

# Patient & Family Guide





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## Welcome to Natividad

Since our doors opened in 1886, generations of families have trusted Natividad for their health care needs. Our experienced doctors, nurses and staff are here to give you excellent care and help you recover as quickly as possible.

While you are a patient at Natividad, you are our top priority. We want your experience to be as safe, positive and comfortable as possible. Please read “Take Charge of Your Care” on page 17 to learn why you are the most important member of your health care team and how you can get the best results from your hospital stay.

We encourage you to use this guide to help you during your stay at Natividad. It contains important information about the services we provide for your comfort, care and convenience. If you have questions or concerns, please ask your caregivers for help.

Thank you for choosing Natividad. We are honored to serve you, your family and our community.

**Chad Harris, MD**  
Chief Executive Officer





Transforming health care into healing™

Natividad Foundation brings people together to strengthen Natividad and create a healthier community. Together with our partners, Natividad Foundation helps Natividad provide high-quality health care and trauma services for everyone in Monterey County, including the vulnerable. Natividad Foundation's programs include the Patient Greatest Needs Fund, CHOICE violence intervention program, 5 Steps to Prevent Diabetes® and more.

For information or to donate, visit [natividadfoundation.org](http://natividadfoundation.org) or call (831) 755-4187.

## Our Mission

To continually monitor and improve the health of the people, including the vulnerable, in Monterey County through coordinated, affordable, high-quality care.

## Our Vision

To be a health care delivery system that collaborates with other providers to offer accessible, high-quality and high-value health care services in a financially stable manner.



## Want to Volunteer?

You can give back by becoming a community volunteer at Natividad! If you would like to learn more about volunteer opportunities, please call (831) 755-4215.



## Natividad

Natividad is a hospital and trauma center providing high-quality health care to all residents and visitors of Monterey County. Natividad is a public health care system offering a wide range of inpatient, outpatient, emergency, diagnostic and specialty medical care. Founded in 1886, Natividad was the first hospital on the Central Coast.

Today, Natividad has more than 11,000 admissions and more than 53,000 emergency department visits each year. Home to the area's only Level II Trauma Center, the hospital's specialized personnel, equipment and services provide a vital local community service that saves lives. Natividad's Baby-Friendly® facility delivers nearly 2,500 babies each year and is affiliated with UCSF Benioff Children's Hospitals. We also operate a Level III Neonatal Intensive Care Unit, giving hundreds of the tiniest and most fragile babies the best chance for a healthy start. The Sam Karas Acute Rehabilitation Center is the largest and highest level center in Monterey County. Through our UCSF-affiliated Natividad Family Medicine Residency, Natividad is the only teaching hospital on the Central Coast. Your attending or supervising physicians may be assisted by medical students, residents and post-graduate fellows in providing your care.

For more information, please call (831) 755-4111 or visit us at [natividad.com](http://natividad.com)



### Contact Us

1441 Constitution Blvd.  
Salinas, CA 93906

(831) 755-4111

[natividad.com](http://natividad.com)

Spanish: [espanol.natividad.com](http://espanol.natividad.com)



## Recognition

- 2022: Natividad received a 4-star rating for Quality from the Centers for Medicare & Medicaid Services (CMS).
- 2018–2022: National Ranking in the Top 10% of Inpatient Rehabilitation Facilities by Uniform Data System (UDS) out of 860 acute rehabilitation units for Overall Quality and Outcomes.
- 2016–2021: Kindred Uniform Data System for Medical Rehabilitation Top-Performer Award, and ranked #2 for Quality and Outcomes for Acute Rehabilitation Units by Kindred out of 110 Kindred hospital-based acute rehab units in the United States.
- 2009–2022: BETA Healthcare Group Award of Excellence for High Quality Obstetrical Practices achieving 100% compliance.
- 2020: Named one of Newsweek’s Best Maternity Hospitals 2020.
- 2019–Current: Natividad received nine “A” Hospital Safety Grades from The Leapfrog Group, a top score for protecting patients from infections, accidents, errors and injuries.
- 2015–Current: Blue Distinction® Center for Maternity Care designation by Blue Cross Blue Shield.
- 2016–2022: Smart Care California’s C-section Honor Roll for Maternity Care.
- 2013–Current: International recognition as a Baby-Friendly® birth facility.
- 2022: Recognized by the American College of Surgeons (ACS) National Surgical Quality Improvement Program (NSQIP) for meritorious surgical care outcomes for 2021.
- 2015–Current: Blue Distinction® Center for Bariatric Surgery designation by Blue Cross Blue Shield.

## Accreditations & Verifications

- Natividad is fully accredited by The Joint Commission.
- Level II Trauma Center Verified by the American College of Surgeons (ACS).
- Natividad Family Medicine Residency Program is accredited by the Council of Graduate Medical Education.
- Diabetes Education Center is accredited by the Association of Diabetes Care & Education Specialists.
- International accreditation by the Commission on Accreditation of Rehabilitation Facilities International (CARF) for Hospital (Adults) and Hospital: Stroke Specialty Programs (Adults) Programs.
- Accreditation for Simulation Program by the Society for Simulation in Healthcare. Natividad is only the second hospital in California to achieve this status.
- The Child Advocacy Center at Natividad is accredited by the National Children’s Alliance.
- Accreditation as a Comprehensive Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®).



## We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to our patient satisfaction survey will help improve our services.

## Phone Directory

From your hospital phone, dial the extension in **bold** directly.

### Important Numbers

Main Hospital Number and Information	(831) 755-4111
Admitting	(831) 755-6288
Patient Billing	(831) 755-4252
Financial Counseling/Medi-Cal Eligibility	(831) 755-4165
Housekeeping/Environmental Services	(831) 595-4015
Interpreter Services	(831) 796-1612
Patient Experience	(831) 262-1135
Pharmacy	(831) 755-4314
Rapid Response Team	<b>4811</b>
Security	(831) 783-2911
Spiritual Care	(831) 755-4174



# Fast Facts About Your Stay

## Your Guide to Important Information

### ATM

An ATM is located in the Main Lobby. A nominal banking fee applies.

### Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change — around 7:00 am and 7:00 pm — your nurse will introduce your new nurse to you. Your nurses will review your progress, medication and tests scheduled for the day, and you can ask them questions.

### Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the nurse call button located next to your bed. If you have any questions on how to use the call button, ask a staff member to show you.

### Cellphones

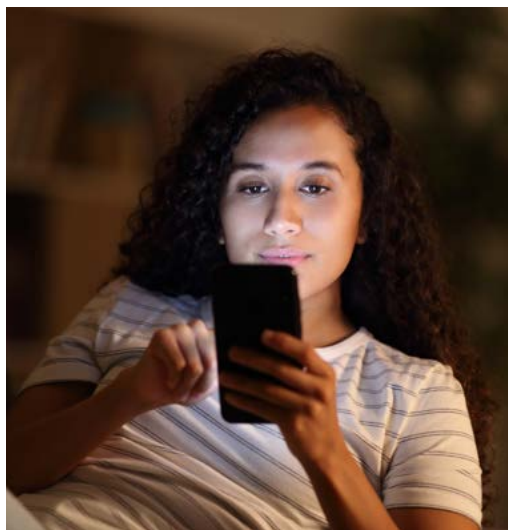
Cellphones are allowed in most sections of the hospital. Please do not use cellphones in the Operating Room (OR), Intensive Care Unit (ICU) or Neonatal Intensive Care Unit (NICU).

### Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, DVD players, computers or other electric devices.

### Fire Safety

We conduct fire drills regularly. If you hear an alarm, please stay where you are. In an actual emergency, hospital staff will tell you what to do.



## Follow Us

Find us on social and read our blog at [natividad.com](https://natividad.com) to get the latest tips and news for living a healthier, happier life!



## Natividad Speaks Your Language

Visit [natividad.com](https://natividad.com) for English content or [espanol.natividad.com](https://espanol.natividad.com) for Spanish content.



## Food

### Patient Meals

Nourishing, well-balanced meals are an important part of your treatment and recovery. Your doctor will order a specific diet for you during your inpatient stay. Please observe your diet plan, and do not ask others to bring food from outside the hospital, unless approved by your doctor.

A menu is provided daily for you to choose your meal selections for the following day. Menus are planned based on dietary needs. Please contact the Dietary Office at 4206 or 4208 if you have a question about the menu or food allergies/sensitivities.



Breakfast	7:00 am to 8:30 am
Lunch	11:30 am to 1:00 pm
Dinner	4:30 pm to 6:00 pm

### Guest Meals

Guest meals are \$5 and are available by calling 4206 an hour before the start of meal service. Guest meals must be pre-paid and are delivered with the patient meal.

### Cafeteria and Vending Machines

Fresh food and beverage machines are available 24 hours a day. Machines are located on the visitor side of the cafeteria on the first floor and on the second floor in the sitting area, near the elevators.

# Gifts & Mail

## Gift Shop

Located in Barnet J. Segal Outpatient Services on the first floor, the Gift Shop offers a wide selection of cards, baby things, candies, toys, affordable jewelry, stuffed animals and many other gift items.

Proceeds benefit Natividad Volunteer Auxiliary. Cash, check and credit cards are accepted. You can call the Gift Shop at (831) 755-4217. Hours vary.

## Flowers

Flowers are welcome and can be delivered by outside vendors directly to patient rooms. Please note that flowers are not allowed in the Intensive Care Unit (ICU) or Neonatal Intensive Care Unit (NICU). Flowers may not be sent to patients who elect to have their inpatient stay remain private. Flowers delivered after discharge will be returned to the florist.

## Balloons

Natividad is a latex-free facility. As part of our commitment to the health of our patients, we ask that no latex balloon or other products be brought into the hospital or clinics. A wide selection of Mylar balloons is available in the Gift Shop.

## Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the Gift Shop.

Our Address:

**Natividad**  
1441 Constitution Blvd.  
Salinas, CA 93906

For speedy delivery, all letters and cards should include:

- Patient room number
- Patient name
- Lower right hand corner write — Patient mail room



### **Hard of Hearing/Deaf and Interpreter Services**

We offer Telecommunications Devices (TDD) for the hard of hearing/deaf. If you or a family member need interpreter services, please tell your doctor, nurse or another staff member, and we will arrange for an interpreter to help you. Please see page 49 for more information.

### **Hourly Rounding**

A nurse will visit you at least every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, and make sure you can reach your phone, call light and personal items easily.

### **Housekeeping Services**

Your room is cleaned frequently and bed sheets are changed often. If you need to request a special service or if your room needs attention or cleaning, please contact your nurse or dial (831) 595-4015.

### **Medications**

Please do not bring any prescription or over-the-counter medications to the hospital. All medication you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any prescriptions, vitamins, over-the-counter drugs and herbal supplements you regularly take. We also need to know about any allergies or bad reactions you may have to foods, supplements or medication.

### **Parking**

Please park in designated visitor and patient parking areas. See map on page 54 for more information.

### **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. To prevent them from being lost or damaged, please do not put them on your bed or food tray. Leave valuables like jewelry or cash at home, or give them to a relative or friend. The hospital maintains a fireproof safe for money and small valuables. Please let your nurse know if you lost anything during your stay. Natividad is not responsible for replacing lost personal belongings not kept in the safe.

### **Photos and Videos**

Patients and families are prohibited from taking photos or videos while in the hospital. The only exception is in Labor & Delivery.

### **Public Restrooms**

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

### **Service Animals**

Please check with your care provider for the latest policy on service animals.





### **Spiritual Care**

Our non-denominational Spiritual Care program is committed to caring for the special spiritual needs of children, adults and families who are experiencing concern, anxiety, stress, sudden loss or difficulties dealing with illness. Your hospital Spiritual Care Advisor respects your religious traditions and personal experiences. Spiritual Care Advisors are available to comfort, to listen, to pray and to talk. Ask your nurse to request these services or call (831) 755-4174. Your home clergy is welcome while you are at Natividad, though some restrictions may apply.

### **Smoking**

Smoking and/or the use of any tobacco products, including e-cigarettes or vaporizers, is not permitted anywhere in the hospital or on hospital grounds. Smoking is permitted in private vehicles. Help is available to stop smoking. Please ask your nurse for assistance. Visitors are encouraged to use a nicotine patch.

### **Telephone**

Most patient rooms have phones. To place a call within the hospital, see page 7. To dial local, press 9 then dial. To dial long distance, you must have a calling card or call collect (800) 265-5328 English or (800) 226-2727 Spanish. Incoming calls are permitted between 7:00 am and 10:00 pm.

### **TV**

Most patient rooms have a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions about using your TV. Tune into channel 42 for our channel listing.



## Your Health and Well-Being is Our Top Priority

Natividad is following all state, local and national health care guidelines for masking in all of our health care facilities. Please read the most current visitor policy before visiting our hospital at [natividad.com/visitors](https://natividad.com/visitors)

## Visitors

### Visitation Policy

Natividad understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You can also choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, contact your nurse.

### Visiting Hours

To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time. Overnight visiting is based on patient condition and nurse unit approval. Private rooms are allowed one adult relative or friend after hours. Pediatric overnight visits are allowed at all times. Your nurse is available to answer your questions.

### Visitor Guidelines

We encourage well-wishers for emotional support and recovery. To provide a restful and safe environment, we ask that visitors follow these guidelines:

- Do not visit if you have a cold, sore throat, fever, COVID-19 or other contagious illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks or items that might trigger allergies — like balloons, flowers or perfume — into patient rooms. Note: Natividad is a latex-free facility.
- Wash your hands before entering and exiting a patient's room.
- Make sure all children have a supervising adult with them at all times.

Flu season is October through April. Visitation guidelines change by year and may limit visitors by age. Please refer to the posted guidelines in the lobby and outside of each hospital unit, or ask your nurse for more information.

### Visitor Passes

When you visit, please check in with the welcome desk or department you are visiting to obtain a visitor pass. Passes must be worn at all times in all areas of the hospital.



## Your Room

During your stay, you will stay in a private (single bed) or semi-private (two bed) room. Rooms are assigned depending on availability and medical needs. Telephones are located on each bedside, except in ICU and Mental Health. Most patient rooms include a wall-mounted television. Your bed can be adjusted for sitting up or reclining.

Each patient room has different alarms for your care. These can include medication pumps, heart monitors and bed alarms. Please do not touch medical equipment. If no one answers your alarm when it goes off after a short period of time, tell a staff member or push your call button.

