



A member of CommonSpirit

# Welcome to Sequoia Hospital



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Dignity Health Sequoia Hospital is an accredited, not-for-profit community hospital providing innovative and exceptional health care for generations of Bay Area residents. Sequoia's Heart and Vascular Institute is a nationally known pioneer in advanced cardiac care. Sequoia has received national recognition as one of America's top 100 hospitals for cardiac care, as well as for superior patient safety from Healthgrades, and the highest possible ranking for cardiac surgical outcomes from The Society for Thoracic Surgery. Our birth center is consistently ranked as a favorite among Peninsula families, and we're also known for our Center for Total Joint Replacement and comprehensive emergency care. Our new state-of-the-art Pavilion combines the most advanced medical and surgical services with a unique healing environment, including private, spacious rooms and inviting garden areas. And, our staff are trained to provide you with an exceptional experience starting the moment you walk in our doors.

The most important member of your medical team is you. We encourage you to become involved in your health care. If you have any questions, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, we recommend that you share your answers to these questions with hospital staff:

- In what language would you prefer your care team to speak with you when discussing your care?
- Do you need glasses, hearing aids, or other devices to help with talking to hospital staff?
- Do you prefer to hear, see, or read health information?
- Do you have any cultural, ethnic, or religious-based special needs?
- Who will be your support person who talks with hospital staff about your health care wishes?

Our dedicated group of health professionals will make every effort possible to ensure that your stay is comfortable. Together, we can work toward our mutual goal of giving you excellent care with humankindness.

Thank you for choosing Dignity Health Sequoia Hospital.

**My Room Number:** \_\_\_\_\_





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# Telephone directory

**Main Hospital Phone: (650) 369-5811**

**Main Hospital Fax: (650) 367-5100**

Admitting: (650) 367-5551

Billing and Business Office: (888) 488-7667

Care Coordination (discharge planning):  
(650) 367-5683

Diabetes Center: (650) 367-5213

**Environmental Services (housekeeping):  
(650) 367-5628**

Financial Advisor: (650) 367-5549

Foundation: (650) 367-5657

Health Information Management  
(medical records): (650) 367-5586

Laboratory: (650) 367-5544

Lost and Found: (650) 367-5628

Nuclear Medicine: (650) 367 5585

Nutrition and Food Services: (650) 367-5702

Operator: Dial "0"

Physician Referral (Find a Doctor):  
(650) 482-6000

Pre-Op: (650) 367-5545

Quality Hotline: (650) 367-5869

Radiology: (650) 367-5536

Radiation Oncology: (650) 367-5591

Rehabilitation Services

Physical, Occupational, Speech Therapy:  
(650) 367-5517

Cardio: (650) 367-5593

**Security: (650) 367-5835**

Social Services: (650) 367-5556

**Spiritual Care: (650) 367-5926**

Valet Parking: (650) 367-5951

**Calling a department within the hospital? Dial the last 5 digits of the number.**

**In-room telephone use** - Cell phone use is NOT permitted inside surgical suites or ICU patient rooms. Courteous use of cell phones is permitted in all other areas of the hospital.

**Receiving calls** - Callers may reach you by calling the hospital's main number and asking for you or your room number. Your family and friends may call you between 7:00 a.m. and 9:00 p.m.

**Placing calls** - To place a local call outside the hospital, dial "9" and then the number. Outside area code 650: dial "0" and the hospital operator will place the call for you.

When you call a hospital department, your call may be retrieved by our voice mail system. Please leave your name and room number, and your call will be returned as soon as possible. Our departments are open Monday through Friday (excluding holidays) during normal business hours. If you need to speak with someone immediately, please contact your nurse.



# During your stay

We have policies and procedures in place to help you and your family work with the 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.

## Parking

Complimentary valet parking is available for patients and visitors at the main entrance. Valet parking is available Monday to Friday from 5:30 a.m. – 2:00 p.m. Self-parking is available in the hospital parking garage.

## Your hospital room

- To the fullest extent possible, we will place you in the type of accommodation you desire. However, it may be necessary to place you in an accommodation different from the one you would prefer.
- All beds are electrically operated. Your nurse will show you how to work your bed properly.
- If your room temperature is not comfortable, please tell your nurse.
- A call button is located next to your bed. If you need assistance, please press the button and someone will respond as quickly as possible.
- Your room will be cleaned daily.

