CommonSpirit
St. Luke's Hospital

Baylor College of Medicine

Patient Guide

Key Information for Your Stay

Find a digital version of this guide under Resources at CommonSpirit.org/PatientsMedical.

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Welcome

Thank you for trusting us.

Thank you for entrusting St. Luke's Health – Patients Medical Center with your care. Our physicians, staff and volunteers are committed to delivering safe, high-quality healthcare in a peaceful and healing environment. You are at the center of everything we do.

This patient handbook is designed specifically for you, providing important information about our hospital services, amenities, and your rights and responsibilities as a patient.

St. Luke's Health – Patients Medical Center is proud to be part of CommonSpirit Health, one of the nation's largest nonprofit health systems. Across the Houston area, our network includes eight hospitals, 11 emergency centers, and dozens of Baylor St. Luke's Medical Group locations, all dedicated to exceptional care.

Our strength also lies in collaboration. We maintain strong alliances with Baylor College of Medicine—one of the nation's top medical schools—and the internationally recognized Texas Heart® Institute. These partnerships help ensure you and your family receive comprehensive, world-class care.

We are committed to meeting your needs and ensuring you have a positive experience—from clinical care to personal comfort. Please do not hesitate to ask questions or let us know how we can assist you. We are honored to care for you and look forward to serving you.

Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

About Us

The right choice for your care.

St. Luke's Health is a part of CommonSpirit Health, one of the largest nonprofit Catholic health systems in the United States. Formed in 2019 through the alignment of Catholic Health Initiatives and Dignity Health, CommonSpirit is dedicated to improving health for all people. Headquartered in Chicago, it includes 2,200+ care sites in 24 states coast to coast, 35,000+ clinicians across the system of hospitals and clinics and 45,000 nurses providing care and humankindness to patients. Learn more at **CommonSpirit.org**.

At St. Luke's Health, our mission is to strengthen community health by providing high-quality, affordable care. In collaboration with physicians and local partners, we are committed to excellence, compassion, and caring for the whole person—body, mind and spirit.

Contact Us

St. Luke's Health – Patients Medical Center
4600 E Sam Houston Pkwy • Pasadena, TX 77478 • (713) 948-7000

For more information on the resources available at Patients Medical Center, visit **CommonSpirit.org/PatientsMedical.**

Phone Directory

Calling from your IN-ROOM hospital phone? Dial 7 plus the last four digits. Dial 9 to call outside of the hospital. To contact the Operator, dial 0.

Main Number: (713) 948-7000

Hospital Services

Billing/Business Office ..... (979) 415-2217
Dietary Orders..... (713) 378-6004
Dietary Supervisor..... (713) 378-7992
Dietitian ..... (713) 378-7995
Grievances ..... (713) 378-7050
Housekeeping ..... (713) 378-8999
Inpatient Rehabilitation Center..... (713) 378-7005
Intensive Care Unit..... (713) 378-7361
Medical Records..... (713) 378-7018
Pre-Registration/Patient Estimates..... (713) 378-7072
Radiology/Diagnostic Services Scheduling ..... (713) 378-8902
Security/Lost and Found ..... (713) 378-8994
Spiritual Care (Chaplain) ..... (713) 378-7185

Interpreter Services

"We Speak Your Language."

We provide trained, qualified medical interpreters at no cost to patients and families in order to ensure effective communication for those who are Limited-English Proficient (LEP), Deaf/Hard of Hearing (HOH), or have other communication challenges.

We can offer a variety of resources to meet language needs, including:

- Over-the-phone interpreters for most spoken languages
- Video-remote interpreting for American Sign Language

Hospital Information

A guide to the most frequently asked questions.

Bedside Shift Report

Nursing shift changes occur twice daily, at around 7 a.m. and 7 p.m. At the end of a nurse's 12-hour shift, the incoming and departing nurses will discuss your progress, medicine and tests scheduled for the day. The incoming nurse will introduce themselves, and you will be included in the conversation about your care. Bedside Shift Report is a great time to share your questions and concerns with your care team. Your family and friends may also participate in the conversation if you consent.

Calling Your Nurse

The call button is a red button located in the center of the television remote control.

Dining

Cafeteria

Location: First floor

Hours

Monday – Friday:
6:30-10:30 a.m. and 11 a.m. to 2 p.m.
Saturday and Sunday: Closed

Housekeeping Services

We clean and disinfect your room daily. If you have any questions or concerns please call Environmental Services at ext 88999.

Leaving the Building for Any Reason

Patients Medical Center is committed to your safety. When you are admitted to the hospital as a patient, it is important for you to stay in your patient room and/or on your nursing unit. The reasons for you staying in your room are: so your doctors can locate you; your nurses can monitor you closely; to prevent the spread of infection; to ensure you are safely attached to your IV pump, cardiac monitor and other equipment; and to help prevent you from getting injured due to trips and falls.

Lost and Found

You may inquire about a lost item by contacting Security at ext. or dialing 88994 and asking for security.

Medications

It's important to bring with you to the hospital a list of prescription and non-prescription medications you are currently taking. All medications you take here are prescribed by your physician, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own medications or keep personal medications at their bedside unless approved by the patient's physician and following hospital policy. If needed, be sure to ask for additional information about medications that you're prescribed.

Patient Identification

Always wear the ID band provided to you at admission. Everyone who takes care of you should ask to see your name band. If someone offers you medication, comes to draw your blood or wants to take you for a procedure or test without asking to see your band, please ask them to do so.

Photographic Devices

To ensure patient privacy, St. Luke's Health – Patients Medical Center reserves the right to limit the use of any type of camera or video/audio recording device inside of any hospital facility. Patients, visitors and team members are not allowed to photograph hospital property/items or other patients and their visitors without reasonable consent.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry, personal electronics or cash at home, or give them to a trusted relative or friend. Patients Medical Center cannot be responsible for replacing personal belongings.

Service Animals

Service animals trained to aid a person with a disability are permitted. A service animal is defined by the ADA as an animal that has been individually trained to do work or perform tasks for an individual with a disability. Hospital staff are not responsible for caring for service animals.

