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## **WELCOME**

When you're sick, you feel vulnerable. When you're expecting a baby, you're excited and concerned. When you need surgery, you are putting your welfare in the hands of others.

For these reasons, the difference between good health care and extraordinary health care comes down to one thing: trust. In a community like Brevard County, with so many excellent healthcare options, how do you decide whom to trust?

Wuesthoff Medical Center-Melbourne (WMC-M) wants to help you answer that question, by committing ourselves to a higher standard. Trust is not built on empty promises. It is earned through everyday performance. It's been said that the difference between "ordinary" and "extraordinary" is simply a little "extra." You'll see something extra in everything we do.

A commitment to a higher standard – it's our way of helping you decide where to place your trust at the most important moments in your life.

**Don McKenna**  
**Administrator, Wuesthoff Medical Center-Melbourne**

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## **ABOUT MELBOURNE**

### ***Accreditation***

Founded in 2002, Wuesthoff Medical Center-Melbourne (WMC-M) is a private, not-for-profit hospital and is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). This assures our patients the finest quality medical care available.

The Melbourne facility is a full service, acute care, all private room hospital. The only all private room hospital in Brevard County. We strive to be the best we can be in all aspects of your stay – medically, spiritually and emotionally. So please let us know if there is anything we can do to help you.

### ***Certification***

Wuesthoff Medical Center-Melbourne is certified by:

- JCAHO with a Gold Seal of Approval™ as a Primary Stroke Center
- The Department of Health and Human Services (HHS) for participation in the Medicare Program
- The Florida State Board of Health Services for participation in Medicaid Services
- The Commission on Laboratory Accreditation of the College of American Pathologists (CAP)

### ***License***

- Wuesthoff Medical Center-Melbourne is licensed by the Florida State Board of Health and the Agency for Healthcare Administration (AHCA).

## **MISSION**

Our mission is to provide quality, comprehensive and accessible healthcare services in a cost effective manner to the communities we serve.

## **VISION**

To be the premier provider of health and wellness services that consistently exceed the expectations of the customers we serve.

## **CORE VALUES**

### ***Courtesy***

- We will make a positive first impression and welcome people who use our services.
- We will communicate effectively by using appropriate language and tone of voice.

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- We will be team players by speaking well of our coworkers and by offering help and assistance to achieve our organization's goals.
  - We will be diligent in resolving problems constructively by identifying problems and/or listening to complaints and following through to make corrections.

### ***Integrity***

- We will speak the truth and act in such a way that we will be worthy of trust.
- We will strive to protect all issues of privacy and confidentiality.
- We will make choices that are consistent with our values and in the best interests of our guests and of our organization.

### ***Compassion***

- We will show care, concern and respect beyond that which is expected by our guests.
- We will value the worth of every individual and treat them with utmost dignity and as a member of our family.
- We will ensure that patients are made as comfortable and painfree as possible while in our care.

### ***Stewardship***

- We will use available resources in an efficient manner and endeavor to minimize waste.
- We will maintain equipment and other supplies in a manner that extends the life and functionality of the equipment.
- We will support the spirit of volunteerism by contributing time and/or resources to our Foundation or other charitable organizations within the communities we serve.

### ***Competence***

- We will possess the technical skills needed to perform our jobs, and be given the freedom to set priorities and manage our time in support of the organization's mission and vision.
- We are accountable for our own behavior and obligations and will be responsible to do what is right to further the goals of the organization.
- Our management team will provide an environment where employees have the opportunity through education and advancement to reach their maximum potential.
- Our management team will invest in the people and technologies necessary to support the advancement of medical practice.

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## **ADMISSIONS**

WMC-M provides inpatient and outpatient services on a non-discriminatory basis. All patients being admitted will receive medical services without discrimination based on age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.

Upon arrival at the hospital an admitting representative will assist you with the consent forms and verification of your insurance coverage, all of which is necessary for your hospital record. Many insurance companies require pre-admission certification.

You will be given an identification wristband at time of admittance that must be worn at all times. The ID band provides positive identification to all those who serve you and acts as a safeguard for your protection. You will then be taken to your room or directed to the department that is expecting you. Please note that minors must be accompanied by a parent or legal guardian.

## **FINANCIAL FORMS**

The financial forms you are asked to fill out are very important; they allow WMC-M to bill your insurance carrier directly. The forms also show your agreement to be financially responsible for any treatment or services you may receive that are not covered by your insurance and to provide for the release of information to third-party payers and State/Federal agencies, as required. Many insurance companies require you to pay all or a portion of the hospital bill including deductibles. Deductibles and co-payments are expected to be paid at the time of registration.