## Wireless internet

Sequoia Hospital is happy to provide complimentary wireless internet to you and your visitors. Patients and visitors can connect to our network – CSH-Guest – with no password needed.

## Patient belongings and valuables

Patients are encouraged to leave valuables (e.g., cellphones, money, jewelry) at home or entrust them to a family member or friend to take care of during their stay at the hospital. The hospital is not responsible for the loss or damage of valuables if they are not secured in the hospital safe and documented as collected.

Assistive devices (hearing aids, walkers, canes, dentures) can be easily misplaced or lost if not secured properly and they are the patient's responsibility when brought into the hospital. If needed, the patient and family should ask the nurse for a storage container. Please don't put your belongings on the bed or food tray because they may become damaged or lost. Sequoia Hospital cannot be responsible for replacement of these personal belongings. If valuables cannot be sent home, small valuables may be locked in a hospital safe. For more information, please speak with your nurse.

## Visiting hours

We realize that visits from loved ones contribute to healing, and our visiting hours are designed to offer flexibility while ensuring the well-being and rest that patients need.

### ICU

- Our ICU does not have set visiting hours; however, we ask that only a chosen support person is present during our shift changes at 6:30 to 8:30 a.m. and 6:30 to 8:30 p.m.
- Please speak with the nurse before visiting with children under the age of 10 to determine whether it is appropriate.
- Two visitors per patient are allowed in the patient's room at a time; nurses may change that number depending on each patient's situation. Family presence may be limited for brief periods to perform medical procedures, maintain patient privacy and dignity, facilitate nursing care, or during change-of-shift activities.

### All other nursing units

- The number of visitors is based on patient preference with consideration for patient well-being determined by the nurse.
- Each patient care unit has a waiting area for additional visitors, as needed.
- Occasionally during flu season, children are not permitted to visit. Please check with your nurse.
- For the safety of our patients, visitors, employees and affiliated physicians, Sequoia Hospital's main lobby is closed daily from 9 p.m. to 4 a.m.
  - During closure hours, all patients, visitors and affiliated physicians must enter and exit through Sequoia Hospital's Emergency Department.
  - Visiting hours end at 9 p.m. Between 9 p.m. and 4 a.m., only pre-authorized visitation is allowed.
- For problems related to entry:  
Security Cell: (650) 381-4150  
Hospital Operator: (650) 369-5811.

**Sequoia Hospital is a smoke-free campus.**

**Smoking is not allowed anywhere on the hospital campus.**

# Hospital services

## Language and speech services | Servicios de idiomas

### Translations

The hospital uses a telephone interpretation service that includes more than 150 languages. There is no charge for interpretation services. Please inform your nurse of any language needs.

El hospital utiliza un servicio de interpretación telefónica que incluye más de 150 idiomas. Además, un número limitado de miembros del personal está autorizado como intérpretes en español. No se cobra por los servicios de interpretación. Informe a su enfermera de cualquier necesidad lingüística que tenga.

### For the hearing impaired

A telecommunications device is available to help hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. If needed, arrangements can also be made for a sign language interpreter. Please speak with your nurse.

### For the visually impaired

A special phone is available upon request. Please let your nurse know if you have any special needs.

## Cafeteria

Our cafeteria is open Monday through Friday 7:00 a.m. to 2:00 p.m., weekends and holidays 7:00 a.m. to 1:30 p.m. As you enter the front entrance of the hospital, walk straight ahead and the dining room will be to the left. Hours of operations may vary daily.

## Outpatient services

We welcome you to use any of the Sequoia Hospital outpatient services whenever you need to. There are a number of outpatient services available, such as short stay/ambulatory surgery, rehabilitation services (physical therapy, occupational therapy and speech therapy), cardiac rehabilitation, cardio-pulmonary services, cardiovascular education, diabetes center, endoscopy, home health and hospice, wound treatment center, laboratory, radiation oncology, nuclear medicine, radiology, and a sleep disorders center. See website for more information.