Nutrition Services

Your health and comfort are our priority. Our foods are prepared with low sodium, fresh produce, minimal antibiotics, and minimal preservatives. To meet your health needs, we serve many diet types, including vegetarian and gluten free. Our menus provide flavorful comfort foods while maintaining a healthy nutritional balance.

You will be offered a menu based on specific dietary restrictions related to your medical condition. If you have any questions about your diet or restrictions, please request a dietary consultation through your nurse. Depending on your health needs and preferences, your personal menu may vary.

You can call our nutrition office in house at 86004 for questions about your specific menu. There is no direct outside line for dietary.

To place or change an order, please call ext. 86004 before 6:30 p.m. the previous day for breakfast, 9:00 a.m. for lunch, and 2:30 p.m. for dinner. When leaving a voice message, please leave your full name and room number. If an order is not selected, you will receive a house meal tray in compliance with your dietary restrictions. If you are still hungry, please speak with your nurse about the snacks available between meals.

Hospital Information *continued*

Spiritual Care
Our spiritual care team is available to meet the emotional and spiritual needs of our patients and their families. If you need to speak with someone from our Spiritual Care department, please contact a member of your care team. Our chapel is always open to provide a place of peace and serenity to our patients, families and staff. The chapel is located on the second floor near the nurse station at Med-Surg.

Telephone
Please be considerate of those around you by keeping ringtones and voices low. To make a call within the hospital, dial 7 followed by the four-digit extension. To make a call outside of the hospital, simply dial 9 and the 10-digit number.

Tobacco-Free Environment
We are committed to promoting a healthy healing environment for our patients, visitors, and community. To support these efforts, tobacco products are prohibited on our hospital campus, including sidewalks and parking lots. E-cigarettes are also prohibited.

Translation Services
A hospital staff member can help you in arranging translation, sign language, and hearing assistance services. Please let your nurse know if you need these services. Refer to page 5 for more information.

TV Channel Listing
See page 10 for the channel listing.

Tune into our Wellness Educational Channels. The WebMD Channel on channel 72 provides medical and surgical information specific to certain diseases and surgeries.

Vending Machines
A vending area is located on the first floor near the main lobby.

Visitor Information

We ask visitors to follow these important rules:

- Wash or sanitize your hands before entering and leaving the patient's room.
- Ask before bringing foods, drinks, or items that might trigger allergies—like balloons, flowers or perfume—into patient rooms.
- Observe instructions on all signs.
- Respect the need for a quiet, healing environment.
- Silence cellphones.
- Do not share patient items, such as dishes and towels.
- Do not bring these items onto hospital premises:
  - Alcoholic beverages
  - Firearms, explosives, illegal knives or other prohibited weapons
  - Furnishings
  - Non-prescribed narcotics or illegal substances
- Visitation will be prohibited for the following reasons:
  - Court orders restricting contact
  - Disruptive, threatening, or violent behavior
  - Infection control issues
  - Interference with patient care
  - Patient's need for rest or visitor restriction

Visiting Hours

We welcome and encourage guests to visit during your hospital stay. Your nurse will discuss visiting hours specific to your care. After 8 p.m., guests may only enter the hospital through the Emergency Department. ***A photo ID is required for entrance.***

Wireless Internet

Personal computers and mobile devices can be used within the hospital. You can connect to our wireless guest network, which is specifically designed for patients and guests.

Wi-Fi Instructions

- Select "CHI-Guest Wi-Fi network" on your device. Click "Connect."
- Your web browser should open the CHI Guest Network User Agreement Page.
- Read the Terms and Conditions and click "Connect" to start using the internet.

If your browser does not automatically open or does not take you directly to the Guest Network User Agreement page, enter 192.0.2.1 in the browser address bar.

TV Channels

2	KYAZ
3	KZJL
4	KTXH
5	KIAH
6	KTMD
7	KPXB
8	KUHT
9	KRIV
10	KXLN
11	KHOU
12	KPRC
13	KTRK
14	KETH
15	KFTH
16	Municipal Access
17	Access TV
18	Educational Programming
19	Houston Community College System
20	KLTJ
21	USA Network
22	Cartoon Network
23	A&E
24	Hallmark
25	CNN
26	HLN
27	TWC
28	QVC
29	Discovery
30	MTV
31	FX
32	Freeform
33	ESPN
34	ESPN2
35	Golf
36	TNT
38	Fox News
39	Space City Home Network
40	Lifetime
41	Disney Channel
42	Animal Planet
43	Nickelodeon
44	E!
45	CNBC
46	BET
47	HGT
48	Paramount
50	Galavision Cable Network
51	TBS
52	Food Network
53	KUBE
54	NewsNation SD
55	KTBU-DT (SD FEED)
56	CSPAN
57	AMC
58	History
59	Comedy Central
60	SYFY
61	VH1
62	Travel
63	TLC
64	HSN
65	Bravo
66	Oprah Winfrey Network
67	truTV

Staff Definitions

Care Coordinators and Social Workers

Case managers will review your medical record and discuss your discharge planning and can assist you with arranging after-hospital care. Social workers offer counseling and guidance to help you and your family deal with financial, social, and emotional problems related to your illness or hospitalization.

Chaplain

Patients and their loved ones can call upon our hospital chaplain at any time. Simply ask your nurse to contact the chaplain for you. Our chapel is located on the first floor and is open 24 hours a day.

Hospitalists

Hospitalists are physicians who work closely with your primary care physician and specialists. They manage your hospital care from admission until discharge.

Nurses

A registered nurse is responsible for supervising patient care and directing the nursing and support staff of each unit. Registered nurses are assisted by nursing assistants and nurse technicians.

Nursing Assistants and Technicians

Nursing assistants and nurse technicians assist registered nurses.

Dietitians

A registered dietitian will develop a nutrition plan for you. They also are available to educate you about diets you may need to follow after you are discharged.

Pharmacists

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

Physicians

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

Radiology and Respiratory Therapy

Skilled health professionals – radiology technologists – perform and assist with procedures, including X-rays, mammograms, ultrasounds, CT scans, MRIs, and cardiac cath. Respiratory therapists care for those who have trouble breathing.