## **UNDERSTANDING YOUR HOSPITAL BILL**

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges. If you have health insurance, we will need a copy of your insurance identification card.

Depending on the extent of your coverage and deductible requirements, you may be asked to pay a deposit before your hospital admission and sign a form giving the insurance company permission to directly pay the hospital.

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***If you are a member of an HMO or PPO:***

- Your plan may have special requirements, such as a second surgical opinion or precertification.
- It is your responsibility to make sure the requirements of your plan have been met.
- If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital.
- Some physician specialists, such as radiologists or pathologists, may not participate in your healthcare plan or their services may be covered at a reduced rate or not covered at all. You may be billed directly for their services.

***If you are covered by Medicare:***

- Please bring a copy of your Medicare card to verify eligibility and to process your Medicare claim.
- The Medicare program specifically excludes payment for certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items and hearing evaluations.
- Deductibles and co-payments are the responsibility of the patient.

***If you are covered by Medicaid:***

- Please bring a copy of your Medicaid card.
- Medicaid has payment limitations on a number of services and items.

***If you do not have healthcare coverage:***

- A representative from patient accounts will discuss financial arrangements with you.

***Your itemized bill:***

- All patients will receive a summary of their charges and may receive an itemized bill upon request.
- The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claims.
- Your policy is a contract between you and your insurance company. You have the final responsibility for payment of your hospital bill.
- If your insurance company has not paid within 60 days, we have several payment options available to assist you in paying your bill.
- Financial counselors are available from a hospital phone at extension 1203 or extension 1260 or can be reached after discharge at the Patient Accounts Department at (321) 637-2619.

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***Charges fall into two categories:***

- A basic daily rate, which includes room, meals, nursing care and housekeeping.
- Charges for special services (which include procedures your physician orders for you, such as X-rays or laboratory tests), medical equipment and supplies used by our nursing staff in managing your care and treatment.

***Important Billing Note:***

Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform professional services such as diagnosing and interpreting test results while you are a patient. These physicians are required to submit separate bills. Although you may not see these physicians in person you may receive separate bills from them.

***Emergency Room Billing***

Since our emergency room physicians are subcontracted for Wuesthoff Health System, you will be receiving a separate bill for their services. While Wuesthoff Medical Center-Melbourne works with most insurances, there is no guarantee your insurance will cover the ER doctor's services. This may result in reduced or denied payment by your insurance company for services rendered. Subsequently, you may be required to assume some responsibility for payment.

For questions about your Wuesthoff bill, call Wuesthoff Patient Accounts at (321) 637-2619.

**CONSENT FORMS**

When you are admitted, you will be asked to sign a consent form giving us permission to perform routine care. We are required to make sure you fully understand all the risks and benefits associated with any procedures you may undergo.

If you are too ill to sign or the patient is a minor, we will ask the appropriate family member to sign. Of course, in an extreme emergency, in order to protect the patient and to provide the best possible care, we may have to proceed without permission.

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## **PATIENT RIGHTS**

A patient has the right:

- To be treated with courtesy and respect, with appreciation of his/her dignity and with protection for privacy.
- To ask questions and receive answers.
- To know who is providing medical services and is responsible for care.
- To know what patient support services are available, including whether an interpreter is available.
- To know what rules and regulations apply to his/her conduct.
- To be given by his/her healthcare provider, information concerning diagnosis, course of treatment, alternatives, risks and prognosis.
- To refuse any treatment, except as otherwise provided by law.
- To be given, upon request, full information and counseling on the availability of known financial resources for his/her care.
- If eligible for Medicare, upon request and in advance of treatment, to know whether the healthcare provider or facility accepts the Medicare assignment rate.
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- To receive a copy of a clear and understandable itemized bill and, upon request, to have the charges explained.
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for purposes of experimental research and to give consent or refusal to participate.
- To express grievances regarding any violation of his/her rights, as stated in Florida law, through the grievance procedure of the healthcare provider/facility and to the appropriate state agency.
- To request an ethics consultation by notifying the attending physician or nurse.
- To have his/her pain assessed, recognized and managed in a timely manner.
- To have reports of pain accepted and acted on by healthcare professionals.
- To an individualized plan for pain management that is not influenced by another patient's response or staff prejudice.
- To be informed about pain management and pain relief measures.

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- To be provided with a safe environment.
  - To have access to protective and advocacy services.
  - To have the hospital address the patient's wishes regarding end-of-life decisions.