Your room is cleaned and disinfected regularly. Should it need additional cleaning, please let your nurse know or call (831) 595-4015. Please let us know if we can help make your stay more comfortable with extra pillows, comforters or fresh sheets.



### WiFi/Wireless Internet Services

You are welcome to use our high-speed WiFi access while at Natividad. Simply connect to the “natividadguest” WiFi and accept the terms of use to connect.





## Our Commitment to Care

### Patient Satisfaction 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. To do so, we ask for feedback from patients like you.

#### During Your Stay

Please speak with your doctor, nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then call the Patient Experience Coordinator at (831) 262-1135. You also have the right to file your complaint with either:

**California Department of Health Services, Licensing and Certification**  
100 Paseo de San Antonio  
San Jose, CA 95113  
(408) 277-1784

**The Joint Commission, Office of Quality and Patient Safety**  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
(800) 994-6610  
[jointcommission.org](http://jointcommission.org), then click "Report a patient safety event"

**California Medical Board, Central Complaint Unit**  
2005 Evergreen St., Ste. 1200  
Sacramento, CA 95825  
TDD: (916) 263-0935 or (800) 633-2322  
[mbc.ca.gov](http://mbc.ca.gov)



## 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. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:



- doctor and nurse communication
- medication and discharge information
- staff responsiveness
- overall quality of the hospital environment

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. While you're in the hospital, please be sure to let us know if and how your experience can improve.



## Do You Want to Thank Your Nurse? Nominate them for The DAISY Award

Complete the form at [natividad.com/DAISY](https://natividad.com/DAISY)



## How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can...

- respond quicker to your needs
- explain things more clearly
- help keep your room clean or quiet
- ease your pain
- help you understand your treatment plan

# Take Charge of Your Care

You are the center of your health care team. Let this special guide help you get the best results from your hospital stay.

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, 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 with talking to hospital staff?
- Do you prefer to hear, read or see pictures of 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?

## 7 Key Ways to Take Charge

**1 Speak Up** – Ask questions and voice concerns. It's your body and you have the right to know.

**2 Pay Attention** – Always double-check that you are getting the right treatments and medications from the right hospital staff.

**3 Educate Yourself** – Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

**4 Find a Support Person** – Pick someone to help speak up for your care and needs during your stay.

**5 Know Your Medications** – Understand what your medications treat, why you need them, any potential side effects, and how to take them for the best results.

**6 Check Before You Go** – Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to [qualitycheck.org](https://www.qualitycheck.org) to learn more.

**7 Participate in Your Care** – You are the center of your health care team. Make sure you know what's happening every step of the way – from admission through discharge.

**Share With Us** – Ask yourself these questions, and share any ideas and concerns with hospital staff:

- Can you think of anything in your environment (at home, work and/or the hospital) that may affect your health?
- Have you had any bad healthcare experiences in the past? How can your care team help prevent them from happening again?
- Is there anything else the hospital should be aware of to improve your care experience?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

# Protect Your Health

## 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 health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you — and stand up for your care.



### A support person can:

- ask questions you might not think of and write down information
- double-check your medications and treatments
- watch for signs your condition is getting worse and ask for help

## Check Staff IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

### To prevent errors in your care:

Ask to see the staff 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.

When you are admitted to the hospital, you receive a safety band with your name, date of birth and hospital record number. This Patient ID band must be worn at all times during your hospitalization. Before any procedure, medication or test, your Patient ID is checked and verified. Speak up if hospital staff does not check your Patient ID. Any time staff enters your room to give you medication, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.



## Remember!

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

## Name Check

Always double-check your name with staff to avoid errors.



## Pay Attention to Your Care

You can play an active role in your care with these tips:

- Tell your nurse if something doesn't seem right.
- Know what time you normally get medication, and tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask for help if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

### And Remember, Take Charge of Your Communication

- |                          |   |
|--------------------------|---|
| <b>Ask About Jargon:</b> | If you hear a medical term you don't understand, ask what it means.   |
| <b>Teach Back:</b>       | After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understand. |
| <b>Take Notes:</b>       | Write down any key facts your doctor tells you so you won't forget. You can use the notes section in the back of this booklet.    |



# Don't Ignore Pain

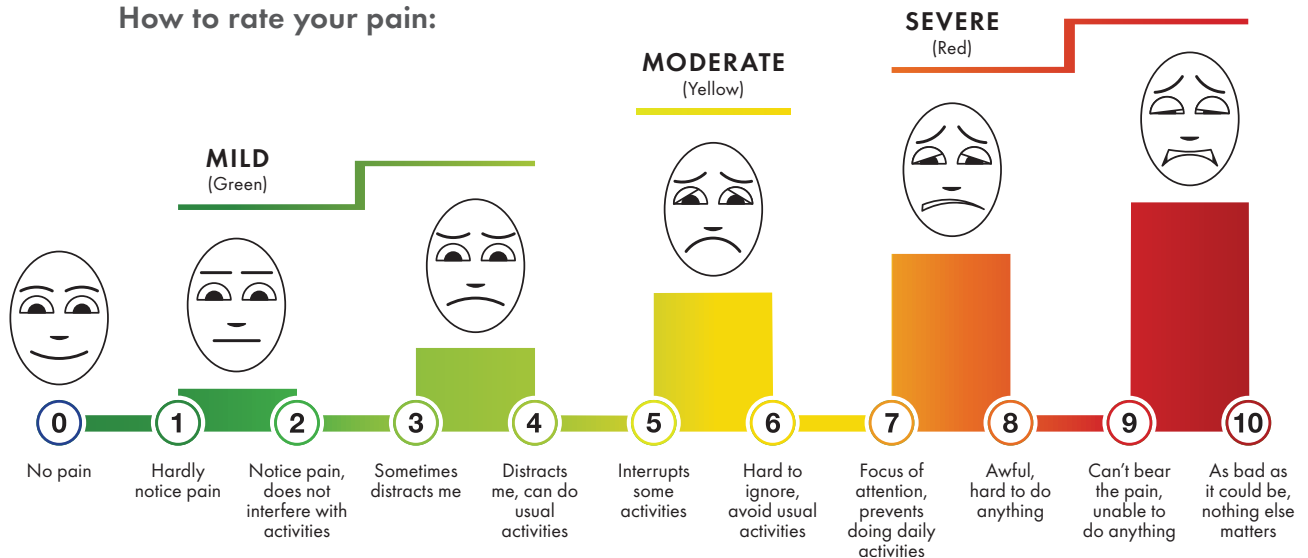
Only you know how much pain you're in. Tell your doctor or nurse when you feel pain or if it comes back after it goes away. Talk about your pain level throughout the course of your stay. It is important that your doctors and nurses understand when you have pain and the location of the pain.

## What does your pain feel like?

Sometimes it's easier to describe your pain by comparing it to another feeling. It's okay to use your imagination. Some examples include:

- Does it feel like something is burning, stabbing, pinching or pressing on you?
- How does it compare to other pain you've felt?
- Is it like a paper cut, broken bone or passing a kidney stone? Does it feel better or worse?
- Does your stomach feel like it's tied in knots?
- Do your limbs feel like lead?
- Does the pain make it hard to do normal tasks?
- You can also use words like this to describe your pain: aching, bloating, pulling, constant, numbing, sharp and searing.