Rehabilitation Therapists

Physical, occupational, and speech therapists will work with you, your family, and your medical team to help meet goals of recovery.

Keep Track of Your Health

Keep Track of Your Health

The CommonSpirit Patient Portal is our new, secure online tool that lets you take charge of your health — anytime, anywhere. You can view test results, message your care team, pay bills and more. With the CommonSpirit Patient Portal, you have easy access to all your medical information online 24/7 from your computer, tablet or smartphone.

The CommonSpirit Health app incorporates MyChart with enhanced features that allows you to:

- Schedule and manage appointments with your established clinicians
- Complete pre-check-in tasks
- View your recent medical records and test results
- Communicate securely with your care team
- Request prescription refills
- Pay your bills online
- Access your After-Visit Summary (AVS)
- Complete post-visit questionnaires

If you have an existing MyChart account, you will use the same username and password logging into the new patient portal. If you need to set up an account, go to **patientportalsouth.CommonSpirit.org** and click "Sign Up" to create an account. The portal will guide you through the process of setting up your username and password.

Scan QR code for direct access to the patient portal.

You can download the CommonSpirit App for free from the App Store (iPhone) or Google Play (Android). Search for "CommonSpirit – GA/KY/TN/TX " to find the app quickly.

Need Help?

If you have any difficulties, please reach out to the CommonSpirit support team at (844) 528-8383.

Our Commitment to Care

Patient Experience Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. If you have questions or concerns about your care, please speak with your nurse or nursing supervisor. If your issue is still not resolved, call (713) 948-7050 to speak to a hospital representative.

Quality or Safety Concerns

If any individual has quality or safety concerns related to care and/or services provided by the hospital that have not been addressed by the hospital, he/she is encouraged to contact the hospital's executive offices. If concerns cannot be resolved through the hospital, individuals have the right to file their complaint with either:

- **Texas Department of State Health Services**
  P.O. Box 149347
  Austin, TX 78714
  (888) 973-0022
  Fax: (512) 834-6653
  hfc.complaints@dshs.state.tx.us

- **DNV Healthcare**
  Attn: Healthcare Complaints
  DNV Healthcare US, Inc.
  19219 Katy Freeway, Suite 175
  Houston, TX 77094
  (866) 496-9647
  Fax: (281) 870-4818
  hospitalcomplaint@dnv.com

Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (**see page 25**). Our Ethics Committee can help your team of support people make difficult decisions. For hospital administration assistance, call ext 87185.

Hospital Care Survey

After your stay, you may be invited to complete a Press Ganey Survey. This nationally standardized survey helps measure patient satisfaction and the quality of care received. It includes questions on important topics such as:

- Communication with doctors and nurses
- Information about medications and discharge
- Responsiveness of staff
- Overall hospital experience

If you are selected to receive this brief survey, please take the time to complete it and return to the address on the envelope provided, free of charge. The results will help us know what we're doing right so we can recognize staff and see where we can improve.

Want to Know How We Score?

You can review and compare the quality, care, and safety ratings for different hospitals using Medicare's Care Compare tool, which uses HCAHPS results and other data. Visit **medicare.gov/care-compare.**

Take Charge of Your Care

Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help us, share your answers to these questions with hospital staff.

- **What language would you prefer to speak?**
- **Do you need glasses, hearing aids or other devices to help you communicate with hospital staff?**
- **Do you prefer to hear, see or read health information?**
- **Do you have any cultural, ethnic or religious-based special needs?**
- **Do you have a support person who can talk with hospital staff about your healthcare wishes?**
- **Do you need more details about your condition, treatment, caregivers, hospital stay or discharge plan?**

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can help you—and stand up for your care. If they are unable to be with you, we encourage you to call your support person and place them on speaker phone when your team is in the room so they can listen and offer support.

A support person can:

- **Ask questions you might not think of and write down information.**
- **Communicate advance directives.** *See page 24 for information about advance care planning.*
- **Double-check medications and treatments.**
- **Watch for signs your condition is getting worse and ask for help.**

Don't forget to tell the staff who you've picked to be your support person.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides). To prevent errors in your care:

- **Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you.** If you do not see an ID badge, contact your nurse immediately.
- **Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.
- **Always double-check your name with staff to avoid errors.**

This may seem repetitive at times, but it helps ensure you receive the correct care.

Be Informed

Ask Questions

Ask your care team questions like these to help you understand your condition and treatment:

What tests will I need? When will I know the results?

What are the short-term and long-term effects of my condition?

How can my condition be treated or managed?

What are signs that my condition is getting worse?

Check Your Understanding

Use these strategies to help you understand and remember the information provided by your care team:

- **Repeat it:** Summarize what your care team member said in your own words to confirm your understanding.
- **Note it:** Write down key details so you can refer to them later if needed.
- **Teach it:** Explain your condition, procedures, and medication instructions to a support person to reinforce your understanding.

Make Informed Decisions

- Discuss your wishes for emergency, life-saving treatments with your doctor and loved ones.
- If you have questions about your diagnosis, don't hesitate to ask for more details or seek a second opinion.
- Carefully read all medical forms before signing. Ask for clarification if anything is unclear.

Explain Your Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout your stay.

Ask yourself, then share with your nurse.

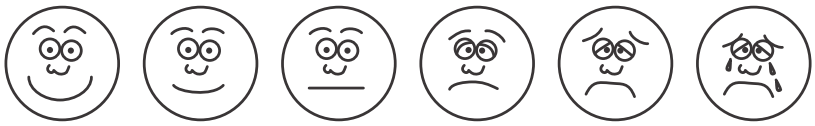
- **Where does it hurt?**
- **When does it hurt?**
- **Does it keep you from doing things—like sleeping, dressing, eating?**

Which words describe your pain?