## **PATIENT RESPONSIBILITIES**

A patient is responsible:

- For providing to his/her healthcare provider complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- For reporting changes in his/her condition to his/her healthcare provider.
- For reporting to his/her healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
- For following the treatment plan recommended by his/her healthcare provider.
- For keeping appointments and, when unable to do so, for notifying the healthcare provider or healthcare facility.
- For his/her actions if he/she refuses treatment or does not follow the healthcare provider's instructions.
- For assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- For following healthcare facility rules and regulations affecting patient care and conduct.
- For requesting pain relief medications and/or other alternatives when pain first begins.

## **BLOOD BANKS**

If information is needed regarding donating blood for yourself (autologous blood donation) or if family or friends are donating blood for you (direct donations), please contact your personal physician or Florida's Blood Center at (321) 632-2052.

## **WHAT TO DO BEFORE COMING TO THE HOSPITAL**

- Preregister if possible by calling (321) 637-3030 option #2.
- Shower or bathe.
- Wear comfortable, loose clothing.
- Follow the instructions (if any) that your doctor or the hospital provided.

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## **WHAT TO BRING TO THE HOSPITAL**

Because we care about you, we want to do everything possible to make sure your visit to the hospital is as comfortable as possible. Children under 18 must have a parent or guardian with them. We suggest that you bring only essential clothing. In the hospital, you may wear either your own pajamas or a patient gown provided by the hospital. Other essential items you should bring are:

- Your insurance policy card(s), authorization forms, social security number, driver's license or other form of I.D.
- A small amount of cash.
- Toothbrush, toothpaste, and toiletries.
- Eyeglasses, dentures or hearing aids. If you use these items, please be sure that they are kept in properly labeled containers.
- A list of all medications that you are currently taking. This should be done for both prescription and over-the-counter drugs. Please list the name, dosage, name of doctor prescribing, etc. on the original container. If you bring medications with you, they will be stored in the Pharmacy or you may have them sent home.
- A copy of your living will or other advance directive, if you have one.
- Either a prepaid calling card, a phone card or a cell phone to place long distance calls.
- Slippers or non-skid socks.

### ***Caring for your eyeglasses, dentures, hearing aids***

Dentures, eyeglasses, and hearing aids should be stored carefully in your room in a container with your name on it. If you do not have a denture cup please ask the nurse for one. Please do not leave any of these items on your bedside table or a meal tray as they may be lost or damaged. The hospital is not responsible for the replacement of lost items.

## **WHAT NOT TO BRING TO THE HOSPITAL**

- Makeup.
- Valuables, credit cards or more than a few dollars.

## **TAKING AN ACTIVE ROLE IN YOUR OWN CARE**

Patient safety is our first priority. During your stay, you will meet many healthcare workers including physicians, nurses, case managers and dietitians. We require that all doctors and employees of the hospital wear their ID badges to better help you recognize who is taking care of you. We ask that

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you take an active role in your care. To help us serve you better, there are a few specific things you can do:

- Tell your physicians and nurses as much as you can about your medical history. Let them know about any allergies to food or medicine you may have.
- Tell them about any medication you are taking, including over-the-counter medicine, eyedrops, herbs and vitamin supplements.
- Before you take a test or receive any medication, make sure your caregiver either checks your patient wristband or refers to you by name.
- If you are scheduled for an operation, make sure you know what surgery you are going to have, and confirm this with your physician and/or those involved in prepping you.
- If you don't understand why you are taking certain medications, ask. If you are given a new medication that you were not informed about, it's okay to ask questions. We are happy to answer your questions.

## **SPEAK UP**

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed. If you don't understand something that your doctor, nurse or other healthcare professional tells you, ask.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the physician to mark the area that is to be operated upon, so there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.
- Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.
- Tell your nurse or physician if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. For example, a new mother should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers washed their hands. Hand washing is

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the most important way to prevent the spread of infections. Don't be afraid to gently remind the doctor or nurse to do this.

- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or physician.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

### **EDUCATE YOURSELF**

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Ask your physician about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those doctors to whom he or she refers you).
- Gather information about your condition. Good sources include your physician, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. Ask your physician if he or she has any written information you can keep.
- Thoroughly 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.

### **ASK A FAMILY MEMBER OR FRIEND TO BE YOUR ADVOCATE**

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you when you are hospitalized. You will be able to rest more comfortably, and your advocate can help to make sure you get the right medications and treatments.
- Make sure your advocate understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you return home.

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## **KNOW YOUR MEDICATIONS**

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do so, ask your advocate to do this.
- 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 properly (too fast or too slow).
- Whenever you are going to receive a new medication, tell your physicians and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist whether it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you cannot read it, the pharmacist may not be able to either.
- You and your physician should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your physician what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team.
- Don't be afraid to seek a second opinion.