## Health & Wellness Center

The center offers evidence-based health education programs and screenings at no charge. Diabetes/prediabetes awareness, fall prevention, healthy lifestyle classes, and blood pressure screenings are provided throughout South San Mateo County. Fee-based on-line maternity classes and in-person lactation consultations are also available. Call **(650) 367-5998** for more information.

## Security

The Security Department provides a variety of services for patients and visitors, 24 hours a day, seven days a week. Security is available to escort you to your car after dark. Call the operator for assistance. Also, patients and visitors with RVs can be accommodated by making prior arrangements. Lost and found items are handled by the Security and Environmental Services (housekeeping) Departments.

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# Medical information

## Consent for admission and treatment

You will be asked to sign a consent form for treatment during the preadmission or admission procedure. Consents for minors must be signed by a parent or legal guardian. The consent for admission and treatment acknowledges your responsibility for payment of hospital charges. Only in an emergency can the hospital provide treatment that a patient has not authorized.

If you are scheduled for surgery, you will be asked to sign an additional consent form after discussing the surgical procedure, risks and alternative methods of treatment with your surgeon. During your hospitalization, you may be asked to sign additional consent for treatment forms that involve other procedures.

## Medications

You will be asked to provide a list of medications that you are taking, including dose and times. Your doctor will decide which medications you will continue to take while you are in the hospital. All medications that you have brought to the hospital should be sent home.

## Condition reports

To maintain your confidentiality, any personal information about your diagnosis and treatment must come from your physician, and this information is only available to your designee.

## Blood transfusions

If you should need a blood transfusion during your hospital stay, you should know that blood donors are screened and tested using the most up-to-date technological methods available. If you have any questions about blood transfusion, ask your nurse for a Patient's Guide to Blood Transfusions.

# Your health care team

## Medical staff and Advanced Practice Providers (APP)

Doctors caring for patients in the hospital are independent providers of medical care and are not employees or agents of the hospital. These doctors include surgeons, emergency room doctors, hospitalists, radiologists, pathologists, anesthesiologists, and intensive care doctors. The physician who admits you is responsible for directing your care while you are in the hospital. Your physician will direct all tests and medications and will coordinate special procedures with other physicians. Some physicians at Sequoia Hospital work with physician assistants to assist in managing your care.

## Nursing staff

A nurse coordinates your ongoing care around the clock. Registered nurses may be assisted by a certified nursing assistant (CNA) or licensed vocational nurse (LVN). Sequoia Hospital assists in the training of nurses from various nursing schools.

## Care coordination

Care coordinators are nurses and/or social workers who help you plan for your hospital discharge needs. They will assist you and your family in making arrangements for care you may need after your hospitalization.

## Financial advisors

Financial advisors verify all insurance coverage for each admission. If you qualify for government programs, financial advisors can assist with the application process and are knowledgeable about eligibility. Financial advisors also evaluate hardship cases and can access funds for qualified patients.

## Inpatient physicians group and labor & delivery hospitalists

The inpatient physicians group is composed of internal medicine and obstetric physicians who specialize in providing care to hospitalized patients. Your primary care physician may ask one of these physicians to take care of you during your stay. They are readily available to respond to emergencies, and have a close working relationship with specialists and hospital departments.

## Palliative care

Palliative care is a program for patients and their loved ones who are dealing with serious, advanced, or complex diseases. Palliative care staff support patients and their families in thinking through what is important to them in the midst of illness. They help ensure that the plan for care and treatment is in line with patients' and families' hopes, wishes, goals, and values. Palliative care is also concerned with alleviating the symptoms that often can interfere with quality of life. If you would like to talk with a member of the Palliative Care team, please call **ext. 7-5948**.

## Patient transporters

Patient escorts or transporters are responsible for safely bringing you to other departments for tests, therapy, and procedures. They may also assist you as you leave the hospital.

## Social services

Social workers help patients and their families with psychological, social, and emotional issues. They also connect patients and families to supportive community programs.

## Spiritual care services

Our staff strives to care for you as a whole person, which includes care for the body, mind and spirit. The chaplains at Sequoia represent a variety of faith traditions and are available to patients and loved ones. You or your loved ones can call a chaplain when you want emotional and spiritual support or have a particular spiritual or religious concern. Spiritual Care Services can assist with guidance for Advance Directive and/or Physician Orders for Life-Sustaining Treatment (POLST). To talk with Spiritual Care Services, please have your nurse or charge nurse notify the Spiritual Care Services/Chaplin team.