- ❑ aching
- ❑ bloating
- ❑ burning
- ❑ comes and goes
- ❑ constant
- ❑ cramping
- ❑ cutting
- ❑ dull
- ❑ numbing
- ❑ pressing
- ❑ pressure
- ❑ pulling
- ❑ radiating
- ❑ searing
- ❑ sharp
- ❑ shooting
- ❑ soreness
- ❑ stabbing
- ❑ throbbing
- ❑ tightness

How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



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You Know Your Pain

Starting to get uncomfortable? Pain medicine not working? **Speak up.** You may need to get more of the current pain medicine or switch to a different kind of medicine to get relief. Don't ignore pain. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Manage Your Medicines

Whether you take one medicine or many, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help?
- When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water, etc.)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (hospital staff may scan your ID bracelet to double-check)

Take Charge of Your Medicines

Think you're due for your next dose? Wondering if a new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

To keep yourself safe, always:

- **Use the nurse call button for help getting out of bed.**
- **Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)**
- **Wear non-slip socks or footwear.**
- **Keep often-used items within easy reach (glasses, TV remote, tissues, etc.).**
- **Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.**
- **If activated, keep the bed alarm turned on.**

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- **Your name and date of birth**
- **The type of surgery you are having**
- **The body part to be operated on—**
  Hospital staff will mark the correct spot on your body.
  Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.

Prevent Hospital Infections

At the hospital, you might come into contact with germs that could give you a new illness. Reduce your chances of infection with these safety tips.

1. Clean Your Hands:

- After touching surfaces, especially doorknobs and handrails
- Before eating
- After using the restroom
- After sneezing, coughing, or blowing your nose

2. Ask Visitors to Help You Stay Safe

Everyone, including all hospital staff and guests, should clean their hands before they touch you. Make sure your visitors wash their hands or use alcohol-based hand sanitizer when they enter your room. Ask friends and family not to visit if they are sick.

3. Cover Your Cough or Sneeze

To limit the spread of germs, cough or sneeze into tissues, then immediately throw them away and clean your hands. Ask staff if you should wear a surgical mask. Even if you don't feel sick, you could be carrying germs that can make others sick.

4. Keep an Eye on Bandages, Dressings, Tubes, and Drains

If a dressing on a wound, surgical site, or IV gets wet or loose, tell your nurse. Also let your nurse know if a catheter or drainage tube becomes loose, comes out, or does not seem to be draining well. Speak up if the area around the tube hurts or is hot to the touch.

5. Keep Your Vaccinations Current

Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).

Sepsis

Understanding and Preventing Sepsis

What is Sepsis?

Sepsis is a life-threatening medical emergency that occurs when the body has an extreme response to an infection in the bloodstream. It often begins with an infection elsewhere in the body, such as a urinary tract infection related to catheter use, or a surgical site infection. Bacterial, viral or fungal infections may all lead to sepsis if the immune system overreacts and begins to damage healthy tissues and organs. Without timely medical intervention, sepsis can result in organ failure or death.

Why Quick Action Matters

Prompt recognition and treatment are critical. For every hour that treatment is delayed, the risk of serious complications or death increases. Patients should report concerning symptoms immediately to their healthcare team. If symptoms arise after discharge, seek emergency care or call 911.

Warning Signs of Sepsis

- Low blood pressure or dizziness
- Fever, chills, or feeling very cold
- Confusion or difficulty thinking clearly
- Shortness of breath or rapid breathing
- Fast heartbeat
- Extreme pain or discomfort
- Clammy or sweaty skin

Preventing Sepsis: Simple Steps That Save Lives

- **Wash your hands often.**
  Use soap and water or alcohol-based hand sanitizer throughout the day. Make sure everyone who touches you has clean hands.

- **Keep wounds clean and covered.**
  Tell your nurse right away if a bandage becomes wet or loose. Ask visitors not to touch your wound.

- **Watch for problems with tubes**.
  Let your nurse know if you see redness, swelling, or drainage around a catheter or IV site, or if any tube becomes loose or dislodged. You can also ask when tubes can be safely removed.

Superbugs

Recognize the Signs of Serious Infection

What is a Superbug?

Superbugs are bacteria that no longer respond to common antibiotics. They can cause serious, hard-to-treat infections.

Prevent the Spread: Clean Hands Matter

- Wash your hands often with soap and water
- Use hand sanitizer when soap is not available
- Ask visitors and staff to clean their hands, too
- Avoid touching wounds, IV lines or catheters

Use Medications Wisely

- Take all prescribed antibiotics exactly as directed
- Do not skip doses or stop early
- Never use leftover or someone else's antibiotics
- Ask your care team if you are unsure about a medication

Watch for Signs of Infection

Tell your nurse or doctor right away if you notice:

- Fever or chills
- Redness, swelling, or unusual drainage
- Pain or discomfort near a wound or IV site
- Feeling suddenly worse

Partner in Your Care

- Speak up if you have concerns
- Do not hesitate to ask, "Did you clean your hands?"
- Know your treatment plan and ask questions
- Stay involved in your care decisions

Adult Vaccines

Which Vaccines You Need to Protect Your Health

Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn't as strong as it used to be. And if you do get sick, the symptoms can be more serious than when you were younger.

Four types of vaccines are especially important for older adults, including:

COVID-19 Vaccine—
The COVID-19 vaccine is recommended for all people aged 5 years and older, including people who are pregnant, lactating, trying to get pregnant now, or might become pregnant in the future.

Influenza Vaccine—
The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

Zoster or Herpes Zoster Vaccine—
This vaccine protects against shingles. It's one dose and is recommended for all adults age 60 and up. Shingles causes rash, blisters and severe pain.

Pneumococcal Vaccines—
Recommendations recently changed for pneumonia vaccines. Even if you already received one vaccine, you may still need another. Talk to your doctor about the vaccination schedule that's right for you.

Pneumococcal conjugate or PCV13: You need one dose of this vaccine if you are age 65 or older and didn't receive it at a younger age. It's best to get this one before the PPSV23 vaccine (see below). Wait at least 12 months if you receive the PPSV23 first.

Pneumococcal polysaccharide or PPSV23: If you are age 65 or older, you need one dose of this vaccine, ideally 12 months after receiving the PCV13 vaccine (see above).

Talk to Your Doctor

Your doctor is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy) and where you travel.