## How to rate your pain:



## You're the Expert on Your Pain

Starting to get uncomfortable? Pain medication not working? Speak up. You may need to get more of the current pain medication you are on or switch to a different kind of medication to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when you have pain.

## Ask yourself, then share with your nurse:

- Where does it hurt?
- When does it hurt?
- What makes it feel better or worse?
- Does it keep you from doing things – like sleeping, dressing, eating?

# Stay Safe

## Prepare for Surgery

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

- your name
- 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. Also ask your surgeon about any specific risks you need to know about for after the surgery. Take simple steps like these to help prevent medical mistakes.

## Prevent Falls

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

To keep yourself safe:

- 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 nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it.  
Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



### Be Honest About Falls

Tell your nurse about any recent falls you had before your hospital stay. This will help your care team understand your risk and decide if you need a fall prevention plan.



## Surgery Reminder

Ask your surgeon to take a "time out" to check:

- you're the right person
- getting the right surgery
- on the right body part



## Manage Your Medications

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

- What is the name of my medication? 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?

### **Remember, 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 Medication Errors

Be sure your doctors and nurses know:

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



## Cleaning Tip

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

## For Visitors

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter and exit your room.

# 5 Ways to Fight Infections

The hospital is a place you come to get well, but you can also come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

## 1. Clean your hands

- after touching hospital objects or surfaces
- before eating
- after using the restroom

## 2. Ask hospital staff members to clean their hands

This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

## 3. Cover your cough or sneeze

Limit the spread of germs by sneezing and coughing into tissues you immediately throw away, and clean your hands right after. Ask the staff if you should wear a surgical mask to prevent the spread of germs. Even if you don't feel sick, you could be carrying germs that can make others sick.

## 4. Keep an eye on bandages or dressings

If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also tell your nurse if you have a catheter or drainage tube that becomes loose or comes out.

## 5. Keep your vaccinations up-to-date

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.

## About Antibiotics

While you’re in the hospital, your doctor will review and make changes to your medicines – including antibiotics. This helps to make sure you’re taking antibiotics in the most effective and safest way. Talk to your doctor or nurse to learn more.



# Prevent Hospital Infections

## Take Steps to Reduce Your Risk

According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients gets a health care-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

## Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection but does not respond to the usual treatments. This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person by touching germ-y hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash their hands too.

Type	How it Starts	Symptoms	Prevention
<b>Catheter-associated urinary tract infections (UTIs)</b>	Germs enter your urinary tract when you have a tube (catheter) to drain urine.	<ul style="list-style-type: none"><li>• fever</li><li>• burning or pain in lower belly</li><li>• bloody or frequent urination</li></ul>	<ul style="list-style-type: none"><li>• Clean hands before touching the area.</li><li>• Keep your urine bag below the level of your bladder to prevent backflow.</li><li>• Don't tug, pull, twist or bend the tube.</li><li>• Secure the catheter to your leg.</li><li>• Ask if the catheter is still needed or if it can be removed.</li></ul>
<b>Surgical site infections</b>	Germs affect the site of your surgery – either on your skin or internally.	<ul style="list-style-type: none"><li>• redness</li><li>• pain</li><li>• drainage of cloudy fluid</li><li>• fever</li></ul>	<ul style="list-style-type: none"><li>• Do not shave surgery site (irritation increases risk of infection).</li><li>• Clean hands before touching the area.</li><li>• Don't let visitors touch or dress your wound.</li><li>• Ask your nurse to show you how to care for your wound.</li></ul>
<b>Central line-associated bloodstream infections</b>	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin.	<ul style="list-style-type: none"><li>• red skin and soreness at site</li><li>• fever</li><li>• chills</li></ul>	<ul style="list-style-type: none"><li>• Clean hands before touching the area.</li><li>• Make sure staff wears gloves, gown, cap, mask and sterile drape when inserting the tube.</li><li>• Speak up if your bandage comes loose, looks wet or dirty, or if your skin looks sore.</li><li>• Avoid touching the tube or letting visitors touch it.</li><li>• Ask that the tube be removed as soon as possible.</li></ul>
<b>Ventilator-associated pneumonia</b>	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.	<ul style="list-style-type: none"><li>• cough with mucus</li><li>• nausea and vomiting</li><li>• fever and chills</li><li>• chest pain</li></ul>	<ul style="list-style-type: none"><li>• Clean hands before touching the area.</li><li>• Ask if it's safe to raise the head of your bed.</li><li>• Know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened.</li><li>• Ask that the tube be removed as soon as possible.</li></ul>



## Get the Vaccine

COVID-19 vaccines and boosters can help protect you from the virus and stop community spread. If you have questions, talk to your doctor. Visit [myturn.ca.gov](https://myturn.ca.gov) to learn more.

## COVID-19 Prevention

### Stay Safe While You're in the Hospital

COVID-19, sometimes called the coronavirus, is a respiratory virus that spreads very easily from person to person. It causes mild symptoms in most people and severe symptoms or even death in others. Common symptoms include cough, fever and shortness of breath (for a full list of symptoms, visit [cdc.gov/covid19](https://cdc.gov/covid19)). COVID-19 can be serious for anyone, but especially for people over 65 or with underlying health problems.

#### Reduce Your Risk

Take these steps to keep yourself and others safe from COVID-19 during your hospital stay:

- **Wear a snug-fitting mask** over your nose and mouth, especially if COVID-19 is spreading a lot in your community.
- **Frequently wash your hands with soap and water for at least 20 seconds.** If you can't get to the bathroom on your own, use your nurse call button to ask for help.
- **Sanitize your hands** throughout the day. Have hand sanitizer with 60% alcohol placed near your bed.
- **Cover your mouth and nose** with your elbow or a tissue when you cough or sneeze. Throw tissues out, then wash your hands.
- **Avoid touching your eyes, nose and mouth** with unwashed hands.
- Make sure hospital staff **disinfects frequently touched surfaces**, such as bed rails, remote controls and doorknobs.

#### Special Steps for Visitors

Ask your nurse if visitors are allowed in your room. If they are, make sure visitors wash their hands before coming in, and ask them to wear a mask.

#### Trusted Sources for COVID-19 Information

- Centers for Disease Control and Prevention: [cdc.gov](https://cdc.gov)
- World Health Organization: [who.int](https://who.int)
- National Institutes of Health: [nih.gov](https://nih.gov)

# Using Antibiotics Safely

## Take Steps to Improve How These Medications Work

Antibiotics can be life-saving medications, but using them incorrectly can harm your body. Taking antibiotics when you shouldn't can lead to antibiotic resistance. This means the medications that used to fight off harmful bugs won't work anymore. While you're in the hospital, your doctor will review your medications, including antibiotics, regularly. They may change the dose or stop giving you the antibiotic if you don't need it anymore. If you're taking antibiotics outside the hospital, it's important to finish them unless your doctor gives you different instructions. This helps to make sure the antibiotics will work if you ever need them again. You can take steps to prevent infection and improve antibiotic use after you leave the hospital:

### **Wash Your Hands**

This is one of the best ways to prevent the spread of germs that cause infections and keep yourself and your family healthy.

### **Ask About Symptom Relief**

Talk to your doctor about how to relieve symptoms of your illness so you can feel better.