## Nutritional services

Sequoia Hospital's professional dietary staff is available to answer questions related to your prescribed diet. Diet and nutrition play an integral part of your recovery process, and our goal is to provide healthy, flavorful meals that you will enjoy. We welcome any questions, comments, or suggestions to ensure a memorable and pleasant dining experience. If you have any special requests or meal substitutions, please don't hesitate to call our kitchen at **ext. 7-5702**. If you are calling from your cell phone, please call **(650) 367-5702**.

### **Patient meals are served between:**

Breakfast: 7:30 – 8:30 a.m. | Lunch: 12:00 – 1:30 p.m. | Dinner: 5:00 – 7:00 p.m.

## Other members of the health care team

During your stay, you may be visited by many other health care professionals, including personnel from the laboratory, diabetes center, radiology, and rehabilitation services. In addition, the hospital includes many behind-the-scenes workers, such as accountants, engineers, secretaries, food service workers, and others who contribute greatly to your well-being. All hospital personnel wear identification name badges and should introduce themselves and explain what they are doing before starting any procedures. Do not hesitate to ask anyone for his/her identification and information.

# Health and safety in the hospital

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. To keep your hospital stay safe and comfortable, don't be afraid to:

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

## Fighting infections

### Handwashing

Handwashing is the single most important thing you can do to prevent the spread of infection.

- Use soap and warm water. Rub your hands for 15 seconds including palms, fingernails, in between fingers, and the back of hands. Rinse well and dry.
- Use alcohol-based sanitizers if your hands do not look dirty. Rub the sanitizer all over your hands and allow to dry.
- Clean your hands before touching or eating food, after using the restroom, changing a diaper, coughing or sneezing, and touching a pet.
- Make sure your health care providers clean their hands before they enter your room. If in doubt, ask them!

### Cover your mouth and nose

Many diseases are spread through coughs and sneezes.

- Cover your mouth and nose with your elbow to prevent the spread of infection to others.
- Use a tissue! Be sure to throw away used tissues and clean your hands.

### Central line infection prevention

Some patients will require the placement of a central line. A central line catheter is a tube that is placed in a patient's large vein to draw blood and give fluids and medications.

- Don't touch your IV catheter.
- A skin antiseptic will be used at the time your catheter is inserted.
- Doctors and nurses will disinfect your IV catheter before each use.

## Contact and isolation precautions

Some conditions require a patient to be placed in isolation precautions to prevent spreading germs.

- You will be assigned a private room. Doctors and staff will wear gowns and gloves when caring for you.
- You can leave your room for tests and can walk in hallways. You should wash your hands before leaving your room.
- Visitors do not need to gown and glove if they are just sitting in the room. Follow the nurse's instructions.
- Visitors should not enter the room if they are sick themselves.
- Each type of isolation has different precautions that we take to keep everyone safe. Follow your nurse's instructions and recommendations for your specific type of isolation.

## Surgical and procedural safety

To prevent adverse events in surgery and procedures, the staff will:

- Ask you to identify yourself by your full name and date of birth at all steps of the process.
- Ask your allergy and medical history information.
- Administer antibiotics (if appropriate) to prevent infections.
- Use clippers instead of razors when hair removal is necessary for a procedure.
- Ask you what kind of surgery or procedure you are having and what part of your body is being operated on.
- Mark the part of your body to be operated on or the procedure performed.
- Perform a "time out" before your surgery or procedure to make sure they are doing the correct surgery or procedure on the correct body part on the correct person.

# Health and safety in the hospital *(continued)*

## Preventing medication errors

By taking part in your own care, you can help the members of your health care team avoid medication errors.

- 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. Make sure all your medications are scanned and processed through the computer.

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. During your stay, you will receive an educational handout naming common medications with their purposes and side effects. 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?