## **VISITING HOURS**

The visiting hours for the Medical Center and nursing units are 11 a.m. until 8 p.m. Please limit the number of visitors to two at a time. The Intensive Care Unit's visiting hours are at the discretion of nursing management. Visits should be kept to 15 minutes with no more than two family members at one time. The Family Birth Place's visiting hours are 24 hours a day for family or primary support people. For other visitors, hours are 10 a.m. to 8 p.m.

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## **VISITOR INFORMATION**

Visits from relatives and friends can play an important part in patient recovery; however, a visit can be tiring for a person who is ill. To enhance recovery, it is important for patients to receive as much rest as possible. For that reason, we ask that friends and relatives adhere to the suggested visiting hours listed earlier. A family member can assist by coordinating visits for family and friends. In most cases the patient's time, especially mornings, is scheduled for receiving care and treatment. If a morning visit is planned we suggest that you call ahead to make sure the patient is in his/her room and there are no planned procedures.

We ask visitors to the hospital respect the following guidelines:

- Only two visitors per patient at a time.
- Please keep visits brief.
- Children under 12 must be accompanied by an adult.
- Children should not be left unattended anywhere in the hospital.
- Visitors should use the main entrance to enter and exit from the hospital.
- Visitors are asked not to sit or lay on the patient's bed.
- Visitors with colds, flu or other contagious diseases are asked not to visit patients.
- Visitors and patients should be respectful of other patients and keep noise to a minimum.
- Visitors must check with the nursing unit before bringing food or gifts to the patient's room. Patients may be on special diets.
- Visitors are asked not to touch equipment or change the position of a patient or their bed without consulting the nurse.

No visitors will be allowed in the room while treatment, physician or nursing care is in progress. Your visitor(s) may be asked to step outside your room during these times.

## **PARKING**

Free parking for patients and visitors is available. Patients and visitors are cautioned not to park in the reserved areas or areas designated for physicians, employees or clergy. Please be sure to lock your car. If you need an escort into the hospital, you may call from your cell phone: 752-1200 extension 1212. If you need an escort from the hospital to your car, call Security at extension 1212 or have Security paged by dialing 0 for the hospital operator.

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## **GIFT SHOP**

The shop is located in the main lobby beside the elevators and offers toiletries, gifts, balloons, fresh flowers, plants, greeting cards and candies.

## **CAFETERIA**

The cafeteria is located on the first floor and is open to visitors from 7 a.m. to 6:30 p.m. weekdays and 7 a.m. to 6 p.m. on the weekends. The area is closed from 10 a.m. to 11 a.m. and 2 p.m. to 4 p.m. for cleaning. The cafeteria offers hot meals, sandwiches, salads, snacks, drinks and other items throughout the day. Please do not offer patients snacks or drinks without the permission of the nursing staff.

Vending machines offering snacks, sandwiches and drinks are located on the first floor behind the gift shop and in the ER waiting room. Complimentary coffee is available 24 hours a day in the cafeteria and the ER waiting room.

## **MENUS AND MEALS**

Your hospital diet is an important part of your recovery. We strive to provide you with an enjoyable meal plan. Our daily menus offer a variety of wholesome, nourishing and well-balanced meals to meet your prescribed nutritional needs as ordered by your physician.

If you are on a special diet prescribed by your physician, you will receive menus tailored to your specific needs. If you must remain on a special diet after you leave the hospital, a registered dietitian will assist you with details regarding your meal plan before you are discharged.

## **AUTOMATIC TELLER MACHINE (ATM)**

A 24-hour automated teller machine is located in the ER waiting room.

## **PATIENT ROOMS**

Your room is assigned based upon your admitting diagnosis and bed availability on the day of your admission. If you have any problems with your bed, TV, room temperature or other equipment in your room, please tell your nurse and he/she will contact the proper person to correct the situation.

Please be aware that there are times when we may need to move you to a different room based on the number of patients and their varying needs. In the event we need to relocate you, every effort will be made to ensure the transition is as easy as possible.

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## **TELEPHONE**

A bedside telephone is available to patients.

- To place a call within the hospital, dial the 4-digit extension.
- There is no charge for local calls. Dial 9 and the telephone number.
- Toll free calls may be made by dialing 9 and the telephone number.
- Long distance calls cannot be charged to your room. Calling cards can be purchased in the gift shop.
- If further assistance is needed, dial 0 for hospital operator assistance.
- Cell phones may be used in the hospital with the following restriction:
  - Any cell phone that causes interference with medical devices shall be prohibited from further use.

## **TELEVISION**

TV sets are provided free of charge in each room. The use of non-hospital electrical devices such as private televisions, radios, VCRs, DVD players and other electrical appliances are prohibited because they may pose electrical problems which are unsafe and a threat to patient care.