Advance Directives

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Healthcare advance directives are documents that let others know your wishes about the type of care you want as well as who you want to make healthcare decisions for you. They are only used if you are unable to make your own decisions and communicate them to your healthcare clinicians.

Texas Living Will Directive

Each state has different laws about healthcare directives. If you spend time in another state, you may want to fill out that state's documents as well. Texas recognizes the following types of advance directives:

Directive to Physicians and Family or Surrogates (Living Will)

This document lets you state your preferences about life-sustaining treatment if you develop a terminal or irreversible condition and are unable to communicate. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney for Healthcare

This legal document appoints a healthcare proxy—someone you trust to make medical decisions on your behalf if you are unable to do so. Your proxy can speak for you regarding emergency care and other treatment options such as blood transfusions, kidney dialysis, and more. Take time to talk with this person about your medical preferences and ensure they are willing to take on this responsibility.

Talk About Your Wishes

Not sure how to talk to loved ones about your end-of-life wishes? Visit **theconversationproject.org** for tips on starting the conversation.

Fill Out Your Forms

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact the hospital chaplain.

Rights and Responsibilities

You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

As a patient, you have the right to:

1. The right to care that respects your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
2. The right to be involved in decisions about your care, treatment and services and the development and implementation of your plan of care.
3. The right to be involved in resolving dilemmas about your care, treatment and services.
4. The right to receive from your physician current information concerning your diagnosis, treatment and prognosis in a manner that you understand. When it is not medically advisable to give such information to you, it should be shared with an appropriate person on your behalf. You have the right to know the name of the physician responsible for coordinating your care.
5. The right to receive from your physician, information necessary to give informed consents prior to the start of any procedure or treatment. Except in emergencies, the information should include, at minimum, the specific procedure and/or treatment, the significant risks involved and the expected length of recuperation. When alternatives for care or treatment exist, or when you inquire about alternatives, you have the right to such information. You also have the right to know the name of the person responsible for the procedures and/or treatment.
6. The right to refuse care, treatment and services to the extent permitted by law and regulation and to be informed of the medical consequences of this action.
7. The right to formulate advance directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law and to have facility staff and practitioners who provide care in the facility comply with these directives.
8. The right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, please ask to speak with a nurse or house manager.

Rights and Responsibilities
Continued

9. The right to have a family member or representative of your choice and your physician notified promptly of your admission to the facility.
10. The right to receive every consideration of privacy and confidentiality concerning your medical care and treatment.
11. The right to expect that all communications and records will be treated as confidential.
12. The right to access information contained in your clinical records within a reasonable time period.
13. The right to expect that St. Luke's Health – Patients Medical Center will make a reasonable response to your request for services. The hospital will provide evaluation, services and/or referral as indicated. You may be transferred to another facility only after you receive complete information and explanation concerning the needs for and the alternatives to a transfer.
14. The right to obtain information about any relationship of the hospital to other healthcare and educational institutions, which could impact your care. You also have the right to obtain information concerning any professional relationships among individuals who are providing treatment.
15. The right to know if there are plans for the hospital to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in research projects.
16. The right to expect continuity of care and to know in advance what follow-up plans and services will be needed after discharge.
17. The right to examine and receive an explanation of your bill regardless of the source of payment.
18. The right to the appropriate assessment and management of pain.
19. The right to receive care in a safe setting.
20. The right to be free from mental, physical, sexual and verbal abuse, harassment, neglect and exploitation.
21. The right to access protective and advocacy services.
22. The right to access pastoral and other spiritual services.
23. The right to file a grievance and to be informed of the process to review and address the grievance and to receive a response from us concerning your grievance.

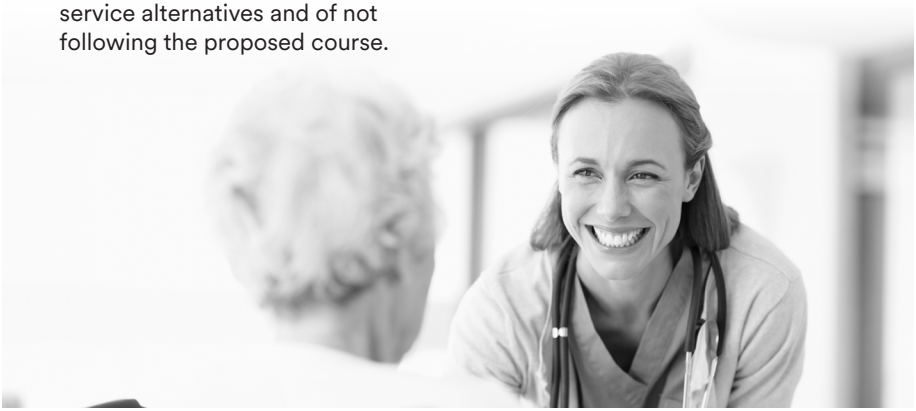
Questions?

If you have questions about your patient rights and responsibilities, please ask to speak with the unit manager or house manager.

Rights and Responsibilities
Continued

As a patient, you are responsible for:

1. Providing accurate and complete information about present complaints and past illnesses, hospitalizations, medications, and other matters relating to your health. You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.
2. Following the care, treatment and services plan developed. Cooperate with all healthcare team members and ask questions about any directions or information given which may need clarification. Express any concerns about your ability to follow the proposed plan or course of care, treatment and services. The hospital makes every effort to adapt the plan to your specific needs and limitations. When such adaptations to the care, treatment and service plan are not recommended, you and your family are informed of the consequences of the care, treatment, and service alternatives and of not following the proposed course.
3. Reporting perceived risks in your care and unexpected changes in your condition.
4. Accepting the medical consequences if you refuse treatment or do not follow the care, treatment and service plan.
5. Being prompt in paying the hospital bill, in inquiring about the bill and in providing necessary information for insurance processing.
6. Being considerate and respectful of the hospital's property and staff as well as other patients and their property. Follow the hospital rules and regulations and encourage visitors to be considerate as well.
7. Helping the hospital understand their environment by providing feedback about service needs and expectations.