## Preventing falls

Patients of all ages are at risk of falls because of medications that may make them dizzy, weak, or unsteady. For your safety, please:

- Always call for assistance before getting out of bed.
- Wear the non-skid, grip socks that we provide for you during your entire hospital stay.
- 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.
- Walk close to the wall and hold onto the handrail while in the bathroom.

You will be assessed on admission and during your hospital stay to determine your risk of falling. If you are classified as high risk you will receive the items below. These items will help all staff identify you as a high risk for falls.

- Yellow “High Risk” flag, put on the frame of your door
- Yellow blanket
- Yellow slippers
- Yellow wrist band

## Lowering risk of DVT

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. If your doctor feels it is indicated, they will order 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

# Health and safety in the hospital *(continued)*

## Rapid response team

You and/or members of your family are often the first to recognize a worsening condition. Report these changes as quickly as possible to your nurse. However, if you feel that emergency medical attention is required, please dial “66” on your bedside phone and request the Rapid Response Team. The Rapid Response Team is a group of highly trained physicians, nurses, and respiratory therapists who immediately respond to staff or patient requests for emergency medical assessment and intervention.

## You're in charge

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.

# Pain management

Making sure you are in the least amount of pain is important to us and you are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much, if any, pain your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?

**Use the Pain Rating Scale to tell your doctor or nurse how severe your pain is.**



# Medication tracker

If you are able, keep track of all medication you are prescribed while in the hospital.

**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:** \_\_\_\_\_ / \_\_\_\_\_

If you are able, keep track of all medication you are prescribed while in the hospital.

**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)

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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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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:** \_\_\_\_\_ / \_\_\_\_\_

# Rights and responsibilities

## You have the right to:

- Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
- Have a family member (or other representative of your choosing) and your own primary care physician notified promptly of your admission to the hospital.
- Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery, and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and foregoing or withdrawing life-sustaining treatment.
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
- Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Reasonable responses to any reasonable requests made for service.
- Appropriate assessment and management of your pain, information about pain, pain relief measures, and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve the pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include use of opiates.

- Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
- Have personal privacy respected. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
- Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
- Receive care in a safe setting, free from mental, physical, sexual, or verbal abuse and neglect, exploitation, or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided with this information also.
- Know which hospital rules and policies apply to your conduct while being treated as a patient.
- Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

## Rights and responsibilities *(continued)*

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

- Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
- Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, age, disability, sexual orientation, marital status, registered domestic partner status, or the source of payment for care.
- File a grievance. If you want to file a grievance with the hospital, you may do so by calling or writing: Quality Department **(650) 367-5869**.

### Ethical questions and concerns

Questions or conflicts sometimes arise about treatment choices or other issues that affect decision making about a patient's care. At such times, the Ethics Committee is available to consult with patients, their loved ones, and the health care team. If you would like to request consultation by the Ethics Committee, please contact your physician, nurse, care coordinator, chaplain, patient relations representative, or any member of your care team.

### Patient complaints & grievances

- Quality Hotline: **(650) 367-5869**  
Provides patients and families with a dedicated channel to voice their concerns and seek resolution.
- Online Complaint & Grievance Form: <https://www.dignityhealth.org/dhmf/patient-resources/patient-advocate/complaint-and-grievance-form>
- Online Contact Us: <https://www.dignityhealth.org/bayarea/locations/sequoia/contact-us-sequoia>

## Quality and safety concerns

During your stay, if you have any questions or concerns about your care please ask to speak to the Department Manager or your physician. If your issue still is not resolved, you may contact the Quality Department/Patient Safety Team **(650) 367-5869**. We will endeavor to address your concerns as promptly as possible. If after contacting us and you feel we still have not adequately addressed your concerns you also have the right to file your complaint with the following:

### Office of Quality and Patient Safety

The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Phone: 1-800-994-6610  
Website: [www.jointcommission.org](http://www.jointcommission.org)

### California Department of Public Health

Licensing and Certification Division  
150 North Hill Drive, Suite 22  
Brisbane, CA 94005  
Phone: (415) 330-6353

## You (patient) are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about presenting complaints and symptoms, past illnesses, hospitalizations, medications (including prescribed and non-prescribed medications and herbals), and other matters relating to your health. You are responsible for reporting unexpected changes in your condition to the responsible practitioner.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Following the treatment plan developed with your practitioner. You should express any concerns you have about your ability to follow the proposed course of treatment.
- Acknowledging when you do not understand the treatment course or care decisions.
- Accepting the consequences of failing to follow the recommended course of treatment or using other treatments.
- Accepting the outcomes of refusing treatment or failing to follow practitioner instructions.
- Following the hospital's rules and regulations concerning patient care and conduct.
- Being considerate of other patients and hospital personnel by not making unnecessary noise, smoking, or causing distractions.
- Respecting the property of other persons and that of the hospital.
- Meeting any financial commitments related to your hospitalization.