## **CALLING YOUR NURSE**

A button to call your nurse is located at your bedside. A staff member will respond to your signal as soon as possible. Each bathroom also has an emergency nurse call button. Breath-activated call buttons are available for patients who need them.

## **BED AND BED RAILS**

For your convenience, beds are electronically adjusted. Control panels are located at your bedside. Your nurse will explain how the controls work. Make sure your bed is in the lowest position when getting in and out. If you are unable to get out of bed, ask to have objects such as eyeglasses, hearing aid, bedside table, nurse call light and the telephone close at hand. For your protection and safety, the side rails on your bed may be raised. If the rails are up on your bed, please do not attempt to lower them by yourself. Press the nurse call button for assistance.

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## **FALL PREVENTION**

Your safety and that of your visitors is important to us. The best way to help you remain safe is to decrease your chance of falling. Please read the following tips on how you and your family or visitors can reduce your chance of falling.

### ***How the patient can help:***

- Only get out of bed if you have permission to do so by your physician.
- Remind the staff to place your call light and other necessities in easy reach.
- Use the call light whenever you need help.
- If you are in a chair, ask for assistance to get back in bed before you become overtired.
- Use assistance when getting into or out of a wheelchair.
- Get up slowly from the chair or bed. If you feel weak or dizzy, sit down immediately and call the nurse.
- When you are out of bed, wear non-skid slippers.

### ***How the family can help:***

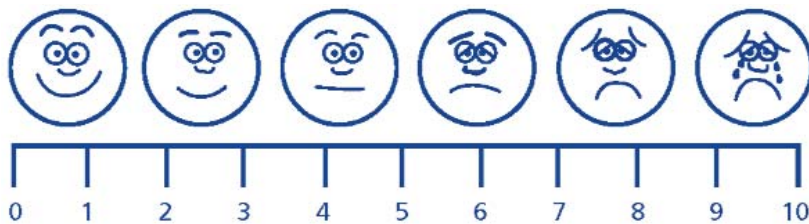
- If you think the patient will be needing assistance, notify a staff member when you are leaving.
- Make sure the call light, telephone and other necessities are within easy reach for the patient.
- Help maintain a safe environment by eliminating clutter and taking items home that are not necessities.
- Do not assist in transferring the patient unless cleared to do so by the staff.
- Tell the staff about any habits the patient may have that could increase the risk of falling (such as wandering, going to the bathroom at night, etc...).
- Remind the patient to use the call button. The staff is happy to help.

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## PAIN MANAGEMENT

To receive the most effective treatment with managing your pain:

1. Speak up! Tell your physician or nurse you're in pain. Pain is a common problem that requires urgent attention. So, do not be embarrassed to talk about it.
2. Tell your doctor or nurse where it hurts. Do you have pain in several places? Does the pain seem to move around?
3. Describe how much your pain hurts. On a scale from 0 to 10, zero means no pain at all and 10 means the worst pain you can imagine. In the past, what was the highest level of pain you felt? When did you feel it? What were you doing at the time? When did it hurt the least? How bad does it hurt now?
4. Describe what makes your pain better or worse. Is the pain always there, or does it go away sometimes? Does the pain get worse when you move in certain ways? Do other things make it better or worse?
5. Describe what your pain feels like. Use specific words like sharp, stabbing, dull, aching, burning, shocklike, tingling, throbbing, deep, etc.
6. Explain how the pain affects your daily life. Can you sleep? Exercise? Are you able to do activities with family and friends? Can you concentrate on tasks? How is your mood? Are you sad? Irritable? Do you feel unable to cope?
7. Tell your doctor or nurse about past treatments for pain. Describe medical treatments you've had such as medication or surgery.



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## **CHAPLAINS**

We believe it is our responsibility to provide you with not only the best medical care possible, but also to offer you emotional and spiritual support. Your minister, priest or rabbi is welcome to visit you at any time. You may contact him/her directly. If you would like to speak to a chaplain, dial 0 and have the hospital operator page our chaplain or ask your nurse for assistance.

For prayer or meditation, our chapel is located to the left of the elevators on the first floor.

## **SOCIAL WORKERS**

Our Social Workers are professionally trained counselors who are a resource for information about medical services. They can also provide emotional support for those suffering from unique feelings created by illness, hospitalization and surgery. For additional information, contact your nurse.