### **Only Take Antibiotics for Infections Caused by Bacteria**

Antibiotics don't help illnesses caused by viruses, like colds and the flu.

### **Take Antibiotics as Prescribed**

Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your doctor.

## Learn More

When your doctor prescribes an antibiotic, it's important to make sure you're taking the right dose for the right amount of time.

Visit [cdc.gov/antibiotic-use/do-and-dont.html](https://www.cdc.gov/antibiotic-use/do-and-dont.html) for tips on using antibiotics after discharge.



## Rapid Response Team

### Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

If you are concerned about your family member or notice unexplained changes in their condition, please let the nurse know. If you continue to be concerned, the Rapid Response Team is here to help.

### How to Call Rapid Response

**STEP 1:** Contact your nurse or call **4811** on the bedside phone.

**STEP 2:** Tell the operator:

- your name and room number
- patient's name
- your concern

**STEP 3:** The Rapid Response Team will be sent to your room.



# Your Stay

## Be an Informed Patient

The more you know about your condition and treatment, the better medical outcomes you may have. Please ask your care provider if you have any questions during the course of your hospitalization. We want you to take an active role in healing.

### What do I bring to the hospital or ask others to bring for me?

#### Bring:

- ✓ Health insurance card
- ✓ Photo ID
- ✓ Medical devices such as hearing aids, glasses, dentures, etc.
- ✓ List of current medications
- ✓ Advance Care Planning Document (if you have one)

#### Do Not Bring/Send Home:

- ✗ Jewelry
- ✗ Credit cards
- ✗ Keys
- ✗ Wallet
- ✗ Important papers
- ✗ Prescription medications
- ✗ Cash

## Coordination of After-Hospital Care

Natividad's health care team works together to ensure you have a safe transition of care starting on the day of admission. Team members include the physician, nurses, case managers, social workers, and other hospital departments. Together, we will meet with you and your family to develop a discharge and transition plan from the hospital specific to your needs.

## Before You Leave the Hospital

### A successful recovery starts with a solid plan before you go.

Reduce your chances of complications 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.

#### To begin, review the following with your nurse:

- your discharge summary and discharge plan
- your complete medication list and instructions
- your upcoming appointments
- what to do if you don't feel well

## 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 doctor or nurse, and share your concerns. You may also need to reach out to Medicare, Medicaid, Medi-Cal or your insurance company.



## Teach-Back Method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

# Checklist for Discharge



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

**Discharge summary** — This includes why you were at the hospital, who cared for you, your procedures and medications.

**Medication list** — This includes all your new and former prescriptions, over-the-counter medications, vitamins and supplements. Ask if there are any medications you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.

**Prescriptions** — Check that your pharmacy has your new prescriptions, and make sure you have a plan to get them filled.

**Follow-up care instructions** — Beyond medications, these 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
- Health care: taking your medications, doctor's appointments, physical therapy, wound care, injections, medical equipment

**Local resources** — Ask your discharge planner for help finding local support groups or other after-care services.

## A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

[medicare.gov/care-compare/qualitycheck.org](https://www.medicare.gov/care-compare/qualitycheck.org)



## Top 10 Questions to Ask Before You Leave the Hospital

1. Who can I call right after I leave the hospital if I have questions or concerns?
2. Has my follow-up appointment been scheduled? With whom? Where? 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 equipment do I need? What special instructions do I need (wound care, injections, etc.)?
5. What kinds of activities and foods are limited? For how long?
6. Do the doctors caring for me after my stay have access to my test results and medications? Do I need follow-up tests?
7. Are my new medications safe to take with my other medications, vitamins or supplements?
8. Do I know how and when to take my medications and how I will get prescriptions filled?
9. Who will provide the extra personal, home or health care services I may need?
10. Who can help me if I have concerns about medical costs? How do I contact them?



### Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit [medicare.gov/medical-equipment-suppliers](https://www.medicare.gov/medical-equipment-suppliers) or call (800) MEDICARE (800-633-4227). Please talk with a social worker for additional help.

# After-Hospital Care

## Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits 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. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and health care services such as physical therapy or skilled nursing.

### Independent Living

Communities with individual, private apartments or homes. Can include: meals, housekeeping, maintenance, social activities and possibly transportation. Health care services like skilled nursing are not usually standard.

### Assisted Living

Individual units or apartments, usually in a long-term care facility. Can include: home and personal care services, as well as help managing health conditions and medication routines — plus social activities and transportation. Staff is on-site 24 hours.

### Nursing Home

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

### Hospice

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

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

- Eldercare Locator: [eldercare.acl.gov](http://eldercare.acl.gov)
- National Respite Network and Resource Center: [archrespice.org](http://archrespice.org)

You can also talk to your case manager or social worker for help finding the right after-hospital care.



# Treatment After Discharge

## Keep Your Health on Track

After you leave the hospital, you may have to change how often you take current medications or new ones. It's important to fill any new prescriptions right away and take all your medications exactly as your doctor recommends. If you don't, your health condition may get worse, and you could end up back in the hospital.

### Taking Medications at Home

Before you leave the hospital, ask a family member or friend to pick up your prescription at the pharmacy. Then remember these tips:

- **Connect doses with daily activities** — like when you eat a meal or go to bed.
- **Put medications where you'll see them** — for example, on the dinner table if you need to take them with food, or by your toothbrush if you need to take them in the morning.
- **Use daily dosing containers** — to sort your medications for the week.
- **Keep a written or electronic schedule** — so you know which medication to take next.
- **Refill your prescription** — and set up reminders on your phone or calendar for the next refill.

### Pain Medication

Remember to take your pain medication as prescribed. Take the right amount at the right time, and don't take it longer than you need to. When you're done, ask your pharmacist how to safely throw out unused medicine.

### Talk to Your Doctor

If you have trouble taking your medications, talk to your doctor or pharmacist.

## What Keeps You From Taking Your Medication?

### **"There are side effects."**

Ask your doctor how side effects can be reduced or if you need to change your medicine.

### **"I don't think it's helping. I don't see or feel a difference."**

Some medications don't have effects you can see, but it's important to keep taking them so your health stays on track.

### **"It's too expensive."**

Ask your doctor if a generic medication is available. These are cheaper and often work the same.

These are normal concerns, so don't be afraid to talk to your doctor.

# Post-Procedure Recovery

## Take the Next Steps to Feeling Better

What you do during the first few days after a procedure is key for a smooth, successful recovery. It's common to feel tired, achy or sick to your stomach afterward, and your doctor may prescribe medication to lessen any pain you have.

Your recovery may take a few days or a few months, depending on the type and location of the procedure. Make sure you follow your doctor's orders for moving, getting out of bed and walking to help your body heal faster. And ask your doctor when you can:

- go home
- return to a normal diet
- start physical therapy or rehab, if needed
- go back to work
- drive, exercise and have sex

### Incision Care

As your incision heals, you'll notice swelling, soreness and bruising begin to go away. Your incision may also itch, but don't scratch it. Scratching can cause infection. Your nurse will check on your incision every day, but let them know if you see bright red blood, signs that it's opening or signs of infection — like drainage, redness, heat or swelling. And make sure you know how to take care of your incision before you're discharged from the hospital.

### Call Your Nurse

You have a nurse call button near your hospital bed. Call immediately if you:

- feel more pain and pain medication doesn't help
- have chest congestion or trouble breathing
- develop bleeding around your incision or see signs of infection

If you have any of these symptoms after you leave the hospital, call your doctor right away.