Patient Grievance Process

You Have the Right to the Best Care

St. Luke's Health – Patients Medical Center's mission urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities. Respect for human dignity includes respecting your rights as an individual in our facility.

You have received a list of individual rights. If you feel that any of your rights may have been violated, you may initiate a formal grievance. You may call **(713) 948-7050** to speak with a hospital representative or notify Administration in writing at 4600 East Sam Houston Parkway South, Pasadena, TX 77505. You also have the right to file a complaint with the state survey agency (see p. 13).

You will be contacted upon receipt of the complaint, and the matter will be investigated.

Your Privacy Matters

Privacy and Health Information

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare clinicians and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

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

What rights do you have over your health information?

Clinicians and health insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

Your Privacy Matters

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and hospitals are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your clinician cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: **samhsa.gov**.

Right to Report

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your clinician, health insurer or the U.S. government at **ocrportal.hhs.gov/ocr/smartscreen/main.jsf**.

Source: U.S. Department of Health & Human Services Office for Civil Rights

Before You Leave the Hospital
Discharge Checklist

Plan early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

Checklist for Discharge

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

- ❑ **Medicine list.** This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.
- ❑ **New prescriptions.** Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- ❑ **Local resources.** Ask your discharge planner for help finding local after-care services or support groups.
- ❑ **Medical records.** If you would like a copy of your medical records, call (281) 637-7150.
- ❑ **Follow-up care instructions.** Beyond medicine, this can include:
  - Foods or activities to avoid
  - Tests or appointments
  - How to care for incisions or use equipment
  - Warning signs to watch for daily living adjustments (like how to get into bed)
  - Who to call with questions
- ❑ **After-hospital services.** Know how much support you'll need in these areas:
  - **Personal care:** bathing, eating, dressing, toileting
  - **Home care:** cooking, cleaning, laundry, shopping
  - **Healthcare:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Before You Leave the Hospital
Confirm Caregiver Support and Make a Plan

Designate a Support Person
Whether you are that primary support person or just one of many people caring for and supporting your loved one, you can play an important role in making sure they get the safest and best care.

What to Know Before You Leave
As a caregiver, you can help ensure the best outcomes for your loved one after their hospital stay by finding out how you can help with:

- Arranging appointments for follow-up medical care and advocating for the patient at those appointments
- Changes in your loved one's daily routine and ability to complete regular tasks
- New medical equipment
- New medications – for example, picking them up from the pharmacy and making sure your loved one takes the right ones at the right time
- Watching for side effects and knowing who to contact for questions or follow-up care if your loved one's condition gets worse

Caregivers Need Care, Too

If you feel like you need a break or help, reach out to friends and family. You can also find resources from these organizations:

Resources
- Caregiver Action Network: **caregiveraction.org**
- Eldercare Locator: **eldercare.acl.gov**
- Family Caregiver Alliance: **caregiver.org**
- National Alliance for Caregiving: **caregiving.org**
- National Respite Network and Resource Center: **archrespite.org**

Before You Leave the Hospital
Plan Ahead

Start planning early to lower your risk of hospital readmission and support a smooth, healthy recovery. As soon as possible during your stay, take steps to prepare for a safe transition home.

Begin by asking to speak with your discharge planner and review these key items:

- Your discharge summary and plan
- A complete list of your medications with instructions
- Your follow-up appointments
- What to do if you start feeling unwell

Repeat the information in your own words to confirm you understand everything correctly.

In order to prevent any discharge delays, ensure you have arranged for transportation home in advance.

A Reason to Plan Early

If you'll need a rehabilitation center, nursing home, skilled care, or other services after your hospital stay, it's important to start exploring your options early. To compare services in your area, visit **medicare.gov/care-compare** or **qualitycheck.org**.

Medical Records

Make sure to request copies of your medical records and test results before you leave the facility. To obtain medical records, contact the Medical Records Release department at ext 87018.

Before You Leave the Hospital
Plan Ahead

Questions to Ask

1. Who can I call right after I leave the hospital if I have questions or concerns about my condition or treatment?

2. Has my follow-up appointment been scheduled? With whom? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special instructions do I need (wound care, injections, new equipment, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Who will provide personal, home, or healthcare services I may need?

7. Who can help me if I have concerns about medical costs?

Need Medical Equipment?

Medicare may cover the cost of some durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.) if it is medically necessary and comes from an approved supplier.

To find suppliers in your area, call 800.MEDICARE (800-633-4227) or visit medicare.gov/medicalequipmentsuppliers.

After-Hospital Care
Options for After Your Stay

If you need more care after leaving the hospital, getting services that meet your needs is important. Make sure you understand what your hospital care team recommends for you. After-care options include:

Home Care
Care provided by professionals in your home to help maintain or restore health. This can be temporary care from medical professionals that your insurance or Medicare pays for or care from a private caregiver you hire. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

Independent Living
Communities with individual, private apartments or homes. May include: meals, housekeeping, maintenance, social activities, and possibly transportation. Healthcare services like skilled nursing not usually included.

Nursing Home
Long-term care facility for those who don't need a hospital but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units are often available for people with Alzheimer's disease or memory loss.

Assisted Living
Communities with individual units or apartments for seniors who need help with daily activities and healthcare, including bathing, dressing, getting on and off the toilet or out of bed, taking medications, and managing health conditions. Social activities and transportation to medical appointments may be provided. Staff is on-site 24/7.

Hospice
Care program that provides support for terminally ill patients and families in hospitals, facilities, or homes. Includes: 24-hour help with pain control and symptom management, as well as emotional and spiritual support.

To get started finding or evaluating after-hospital care resources in your area, visit:

- Eldercare Locator: **eldercare.acl.gov**
- Medicare – Care Compare: **medicare.gov/care-compare**
- National Respite Network and Resource Center: **archrespite.org**
- The Joint Commission: **qualitycheck.org**

Your hospital case manager or social worker can also provide a list of organizations in your area that offer the services you need.