## **INTERPRETERS/SPECIAL NEEDS**

The hospital maintains a list of individuals who speak multiple languages and can serve as interpreters for patients and their families. For patients or caregivers who are deaf or hard of hearing, we provide appropriate auxiliary aids and services free of charge. Please ask your nurse or other hospital personnel for assistance or contact the operator by dialing 0. Auxiliary aids include:

- Sign language interpreters
- Communication boards
- TDD/TTY devices
- Flash cards
- Telephone amplifiers
- Foreign language interpreters

## **SUPPORT FOR PEOPLE WITH SERVICE ANIMALS**

If you have a service animal and need assistance, call the Customer Service Department at extension 1416 for help. A representative is available Monday through Friday, 8 a.m. to 4:30 p.m. You may also dial 0 for the operator or ask your nurse or other hospital personnel for assistance.

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## **HOUSEKEEPING AND MAINTENANCE**

Our housekeeping and maintenance staff are here to ensure the cleanliness of your room and fulfill your housekeeping requests. For housekeeping assistance, dial extension 1245. For maintenance assistance, dial extension 1275, or you may ask your nurse for assistance, or dial 0 for the hospital operator.

## **COMPLIMENTS/CONCERNS**

Our goal is to exceed your expectations during your hospital stay. If you have any compliments, questions or concerns, we'd like to hear from you. Please call our customer service department at extension 1416.

## **YOUR MEDICAL RECORDS**

Your medical record is confidential. It may not be released without your written consent or that of your authorized representative. It contains the information you gave the Patient Registration Office, a report of all medical services performed, a list of the medications you received, and documentation from doctors, nurses, and allied health professionals.

You may revoke your consent for the release of records at any time. You may also specify a timeframe for disclosure. After that time, your consent is automatically invalid.

To obtain a copy of your medical record, call extension 1550 from inside the hospital or (321) 752-1550 from an outside line, Monday through Friday, 8 a.m. to 4:30 p.m. You must complete a Patient Authorization Form to receive a copy. You can expect a response within two weeks, unless your request is noted as medically urgent.

## **CONFIDENTIALITY**

We recognize the need to maintain patient and other information in a confidential manner. For this reason, patient information will not be shared in an unauthorized manner, and sensitive information concerning personnel and management issues will be maintained in the strictest confidence. Only those individuals authorized to review and act upon such information will utilize it.

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## **ADVANCE DIRECTIVES**

All patients receive Advance Directive information at admission. This includes information about executing a Living Will and a Healthcare Power of Attorney.

It is your right under certain conditions, to decide whether to accept or deny medical treatment, including termination of treatment that would prolong your life artificially. These rights may be spelled out by you in the form of an advance directive. Advance directives allow individuals to indicate to family members and physicians their choices regarding life prolonging medical treatments and other pertinent issues. These documents will allow you to make legally valid decisions about your future medical treatment even when you are no longer able to communicate your wishes.

## **LIVING WILL**

A Living Will states your wishes regarding whether or not you want life-prolonging treatments or procedures administered to you if you are in a terminal condition, a persistent vegetative state or an end-stage condition(s). It is called a "Living Will" because it takes effect while you are still living.

## **POWER OF ATTORNEY**

A Healthcare Power of Attorney allows patients to name a person to make healthcare decisions for them should they become incapacitated. You can change or revoke this document at any time that you are able to make decisions. If you have not received the Advance Directive information, let your nurse know as soon as possible. If you wish to execute an Advance Directive, assistance will be provided by our staff.

## **ETHICS COMMITTEE**

There may be times when you and your family will be faced with difficult treatment choices. Our Ethics Committee is available as a resource for information and advice to guide, educate and assist members of the hospital, family, patients, and caregivers as they confront difficult and in many cases, painful decisions. The members of the committee can be consulted when families or caregivers feel the need for clarification of ethical issues. Requests for committee interaction can be made through your physician or healthcare providers.

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## **PREVENTING THE SPREAD OF INFECTION**

Most infections can be contained and/or prevented from spreading by using some basic common sense and precautions, the most important of which is **HAND WASHING** before and after every patient contact. Health care workers in our hospital wear gloves when doing procedures to prevent body fluids from getting on their hands and to protect the patient. Staff may also wear protective eyewear and masks to prevent body fluids from splashing on their faces or to protect their faces from a coughing patient. These precautions will be taken whether or not there is a known infection.

## **NO SMOKING**

Because we care about the health of our patients and staff, Wuesthoff Medical Center-Melbourne is a tobacco-free campus.

## **FIRE DRILLS**

Periodically the hospital conducts fire drills in compliance with local fire safety laws and hospital accreditation standards. Your nurse will keep you informed.