# Rights and responsibilities *(continued)*

## Organ and tissue donation

A patient's family has the right to consent to donation of a deceased patient's organs and tissues.

## Advance directives

Our primary focus is representing each patient's dignity. You have the right to make decisions about your health care and to have your health care choices known and honored. You can state your preferences in advance so that we know how you would want to be treated if you ever become unable to speak for yourself. To put your preferences in writing you can complete an Advance Health Care Directive and have a copy of the Directive placed in your hospital medical record. For more information about Advance Health Care Directives, please contact our Spiritual Care Department at **ext. 7-5926**.

## Emergency information

As your community hospital, we are prepared for any emergency. We work with county and governmental agencies in a coordinated effort to assist the residents of this community. In the event of an emergency, please refer to the home page of our website for more information. Information will be posted in a timely manner and updated frequently. In an emergency, please help us keep our phone lines open by checking our website for important information at **SequoiaHospital.org**.

Additional resources during an emergency include:

- San Mateo Department of Health: **smhealth.org**
- Red Cross: **redcross.org** | **(866) 438-4636**

# Going home

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services.

Before you can leave the hospital, there are several things that you or your caregiver must attend to. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

## Seven things to know before you leave the hospital

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

- 1. Discharge planning evaluation.** Patients and their family members may request a discharge planning evaluation by notifying your nurse or contacting the Care Coordination Department at **(650) 367-5683**.
- 2. Discharge summary.** This is an overview of why you were in the hospital, which health care professionals saw you, what procedures were done, and what medications were prescribed.
- 3. Medications list.** This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. (You'll already have this if you use the medication tracker on page 16 to keep track while you're in the hospital.) But also having a list prepared by the hospital is a good way to double-check the information.
- 4. Rx.** A prescription for any medications you need.
- 5. Follow-up care instructions.** Make sure you have paperwork that tells you:
  - What, if any, dietary restrictions you need to follow and for how long
  - What kinds of activities you can and can't do, and for how long
  - How to properly care for any injury or incisions you may have
  - What follow-up tests you may need and when you need to schedule them
  - What medicines you must take, why, and for how long
  - When you need to see your physician
  - Any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
  - Telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

## Going home *(continued)*

- 6. Other services.** When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.
- 7. Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care, and agencies that can help with patient care and respite care.

### Support options outside the hospital

**Home health care:** Part-time health care provided by medical professionals in a patient's home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including nursing care, therapy, and assistance with daily activities, such as cleaning and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

**Durable medical equipment (DME):** Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs, and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

**Independent living communities:** For seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, and social outings and events are provided.

**Assisted living:** An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Most facilities have social activities and provide transportation to doctors appointments, shopping, etc.

**Nursing home:** A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing, and toileting. Nursing homes provide 24-hour skilled care, and are also called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

**Hospice:** A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Also referred to as palliative care, hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his or her family.

*If you disagree*, you or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

### After your stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This survey is a tool to measure and report patient satisfaction. If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve. You can review and compare the quality, care, and safety ratings for different hospitals at [medicare.gov/care-compare](https://www.medicare.gov/care-compare).

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## Billing

Our hospital billing office (Patient Financial Services) is located at 3215 Prospect Park Drive, Rancho Cordova, CA 95670 or can be reached toll-free at **(888) 488-7667**. You can also pay your bill online at [sequoiahospital.org](https://sequoiahospital.org) by selecting My Portal. Payment plans are available. You may arrange to make equal monthly payments for up to 12 months.

Any services provided by primary care physicians, emergency room physicians, anesthesiologists, pathologists, radiologists, or other physician specialists are separate from hospital inpatient billing. You will receive a separate bill from them directly.