Post-Procedure Recovery
Take the Next Steps to Feeling Better

What you do during the first few days after a procedure is essential for a smooth and successful recovery. It is common to feel tired, achy or nauseated afterward, and your physician may prescribe medication to help reduce any discomfort you experience. Your recovery time may vary from a few days to several months, depending on the type and location of the procedure. Be sure to follow your physician's instructions regarding movement, getting out of bed, and walking to support your body's healing process.

Ask your doctor when you can:

- Return home
- Resume a normal diet
- Begin physical therapy or rehabilitation, if needed
- Return to work
- Drive, exercise and resume sexual activity

Incision Care

As your incision heals, swelling, soreness and bruising will gradually improve. You may experience itching, but it is important that you do not scratch the incision, as this can lead to infection. Your nurse will check your incision daily, but you should notify them immediately if you notice bright red bleeding, signs that the incision is opening or symptoms of infection such as drainage, redness, warmth or swelling. Before you are discharged, be sure you understand how to properly care for your incision at home.

Call Your Nurse

Keep your nurse call button within reach of your hospital bed. Notify your nurse immediately if you have:

- Increased pain that is not relieved by medication
- Chest congestion or difficulty breathing
- Bleeding or signs of infection around your incision

If you experience any of these symptoms after leaving the hospital, contact your physician right away.

Navigating a Diagnosis
A Step-by-Step Guide

A significant diagnosis can feel overwhelming and difficult to process. Once you have taken time to absorb the news, consider the following steps to help you move forward with clarity and confidence:

1. **Schedule and prepare for a follow-up appointment.** Bring a list of questions and plan to take notes during your visit. If possible, have a trusted family member or friend accompany you to help listen, ask questions and provide support.
2. **Establish a support network.** Share your diagnosis with trusted loved ones who can offer emotional support. Explore support groups—either in person or online—where you can connect with others who are experiencing similar challenges. Your discharge planner can assist you in locating appropriate resources.
3. **Contact your insurance provider.** Inform them of your diagnosis to better understand your coverage and potential treatment costs. If you have financial concerns, discuss them openly. Your care team may be able to recommend alternative treatment options that align with your budget.
4. **Educate yourself about your diagnosis.** Gaining a clear understanding of your condition can help you feel more informed and empowered. Ask your healthcare clinician for reliable educational materials, and continue learning to discover new ways to manage your health effectively. **Do not hesitate to request a second opinion before making decisions about your health.**
5. **Allow yourself time to make decisions.** You may not need to choose a treatment plan immediately. Take time to review your options, ask questions, and speak with your loved ones. A thoughtful approach can help you feel more confident in the decisions you make regarding your care.

Accept Your Emotions

A new diagnosis may make you feel angry, sad or scared. You might feel accepting one day, then upset the next. You could also feel relieved to finally know what's going on. All your feelings are normal and will get better with time. If they don't, consider talking to a counselor.

Heart Attack
Recognize the Signs

A heart attack is a medical emergency in which every second matters. Prompt recognition of symptoms and immediate medical attention significantly improve the chances of survival and help minimize damage to the heart.

Individuals who have experienced one heart attack are at an increased risk of having another, and it is important to remember that symptoms during a subsequent event may differ from those felt the first time. If your physician has informed you that you are at risk, be aware of the warning signs below.

Heart Attack Warning Signs

The most common symptom of a heart attack is chest pain or discomfort, which may feel like pressure, fullness or squeezing. These sensations can develop gradually and intensify over time, or they may come and go.

Women are more likely than men to experience additional or atypical symptoms, such as:

- Discomfort in the upper body, including the arms, neck, jaw, back or stomach
- Shortness of breath
- Lightheadedness or nausea
- Unusual heartburn

Some women may also notice increased fatigue or anxiety in the weeks leading up to a heart attack.

Don't Wait to Call 9-1-1

- Call 911 as soon as you notice symptoms.
- DO NOT drive to the hospital.
- Emergency care clinicians can begin treatment right away rather than waiting until you get to the hospital.

Stroke
BE FAST: Get Help Quickly

A stroke is a medical emergency where every minute counts. Seeking immediate medical attention can mean the difference between a full recovery and long-term disability, or even life and death. Recognizing the warning signs and calling for help right away ensures timely treatment that can limit brain damage and improve outcomes.

BE FAST: Know the Signs of Stroke

B **Balance**
Sudden loss of coordination or balance

E **Eyes**
Sudden change in vision

F **Face Drooping**
Sudden weakness on one side of the face or facial droop

A **Arm**
Sudden arm or leg weakness or numbness

S **Speech**
Sudden slurred speech, trouble speaking or trouble understanding speech

T **Time**
Note the time the symptoms started and call 9-1-1 right away. This is an emergency.

Other sudden symptoms can include:

- Numbness or weakness in your leg, face or arm, especially on one side of the body
- Confusion or trouble understanding
- Trouble seeing in one or both eyes
- Trouble walking, dizziness, loss of balance and coordination
- Severe headache with no known cause

Recognize the Symptoms
Get to the hospital quickly to help prevent damage to your heart and brain. Once you're at the hospital, you may receive treatments and procedures that can help stop the progress of heart attacks and strokes.

Opioid Pain Medications

Opioids are medications used to manage pain by blocking or reducing pain signals in the brain and interacting with the brain's reward system. They are available legally through prescriptions, such as hydrocodone and oxycodone, and illegally in forms such as heroin. Prescription opioids carry a significant risk of addiction and can be dangerous if not used correctly.

Side Effects

You can experience side effects from prescription opioids, even when you take them as directed by your doctor.

Opioid painkillers can cause:

- Confusion
- Constipation
- Depression
- Fatigue and dizziness
- Itching and sweating
- Nausea, vomiting and dry mouth

Long-term use can lead to:

- Addiction
- Dependence
- Increased sensitivity to pain
- Overdose
- Tolerance

Safe Use

If you are prescribed an opioid pain reliever during your hospital stay, it is important to know the potential risks.