## Manage Pain



It's normal to have pain after a procedure, but you don't have to deal with it by yourself. Talk to your doctor about how to control pain while you're in the hospital. They may prescribe medications or show you ways to lessen pain, like applying ice or heat to the area. If you still feel pain or it comes back, talk to your doctor or nurse. You may need more of your current pain medication or to switch to another medication.



## Advance Care Plans

### Understand Your Options

One of the most important decisions you can make is to create advance care plans. These plans make sure you are given the care and treatment you want in case you can no longer speak for yourself.

Talk with your doctor about which plans may be right for you, and learn more about the types available on the chart below. Once you have advance care plans, keep them somewhere you can easily remember and give copies to your health care providers, family and friends. Be sure to review them once a year to make sure they are up-to-date.

	Advance Directives	Medical Orders
What are they?	Legal documents, including: <ul style="list-style-type: none"> <li>• Living will</li> <li>• Durable power of attorney</li> </ul>	Types include: <ul style="list-style-type: none"> <li>• DNR (do not resuscitate) order</li> <li>• POLST (Physician Orders for Life-Sustaining Treatment)</li> </ul>
What do they do?	<p><b>Living will:</b> Lets others know your wishes about the type of care you want or don't want, like the use of resuscitation (CPR), a ventilator or feeding tubes.</p> <p><b>Durable power of attorney:</b> Names someone to be your decision-maker for medical and/or financial concerns.</p>	<p>Tells doctors to give specific treatments in a medical emergency.</p> <p>Stays in your medical record.</p>
Who should have this care plan?	All adults.	Some people who are very sick or nearing the end of life.
Can it be used when 911 or an ambulance is called?	No. Emergency care providers must do everything they can to save your life unless you have a medical order. Advance directives can only be used once you are in the hospital.	Yes. Be sure to keep it where emergency care providers can easily find it, like on your refrigerator or by the front door.
Can I create this care plan while I'm in the hospital?	Maybe. It depends on the laws in your state. Ask your nurse or Admitting Department for forms and more information.	Yes, your doctor can create this for you.

# Making a Difficult Health Care Decision?

Sometimes a health care choice can involve an ethical concern — such as a wish to refuse life-saving treatment or a disagreement over advance directives. Our Ethics Committee can help your team of support people make difficult decisions.

For help, contact the hospital operator at (831) 755-4111 and ask to be connected with a Natividad Social Worker.

## Physician Orders for Life-Sustaining Treatment (POLST)

This is a document signed by both the patient and his/her health care provider that helps all health care providers understand and honor a patient's wishes regarding resuscitative and life-sustaining treatment. The form takes the individual's wishes regarding life-sustaining treatment and converts those wishes into a medical order that applies across all care settings. Natividad will honor advance care planning documents to the best of our ability.

For more information on an Advance Directive or POLST, call the hospital operator at (831) 755-4111. The operator can connect you with a Natividad social worker.

## Organ Donation

Let your family or close friends know your wishes for organ donation. Unless you are registered with your state as an organ donor, your loved ones make the final decision — so it's important they know what to tell doctors.

Are you unsure about being an organ donor? Here are some things to remember:

- **Doctors will treat you the same.** Their priority is to save your life. Donation is only possible if all lifesaving methods have failed.
- **Most major religions in the U.S. support organ donation.** It's considered an act of love and kindness.
- **It's completely free.** There is no cost to donors or their families.



## Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact Admitting at (831) 755-6288.



# Palliative Care

## Improve Your Quality of Life

Palliative care helps reduce pain and suffering, and improves your quality of life. The goal isn't to cure your condition but to relieve its symptoms and the side effects of treatment. You can receive palliative care in the hospital, at home or in another facility.

You can get this care along with your regular treatments. And you can ask for it at any stage of your illness, whether you just received a diagnosis or you've had a condition for many years.

### You may want palliative care if you have:

- **physical symptoms** like nausea, shortness of breath, fatigue or pain
- **emotional symptoms** like anxiety or depression
- **spiritual concerns** like questioning beliefs or trying to find peace
- **practical concerns** like financial worries or questions about treatment

### Creating Your Care Plan

If you'd like to receive palliative care, tell your doctor or nurse. They will have the hospital's palliative care team meet with you to talk about your goals. Be sure to explain what is important to you — this will help the team create a plan that works for you.

### Types of Treatment

Your type of treatment depends on the kind of relief you want. If you have pain, you may be prescribed medication or physical therapy. For anxiety, treatment may include joining a support group. Palliative care comes in many forms since it works to treat all of you, not just your condition.





## Different From Hospice Care

Like hospice, palliative care focuses on patient comfort and support. But palliative care can be given at any stage in your condition along with your regular treatments. Hospice care happens toward the end of life, when treatments are no longer helping.

## Who Is My Care Team?

Your palliative care team could include many types of people, including doctors, nurses, dietitians, pharmacists and social workers. Your team members will depend on what type of treatment you need.

## We Are Here to Serve You

If at any time during your stay, you have a question about who is caring for you, or you need help for any reason, please ask. Our staff members will find the right person to provide you with the care you need.



## The California Hospital and Family Caregiver Law requires hospitals to:

- provide your loved one the opportunity to designate a family caregiver when admitted.
- keep that caregiver informed of their loved one's discharge plans.
- provide education and instruction, when appropriate, of aftercare tasks that the family caregiver will perform at home.

## For the Caregiver

### You Are a Valuable Partner in Your Loved One's Recovery

We encourage patients to pick a key person to support them during their hospital stay. 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 your loved one gets the safest and best care here and beyond the hospital.

#### What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

**What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen including financial planning, transportation and scheduling.

**What new and former medications does my loved one need to take?** Help your loved one understand the details — timing, dosing instructions, side effects, prescription refills, etc.

**What health warning signs do I need to watch for, and what do I do if they happen?** Help your loved one by writing down these symptoms and the name and contact number to call if you notice them.

## Caregivers Need Care Too

Caring for a loved one is an important job, but so is taking care of yourself. Try these tips to reduce stress and stay on top of your loved one's care:



- Aim for 7 to 9 hours of sleep each night.
- Exercise 20 minutes a day, three days a week.
- Ask for help with chores and meals.
- Reach out to family or friends if you need a break.

Check out these resources for more information:

National Alliance for Caregiving: [caregiving.org](https://www.caregiving.org)

Family Caregiver Alliance: [caregiver.org](https://www.caregiver.org)

Caregiver Action Network: [caregiveraction.org](https://www.caregiveraction.org)

# Understanding Your Bill

## What You Need to Know



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, 24-hour nursing care and medications. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

### Financial Counseling

The Natividad Financial Counseling department is available to assist patients who do not have health care coverage or have high deductibles/co-payments. There are various Medi-Cal (California Medicaid) programs available for children and adults with limited income and resources. Medi-Cal may cover all or a portion of your bill.

There are also charity, self-pay discount and high medical cost discount programs available. Under these programs, patients pay a reduced portion of Natividad bills. For more information, visit [natividad.com/insurance-and-billing](https://natividad.com/insurance-and-billing). Contact Financial Counseling at (831) 755-4165 for assistance.