### Patients covered by insurance

#### Registration process

At the time of registration, all information required to bill your insurance carrier(s) will be requested. This includes copies of your insurance identification card. We need this information even if you have previously been to our facility. Payment of known deductibles and co-payments will be requested at the time of service, unless you have a second insurance.

## Billing *(continued)*

### **Insurance billing**

About one week after a service is provided or you are discharged, a claim will be submitted to your primary insurance carrier. Processing a claim usually takes 30-45 days. After receipt of any insurance payment, we will bill your second insurance for the balance not covered by your primary insurance. If you do not have a second insurance, a statement will be sent to you requesting payment for the remaining balance that is due from you. Your insurance carrier will send you an “Explanation of Benefits” notice with the amount it has paid, any non-covered or denied amount, and the remaining balance that you owe. Please review this carefully and call your insurance carrier or Patient Financial Services at **(888) 488-7667** if you have questions or concerns.

### **Itemized bills**

You may request a copy of your itemized bill (detailed charges for services) by contacting Patient Financial Services at **(888) 488-7667**.

### **Patients without insurance**

If you are not covered by insurance, we offer various payment options listed below. During your registration or service, you may ask to talk with a financial advisor regarding any payment concerns. An itemized bill (detailed charges for services) will be mailed to your home address about one week after your service or discharge. If you are uninsured and in need of assistance with your hospital bill, you can contact Patient Financial Services at **(888) 488-7667**.

### **Prompt-pay discounts**

If you pay at the time of service or within 30 days of your service or discharge date, you will receive a discount off total charges.

### **Alternate funding**

If you are unable to pay for your services, a financial advisor will work with you to determine whether you are eligible for coverage through any state or county programs. Our financial advisor will also assist you in the application process.

### **Financial assistance program**

Sequoia Hospital offers financial assistance (charity care) to our low-income, uninsured patients. The level of assistance (ranging from partial discount to 100 percent discount) is based on the Federal Poverty Income guidelines. A complete financial evaluation is required to determine your eligibility for financial assistance. Our financial advisor will work with you to obtain all the required information so that the financial evaluation can be completed.

# Giving back

## Sequoia Hospital Foundation

For more than three decades, the Sequoia Hospital Foundation has served as the philanthropic partner to Sequoia Hospital, accepting gifts from the community to benefit hospital programs. All contributions made to the Foundation are used to fund patient care and equipment at Sequoia Hospital. Foundation donors have the option to support the hospital through direct cash gifts, stock transfer, planned giving, and other methods. Gifts may be made in tribute to loved ones or for special occasions. The Foundation encourages each donor to give in a way that is meaningful to them, and our staff is available to work with you to facilitate your generous intentions.

## Honor Your Caregiver Program

The Sequoia Hospital Foundation's Honor Your Caregiver program enables former patients and their families to recognize a special Sequoia caregiver while making a tax-deductible gift to benefit the hospital. Caregivers are notified of their recognition, without specifying the donation amount and are presented with a special lapel pin to wear, designating them as an honoree. Twice annually, donors and their honored caregivers are invited to a reception in their honor. Your opportunity to name your own honoree will arrive after you are discharged. Alternatively, you may make your gift online at your convenience by visiting [sequoiahospitalfoundation.org/HYC](https://sequoiahospitalfoundation.org/HYC).

## Estate and Planned Giving

Making your planned gift to Sequoia Hospital today can be a rewarding and meaningful way to contribute to the hospital tomorrow. The Sequoia Hospital Foundation's Planned Giving team can help you facilitate everything from simple bequests to gifts of retirement plan assets, real property, appreciated securities, and the complete range of life income gifts, including charitable remainder trusts and gift annuities. For additional information, please call our office at **(650) 367-5657** or visit our planned giving website at [sequoia.mygiftlegacy.org](https://sequoia.mygiftlegacy.org). The Sequoia Hospital Foundation's offices are located on the hospital's first floor and may be reached at **(650) 367-5657**. For additional information regarding the Foundation's programs and events or to make a donation online, please visit us at [sequoiahospitalfoundation.org](https://sequoiahospitalfoundation.org).

### Join our community:

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