## **DISCHARGE PLANNING**

Discharge planning begins when you are admitted to the hospital. The Nurses and Case Managers work closely with you, your physician and your insurance provider, to identify the services you may need and to prepare you for a safe and comfortable discharge. Unless a transportation plan has been pre-arranged by your case manager and insurance provider, you will be expected to make transportation arrangements to leave the hospital when your physician has completed your discharge order. Once you receive your discharge order, a staff member or volunteer will be available to escort you to the lobby by wheelchair. Ask your nurse or case manager for more information on the Wuesthoff health services available to you:

- **WUESTHOFF HOMECARE**, 8060 Spyglass Hill Rd., Viera, provides a necessary bridge between hospitalization and independence by providing registered nurses, licensed practical nurses, home health aides and physical, occupational and speech therapists to care for you in your home. For more information, please call (321) 253-2200, extension 8705.

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- **WUESTHOFF CARDIAC REHABILITATION**, a three-phase cardiac rehabilitation program for individuals with known cardiovascular disease. The program includes behavior modification techniques for a healthy lifestyle and education on cardiac disease and treatments. For more information, please call (321) 636-2052.
  - **WUESTHOFF REHABILITATION SERVICES**, offers high quality, cost-effective outpatient rehabilitation at several convenient locations in Brevard County. Emphasis is placed on relieving pain and restoring movement following surgery, illness or injury. For more information, please call (321) 433-0288.
  - **WUESTHOFF PROGRESSIVE CARE CENTER**, 8050 Spyglass Hill Rd., Viera, is a long and short term rehabilitative center offering therapy in orthopedics, stroke recovery, respiratory rehabilitation, pulmonary infections and disorders, wound care, cancer and post-surgical rehabilitation. For more information, please call (321) 752-1000.
  - **THE TOWN SQUARE**, Wuesthoff's assisted living facility, located at 1700 Wuesthoff Dr., Viera, offers an interactive and safe environment with the comforts of home to those who need caring assistance, yet choose to live independently. For more information or to schedule a free lunch and tour, call (321) 255-6030.
  - **WUESTHOFF HOSPICE AND PALLIATIVE CARE**, 8060 Spyglass Hill Rd., Viera, improves quality of life and provides comfort for patients and families. Hospice care is provided during the end stage of an illness, while palliative care can be provided at anytime during the course of an illness when comfort rather than cure is the focus of the treatment. Hospice and palliative care can be provided at home, a nursing home or an assisted living facility. For more information, please call (321) 253-2222.
  - **WUESTHOFF HOME MEDICAL EQUIPMENT**, 401 N. Wickham Road, Suite K, Melbourne, and 185 Barton Boulevard, Rockledge, provides a complete selection of home medical equipment, supplies and services. Our staff help patients choose the best products for their needs and work closely with them to fulfill their physician's request and recommendation. For more information, please call the Melbourne store, (321) 242-7648, or the Rockledge store, (321) 632-4663.

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- **WUESTHOFF WOUND CARE AND HYPERBARIC CENTER**, 1698 W. Hibiscus Blvd., Melbourne, offers state-of-the-art hyperbaric oxygen therapy, a treatment for non-healing wounds and tissue injury associated with radiation therapy, infection, surgery and diabetes. For more information, please call (321) 676-2012.

## **VOLUNTEERS**

Our volunteers are part of a long and proud tradition of caring at Wuesthoff Health System. Volunteers bring their time, skill and compassion to our health services. They brighten the patients' days and lighten the staff's workload. Anyone age 14 or older can volunteer. Many teenagers volunteer to learn about the healthcare industry and gain useful experience. The volunteer opportunities range from quiet office work, to technical jobs, to social interaction with the patients. We will make use of whatever talents you can offer. Volunteers work as little or as much as their schedule permits. For more information on volunteering, please call (321) 637-2603.

## **PHYSICIAN REFERRAL SERVICE**

Finding a doctor who can meet your needs is important to long time residents and newcomers alike. Insurance, office location and hours, training and background are all important considerations. Wuesthoff's free Physician Referral Line is (800) 522-6363 and provides information on more than 500 local physicians and specialists on staff at the Wuesthoff Health System hospitals. We can help patients select a family physician or specialist who can meet their medical needs. So, whether you're new to Brevard or a long time resident, let Wuesthoff assist you with finding the physician or specialist that is right for you.

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## **CONTRIBUTIONS TO THE WUESTHOFF HEALTH SYSTEM FOUNDATION**

The Foundation welcomes gifts of appreciation and those made in memory or honor of loved ones. All contributions, of cash, stock, trusts, annuities or real estate are cherished and provide support for various programs throughout the Wuesthoff Health System. If you are pleased with your service and stay, you might consider making a gift.