### Medicare

If you have Medicare, you may have to fill out 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

If you have questions, call the customer service number listed on your statement.

### Commercial Insurance Providers

If you use a commercial insurance provider, the hospital forwards your claim to your insurance provider based on the information you provide at registration. About a month after you leave the hospital, you'll get 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 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, Medi-Cal or a commercial insurance provider, then 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](https://cms.gov/nosurprises) or [natividad.com/insurance-billing](https://natividad.com/insurance-billing).

When the first bill arrives, call the hospital's financial services department to set up a payment plan. Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then 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.

## 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 listed on 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. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.

Your insurance company may also send a letter asking for detailed accident information. This information is needed from you before paying a claim, so make sure you address these requests quickly.

## Keep Track

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

## 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.

## Commonly Confused Terms

<b>Deductible</b>	The amount you owe each year before your insurance begins making payments.
<b>Co-Payment</b>	A fee you pay for a specific service, usually due at the time of service.
<b>Coinurance</b>	The portion of your medical expenses that you're personally responsible for paying.





## Patient Portal

### **What is Natividad's Patient Portal & the Central Coast Health Connect (CCHC) Health Information Exchange (HIE)?**

A Patient Portal is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an internet connection. With your Patient Portal, you can be in control of your health and care.

The CCHC HIE provides secure electronic clinical data exchange among providers and participating health care organizations. Our HIE enhances coordination of care, reduces costs, and improves health care delivery and quality of life for the people in the communities we serve.

### **Getting started with Patient Portal and CCHC HIE**

Patient's health information is automatically included in Natividad's Patient Portal and CCHC HIE. You will receive an invitation email with a link to Natividad's Patient Portal and Central Coast Health Connect with instructions to register.

Once you register, you can access information from your visits at Natividad. To learn more about Central Coast Health Connect please call (831) 644-7494 or visit [cchchelp.com](http://cchchelp.com)

If patients do not wish to participate in sharing their information, they must "opt out" by completing the HIE Opt-Out form, which can be found in your registration paperwork or can be downloaded from [cchchelp.com](http://cchchelp.com)

### **How does a Patient Portal and HIE benefit you?**

- enhances access to medical records
- increases accuracy of information
- improves patient safety by reducing medication errors
- lab and radiology reports can be shared with your health providers
- improves patient coordination by sharing clinical data with your care team
- clinical data follows you across all of your providers
- securely share clinical data with your providers

## **FAQs**

### **What patient information is shared?**

- admission, discharge and transfer
- allergies
- medications
- problem/history
- result report (lab, radiology, etc.)

### **Is the Patient Portal and HIE connection secure?**

- Connection to the Patient Portal and HIE network is secured through either the use of a Virtual Private Network (VPN) and/or over the internet using SSL encryption and SAML.
- All data communicated between the providers are encrypted through a dedicated connection protocol.
- All access to CCHC HIE is password protected.
- The HIE follows all local, state and federal privacy regulations and guidelines.

### **Who can view my patient data?**

- Only you and your care team can access the patient data.

# Your Privacy Matters

## Privacy and Health Information

You have privacy rights under the Health Insurance Portability and Accountability Act (HIPAA), 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 health care providers and their vendors
- health insurance companies, HMOs and most employer group health plans
- certain government programs that pay for health care, such as Medicare, Medi-Cal and Medicaid

### What information is protected?

- information your doctors, nurses and other health care providers put in your medical records
- conversations your doctor has with nurses and others regarding your care or treatment
- information about you in your health insurer's computer system
- billing information about you at your clinic
- most other health information about you held by those who must follow this law

### What rights do you have over your health information?

Providers 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
- request that those who follow this law restrict how they use or share your health information
- file a complaint



### **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 health care, your information can be used and shared:

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

Without your written permission, your provider cannot:

- give your health information to your employer
- use or share your health information for marketing or advertising purposes
- share private notes about your mental health counseling sessions

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

## **Get Copies**

Be sure to get copies of your medical records and test results before you leave. Contact Release of Information Office (831) 755-6358.

## **Laws for Alcohol and Drug Treatment**

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [samhsa.gov](https://www.samhsa.gov)

# Rights & Responsibilities

## You Have the Right to the Best Care

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

### You Have the Right to:

1. 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.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
4. 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 forgoing or withdrawing life-sustaining treatment.
5. 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.
6. 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 members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure 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.
8. Reasonable responses to any reasonable requests made for service.
9. 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 pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may





refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.

10. 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.
11. 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.
12. 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.
13. 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.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. 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.
16. 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 also be provided this information.
17. Know which hospital rules and policies apply to your conduct while a patient.

18. 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.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling:

**Natividad Patient Experience**

Attn: Patient Experience Coordinator

1441 Constitution Blvd.

Salinas, CA 93906

(831) 262-1135

patientexperience@natividad.com\*

\*Please note that email is not an encrypted/secure form of communication.

The grievance committee will review each grievance and provide you with a written response within 7 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also

be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

- 23.** File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is: 100 Paseo de San Antonio, Suite 235, San Jose, CA 95113, (408) 277-1784
- 24.** File a complaint with the Department of Fair Employment and Housing at [www.dfeh.ca.gov](http://www.dfeh.ca.gov), (800) 884-1684 or (800) 700-2320 (TTY) or 2218 Kausen Dr., #100, Elk Grove, CA 95758
- 25.** File a complaint with the Medical Board of California at [mbc.ca.gov/consumers/file-a-complaint](http://mbc.ca.gov/consumers/file-a-complaint), (800) 633-2322 or 2005 Evergreen St., #1200, Sacramento, CA 95815

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (3/17)

### **You Have the Responsibility to:**

- Provide as accurate and complete information as possible about present medical complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Report unexpected changes in your medical condition to your doctor or nurse.
- Inform your doctor or nurse when you do not understand a proposed treatment plan and what is expected of you.
- Cooperate with the agreed upon treatment plan recommended by your doctor and follow the instructions of your doctors and nurses.
- Keep appointments or notify the hospital or clinic if you are unable to do so.
- Accept the consequences of any refusal of treatment after you have thoroughly discussed the treatment plan with your doctor and have understood the possible consequences of refusal.
- Provide financial information as necessary to qualify for health care benefits and fulfill financial obligation not covered by insurance.
- Request health information and/or education as needed.
- Be considerate and respectful of the rights and property of other patients, visitors, families and hospital staff and assist in the control of noise, smoking and the number of visitors.
- Understand that after the patient has left the facility either by discharge order or against medical advice (AMA), his or her return to the facility shall be considered a new admission/visit.
- Be respectful of the property of other persons and of the facility.

### **Questions?**

If you have questions about your patient rights and responsibilities, contact Natividad at (831) 755-4111.



## Notice of Nondiscrimination

### We're Here to Help You

Natividad complies with applicable federal civil rights laws and does not discriminate on the basis of race, religion, gender identity/expression, sexual orientation, color, national origin, age, disability or sex. Natividad does not exclude people or treat them differently because of race, religion, gender identity/expression, sexual orientation, color, national origin, age, disability or sex.

#### **Natividad:**

**Provides free aids and services to people with disabilities to communicate effectively with us, such as:**

- qualified sign language interpreters
- written information in other formats (large print, audio, accessible electronic formats and other formats)

**Provides free language services to people whose primary language is not English, such as:**

- qualified interpreters
- information written in other languages

In addition to our standard interpreter services we are able to provide interpretation in several native languages of Mexico, including Mixteco, Triqui, Purepecha, Chatino, Zapoteco and more.

