate for their condition.

Patient responsibilities

- Provide a complete and honest medical history.
- Cooperate with all necessary examination, testing and treatment recommended. If a patient is unwilling to do so, we will consider the patient responsible for the consequences, and the patient should seek treatment elsewhere.
- To show respect at all times for our staff, other patients and visitors.
- To pay for that portion of medical treatment not covered by insurance or to disclose to us any need for financial assistance.
- To speak up and ask questions if the patient or surrogate decision-maker does not understand or feels dissatisfied with the treatment and care we are providing, or if the patient or surrogate decision-maker feels the patient is unsafe while under our care.

Ethics.

You, your family, your healthcare decision-maker, your physician or any member of your healthcare team may request guidance from our hospital ethics committee.

For further information, members of your healthcare team can help you reach the ethics committee. You may also wish to consult your personal or family lawyer if you have questions about advance care planning.

Ethical disagreements

On rare occasions, there may be ethical disagreements between you, your family and/or healthcare providers. We believe good communication can prevent most ethical disagreements. It is also worth remembering:

- We will make every reasonable attempt to honor your treatment preferences within the mission, philosophy and capabilities of our hospitals and the accepted standards of medical practice. This includes those expressed by an advance directive or by others on your behalf if you lack an advance directive and are unable to make decisions.
- We respect your right to reject treatments.
- We do not recognize an unlimited right to receive treatments that are medically inappropriate.
- Texas law, specifically Chapter 166 of the Texas Health and Safety Code, provides a process for resolving ethical disagreements between you, your family and/or healthcare providers in those rare cases where further communication does not resolve the disagreement. This process relies on ethics consultants and ethics committees available at our hospitals to help as needed.

Complaints and grievance process information

We treat both positive and negative feedback as an opportunity for us to learn, correct and constantly improve. If you have any concerns, we hope you will:

- First report your concerns to the bedside nurse so that it may be shared with the clinical leadership for the unit involved. We will make every effort to address and resolve your concerns in a timely manner during your stay.
- If your concerns have not been resolved by staff or leadership for the area involved, please contact Patient Relations at email **PatientRelations@BSWHealth.org** or by calling

1.866.218.6919. Patient Relations serves as an advocate for our patients and a liaison for staff to address your concerns and facilitate a resolution.

Privacy and confidentiality concerns

Although we encourage you to share concerns with the unit's leader or Patient Relations, you always have the right to take any complaint to the Texas Department of State Health Services and/or The Joint Commission by email, fax, letter or phone at the contact numbers and addresses listed below.

Texas Health and Human Services Commission Health and Human Services Commission Complaint and Incident Intake

Mail Code E-249 | P.O. Box 149030
Austin, Texas 78714-9030
888.973.0022 | Fax 833.709.5735
hfc.complaints@dshs.state.tx.us

The Joint Commission Office of Quality and Patient Safety

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
800.994.6610 | Fax 630.792.5636
patientsafetyreport@jointcommission.org

If a Medicare beneficiary has a complaint regarding quality of care, disagreement with a coverage decision, or wishes to appeal a premature discharge, the Medicare beneficiary is informed of his/her right to file a complaint with the Quality Improvement Organization ("QIO") for Texas Medicare beneficiaries.

KEPRO

Rock Run Center
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KEPRO.Communications@hcqis.org

Baylor Scott & White Health compliance/ ethics hotline

If you have concerns about patient privacy or confidentiality, you may also call the Baylor Scott & White Health system compliance/ethics toll-free hotline at **866.245.0815**.

Planning for your discharge.

We start planning discharge on the first day of your hospital stay. On the day of discharge, we will strive to discharge you as early in the day as possible. Our goal is to make your discharge as smooth and timely as possible.

What you can do:

1. Talk with your physician every day.

- Write down your questions.
- Ask about your discharge plan.
- Share this information with the nursing staff and your family/caregivers.
- Ask what day you will be discharged so you can plan for it. This date may change depending on your condition.

2. Make sure you have a ride available on the day of discharge. Having discharge plans ahead of time enables your family to manage their day appropriately.

3. Have a support person available on the day of discharge:

- To hear the discharge instructions with you
- To help fill your prescriptions so you have them when you get home
- To help you get settled at home
- To help you get to your follow-up appointment

4. A hospital representative may come to your room prior to your discharge to discuss new medications started during your recent hospitalization, any changes made to your home regimen and possible side effects you may encounter with each new medication. Please let your care team know if you are interested in having the hospital's Concierge Pharmacy fill your discharge medications.

5. Be prepared for discharge.

- Take a shower early, if you choose to take a shower before leaving.
- Pack personal items and have them ready to go early. Ask a family member or friend to take home unneeded items the night before discharge.
- Order your meal early.

Comprehensive Care Management will be involved in coordinating your care if needs are identified by your healthcare team.



Discharge checklist.

My follow-up appointment is with _____ (provider name)

on _____ (date) at _____ (time)

- ☐ I understand what medications I am to take when I get home, including new medications and medications that have been stopped.
- ☐ I am able to get my medications filled so I can take them at home.
- ☐ I have the medical equipment I need.
- ☐ I have downloaded the MyBSWHealth app.
- ☐ I understand how the Discharge Care Companion will help me at home.
- ☐ I have a ride home.
- ☐ I understand what I need to do when I get home.
- ☐ I understand what problems to watch for after going home, including when to call someone or go back to the hospital.

Talk to your nurse if you are not able to complete the checklist or have questions.

Support after discharge

After your discharge, there are resources for you:



Enroll in Discharge Care Companion:

Digital check-ins are available through the MyBSWHealth app for 30 days after discharge. Live check-ins are also available with your healthcare team if needed. If you need to download the app, ask your care team to help you, or scan here or text **BETTER** to **88408**.

Health/medication questions: If you have general questions, you can call the Patient Advisory Nurse at **1.800.724.7037**, 24 hours/seven days a week.

Phone directory.

You only need to dial “26” and the last four digits of any telephone number listed below when using a hospital phone. If using a personal device, dial the full number listed below.

Administration

979.207.0100

Business Office/Billing Questions

1.800.994.0371

Case Management

979.207.0480

Chaplain/Pastoral Care

979.207.0517

Education Programs

979.207.0540

Day Surgery

979.207.0295

Emergency Services

979.207.2100

Food and Nutrition Services

979.207.3663

Guest Relations

979.207.0127

Gift Shop

979.207.0121

Insurance Assistance

1.800.321.7947

Medical Records

979.207.0520

Outpatient Testing

979.207.4124

Outpatient Pharmacy

979.207.0120

Public Safety/Security

979.207.2244

Volunteer Services

979.207.0122

Hospital map.



 Emergency Room Entrance	 Patient Self-Park
 Medical Center	 Patient Parking
 Clinic	 Provider Parking
 Main Entrance	 Team Member Parking
 Helipad	

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Notes.

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