Contributions may also be designated for specific occasions such as birthdays, anniversaries and holidays. Your gift to Wuesthoff Health System Foundation will help us continue to serve the health care needs of Brevard County residents. For information on different ways to make a contribution, call the Wuesthoff Foundation office at (321) 637-2606.

## **PHONE DIRECTORY OF DEPARTMENTS**

### **Wuesthoff Medical Center-Melbourne**

250 North Wickham Road, Melbourne, FL 32935

[www.wuesthoff.org](http://www.wuesthoff.org)

**Main Number: (321) 752-1200**

| <b>DEPARTMENT</b>                        | <b>EXTENSION</b>         |
|--|--------------------------|
| Administration . . . . .                 | 1400                     |
| Information Desk - Front Lobby . . . . . | 1411                     |
| Customer Service . . . . .               | 1416                     |
| Centralized Scheduling . . . . .         | (321) 637-3030 option #2 |
| Admitting/Registration . . . . .         | 1201                     |
| Outpatient Reception . . . . .           | 1290                     |
| Ambulatory Care Center (ACC) . . . . .   | 1225                     |
| Medical Surgical Units . . . . .         | 1320                     |
| Family Birth Place . . . . .             | 1300                     |
| Intensive Care Unit (ICU) . . . . .      | 1331                     |
| Emergency Department . . . . .           | 1230                     |
| Pharmacy . . . . .                       | 1265                     |
| Volunteer Services . . . . .             | 1287                     |
| Senior Advantage Program . . . . .       | 1518                     |
| Foundation Office . . . . .              | 1525                     |

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## EMERGENCY MEDICAL RECORD

Wuesthoff Medical Center-Melbourne • (321) 752-1200

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE ( \_\_\_\_\_ ) \_\_\_\_\_

BIRTHDATE \_\_\_\_\_

SOC. SEC # \_\_\_\_\_ RELIGION \_\_\_\_\_

DATE THIS MEDICAL FORM WAS COMPLETED \_\_\_\_\_

### Insurance Information

Companies: \_\_\_\_\_

Policy #: \_\_\_\_\_

Phone: \_\_\_\_\_

Medicare #: \_\_\_\_\_

Physicians and Phone (include area code): \_\_\_\_\_

Dr. \_\_\_\_\_

Dr. \_\_\_\_\_

Dr. \_\_\_\_\_

Contact the person or organization listed below for information on living will or donor information.

Name \_\_\_\_\_

Phone \_\_\_\_\_

Name \_\_\_\_\_

Phone \_\_\_\_\_

### In Emergency Please Notify

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

Living Will? \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_ Donor? \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_

Durable Power of Attorney for Health Care \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_

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## I AM TAKING THE FOLLOWING MEDICATIONS

DRUG NAME \_\_\_\_\_  
Strength \_\_\_\_\_ Dosage \_\_\_\_\_  
How Often / When \_\_\_\_\_  
What is it for? \_\_\_\_\_

DRUG NAME \_\_\_\_\_  
Strength \_\_\_\_\_ Dosage \_\_\_\_\_  
How Often / When \_\_\_\_\_  
What is it for? \_\_\_\_\_

DRUG NAME \_\_\_\_\_  
Strength \_\_\_\_\_ Dosage \_\_\_\_\_  
How Often / When \_\_\_\_\_  
What is it for? \_\_\_\_\_

DRUG NAME \_\_\_\_\_  
Strength \_\_\_\_\_ Dosage \_\_\_\_\_  
How Often / When \_\_\_\_\_  
What is it for? \_\_\_\_\_

DRUG NAME \_\_\_\_\_  
Strength \_\_\_\_\_ Dosage \_\_\_\_\_  
How Often / When \_\_\_\_\_  
What is it for? \_\_\_\_\_

DRUG NAME \_\_\_\_\_  
Strength \_\_\_\_\_ Dosage \_\_\_\_\_  
How Often / When \_\_\_\_\_  
What is it for? \_\_\_\_\_

**Have this verified by physician or pharmacist each visit.  
Keep this information with you at all times.**

Date of last Tetanus Shot \_\_\_\_\_

Date of last Pneumonia Shot \_\_\_\_\_

Blood Type \_\_\_\_\_

Medical Conditions (Heart, Diabetes, etc.) \_\_\_\_\_

Allergies (penicillin, sulfa, etc.) \_\_\_\_\_

What happens when you take it? \_\_\_\_\_

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## QUESTIONS FOR MY PHYSICIAN

PHYSICIAN'S NAME \_\_\_\_\_

PATIENT'S NAME \_\_\_\_\_

ROOM # \_\_\_\_\_ DATE \_\_\_\_\_

*What questions do I have for the physician?*

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