Discuss safe use with your physician, and keep the following guidelines in mind:

- Take opioid medications exactly as directed.
- Work with your doctor to develop a plan that addresses your questions and concerns, outlines when to follow up, and identifies additional strategies for managing pain.
- Avoid alcohol while taking opioid medications, and ask your physician which other medicines you should not take at the same time.
- Never share your prescription, and never use someone else's.
- Store your medication in a secure location that is not accessible to others.
- Dispose of any unused pills safely—visit fda.gov and search "drug disposal" for approved options.

If you or someone you know may be struggling with addiction, call 1 (800) 662-HELP(4357) or visit sarnhsa.gov/find-treatment.

Understanding Your Bill
Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care, and medications. The bill will also show charges for any special services, such as X-rays and lab tests. **You may receive bills for doctors, surgeons and specialists separately from the hospital.**

What's on a Bill?

- **Total charges:** The total price of the services you received.
- **Allowed amount:** The amount that your health plan will pay for a service. In some situations, you may have to pay the difference between the allowed and total charges. This is called "balance billing."
- **Insurance payment:** The amount your insurance has paid or will pay after you pay your portion.
- **Patient payment:** An amount you may have already paid, such as a copay.
- **Patient responsibility/balance due:** The amount remaining that you need to pay.

Medicare

If you have Medicare, you will be required to complete an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles.

If you don't have secondary insurance, you need to pay these amounts yourself. Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status

Keeping Track

One of the key ways to feel well informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Understanding Your Bill
Continued

Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will send a claim to them. Later, you will receive an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- The amount billed by your doctor or hospital
- How much of that cost is covered by your insurance
- How much you may owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, you'll get bills directly from the hospital. Self-pay patients have the right to receive a "good faith" estimate before a planned hospital stay. To learn more, visit **cms.gov/nosurprises**.

When the first bill arrives, call the hospital's financial services department to set up a payment plan as soon as possible. If you don't set up a payment plan, or if you stop making payments, your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are covered by each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. Check with your insurance provider about their rules for COBs, primary payers, and forms to fill out.

Giving Back

Thanks to the support of generous partners, St. Luke's Health is building a healthier future for this community—inspired by faith, driven by innovation and powered by gratitude. We invite you to become part of that healing mission.

By raising funds in support of education, research, and health initiatives, the St. Luke's Foundation helps Patients Medical Center serve as a beacon of health and healing.

Our legacy of care guides us as, together with our committed partners, we usher in a new era of healthcare by going beyond the walls of our hospitals to create healthier communities. St. Luke's Foundation is a 501(c) (3) nonprofit organization, which means all donations are tax deductible to the fullest extent allowed by law.

To make a gift right now, scan this QR code. You can designate your gift to Patients Medical Center on the online form.

To make a gift or simply receive information, please contact:

St. Luke's Foundation
MSC #900, P.O. Box 4332
Houston, TX 72210-4332
(832) 355-6822
supportstlukes.org

Gifts Are Tax-Deductible

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks.

Share Your Story!

If you are grateful for the care you received and would like tell us about it, reach out to us at giving@CommonSpirit.org. We'd love to talk to you!

Medication Tracker

Know Your Medications

Keep a record of all medications prescribed during your hospital stay, along with any you were already taking—including over-the-counter drugs, vitamins, and supplements. Ask your care team how to safely dispose of any medications that have been discontinued.

Medication Name and Dose	What It Treats	How and When to Take It	Notes *(side effects/prescribing doctor/foods/activities to avoid, etc.)*

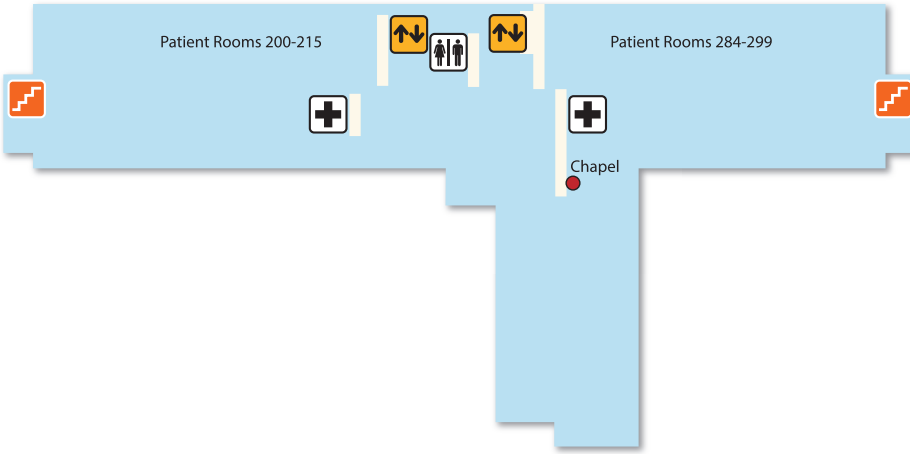
Hospital Map - Floor 1

HOSPITAL DEPARTMENT	FLOOR
Administration	1
Admitting/Registration	1
Cafeteria	1
Cath Lab	1
Chapel	2
Emergency Registration	1
Information	1

HOSPITAL DEPARTMENT	FLOOR
Intensive Care Unit (ICU)	1
Intermediate Care 187-199	1
Lab	1
Lobby	1
Observation	1
Patient Rooms 175-186	
Patient Rooms 100-115	1

HOSPITAL DEPARTMENT	FLOOR
Patient Rooms 200-215	2
Patient Rooms 284-299	2
Pharmacy	1
Radiology	1
Surgery	1
Women's Services	1

Hospital Map - Floor 2



NORTH

MAP KEY

Stairs

Information
Elevator
Waiting
Restrooms
Vending
Nurse Station
Restricted Access

HOSPITAL DEPARTMENT	FLOOR
Administration	1
Admitting/Registration	1
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HOSPITAL DEPARTMENT	FLOOR
Patient Rooms 200-215	2
Patient Rooms 284-299	2
Pharmacy	1
Radiology	1
Surgery	1
Women's Services	1

CommonSpirit
St. Luke's Hospital

Baylor College of Medicine

4600 East Sam Houston Pkwy
Pasadena, TX 77505
(713) 948-7000

CommonSpirit.org/PatientsMedical

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