If you need these services, let your care provider know or contact Interpreter Services at (831) 796-1612.

If you believe that Natividad has failed to provide these services or discriminated in another way on the basis of race, religion, gender identity/expression, sexual orientation, color, national origin, age, disability or sex you can file a grievance with:

**Natividad**

1441 Constitution Blvd.  
Salinas, CA 93906  
(831) 262-1135  
patientexperience@natividad.com\*  
[natividad.com/contact](https://natividad.com/contact)

You can file a grievance in person, by mail or email.\* If you need help filing a grievance, Patient Experience is available to help you.

\*Please note that email is not an encrypted/secure form of communication.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov](https://ocrportal.hhs.gov) or by mail or email at:

**Centralized Case Management Operations**

**U.S. Department of Health and Human Services**

200 Independence Ave. SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Complaint forms are available at  
[hhs.gov/civil-rights/filing-a-complaint/complaint-process](https://hhs.gov/civil-rights/filing-a-complaint/complaint-process)



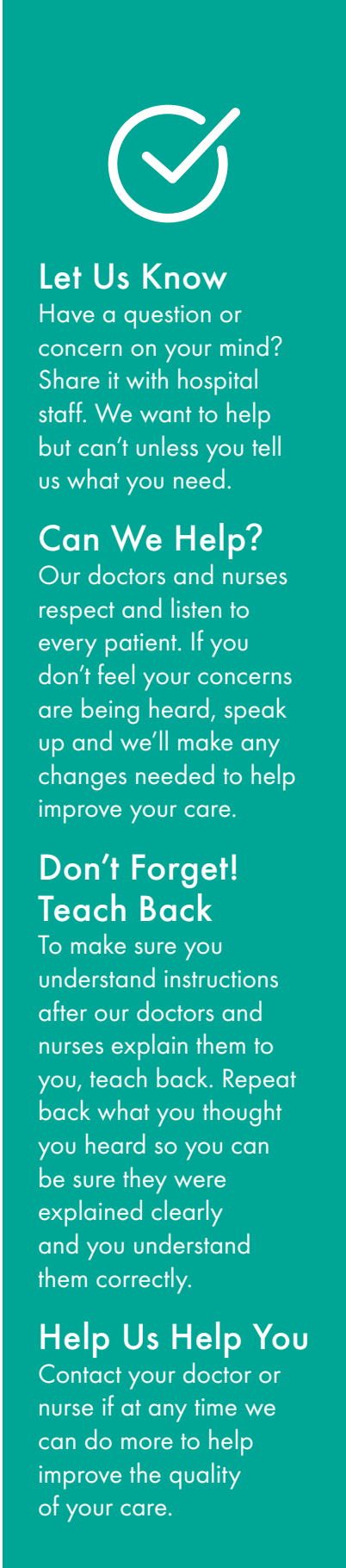
# Natividad Speaks Your Language

## Free Interpreter Services:

If you speak a language other than English, language access services, free of charge, are available to you. Let your care provider know or call (831) 796-1612.

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

<b>English</b>	ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
<b>Spanish</b> (Mixteco, Triqui, Purepecha, Chatino, Zapoteco)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
<b>Chinese</b>	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電
<b>Vietnamese</b>	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
<b>Tagalog</b>	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
<b>Korean</b>	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
<b>Armenian</b>	ՈՒՇԱՆԴՈՒԹՅՈՒՆՆԵՐ՝ եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ:
<b>Persian (Farsi)</b>	امش یارب ناگیار ترو ص ب ینابز تالی ه س ت ، دینک یم وگت فگ ی س راف نابز ه ب رگا : هجوت : دشاب یم مه ارف .
<b>Russian</b>	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
<b>Japanese</b>	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
<b>Arabic</b>	لصتا . ناجم لاب كل رفاوت ةي وغلل ا دعاسم ل ا م د خ ن ا ف ، ةغلل رك ذا ث دحت ت نك اذا : ةظوح لم 1- م قرب
<b>Punjabi</b>	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤਾਸਾ ਵਾਚਿ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ
<b>Cambodian (Mon-Khmer)</b>	,
<b>Hmong</b>	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau
<b>Hindi</b>	ध्यान दें: यदि आप हंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध
<b>Thai</b>	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี



Have a question or concern on your mind? Share it with hospital staff. We want to help but can't unless you tell us what you need.

Our doctors and nurses respect and listen to every patient. If you don't feel your concerns are being heard, speak up and we'll make any changes needed to help improve your care.

To make sure you understand instructions after our doctors and nurses explain them to you, teach back. Repeat back what you thought you heard so you can be sure they were explained clearly and you understand them correctly.

Contact your doctor or nurse if at any time we can do more to help improve the quality of your care.

## Keep Your Health Care Questions & Answers Here

This image shows a full page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general note-taking. There are no margins, text, or other markings on the page.

# Services

## Clinical Support Services

Cardiopulmonary  
Case Management  
CHOICE Trauma Prevention & Outreach  
Diabetes Education Center  
Diagnostic Imaging  
Interventional Radiology  
Laboratory  
Interpreter Services  
Outpatient Therapy  
    Occupational Therapy  
    Physical Therapy  
    Speech Therapy  
Palliative Care  
Pharmacy  
Social Services  
Spiritual Care

## Emergency Services

Doctors and Nurses on Duty 24 hours a day, 7 days a week

## Family Medicine Residency

*Affiliated with the University of California, San Francisco*

## Level II Trauma Center

## Natividad Foundation

(831) 755-4187  
[natividadfoundation.org](http://natividadfoundation.org)

## Outpatient Services/Clinics

Audiology  
Bariatric Surgery Clinic  
Cardiology Services  
D'Arrigo Family Specialty Services  
    Audiology  
    Adult Congenital Cardiology  
    Colorectal Surgery\*  
    Gastroenterology  
    General Surgery  
    Gynecology/Oncology  
    Hematology/Oncology  
    Interventional Radiology  
    Nephrology  
    Neurology  
    Neurosurgery  
    Obstetrics and Gynecology (OB/Gyn)  
    Orthopedic Surgery\*  
    Pediatric Cardiology  
    Physical Medicine  
    Plastic Surgery (Hands)  
    Podiatry  
    Pulmonary Medicine  
    Urogynecology  
    Vascular/Thoracic Surgery

Developmental Behavioral Pediatrics

Imaging Services

Lactation Services

Natividad Medical Group

    Family Medicine  
    Obstetrics and Gynecology  
    Pediatrics

Sally P. Archer Child Advocacy Center & Bates-Eldredge Child Abuse Clinic

Women's Imaging

## Services

Intensive Care Unit (ICU)

Intermediate Care

Maternity Services

    Breastfeeding Support  
    Labor & Delivery  
    Mother Infant Unit  
    Prenatal Testing  
    Vaginal Birth After Cesarean (VBAC)

Medical Surgical

Nora Dowd Mental Health Unit

Neonatal Intensive Care Unit (NICU), Level III

*Affiliated with the University of California San Francisco Benioff Children's Hospital*

Pediatrics

Sam Karas Acute Rehabilitation Center

Surgical Services



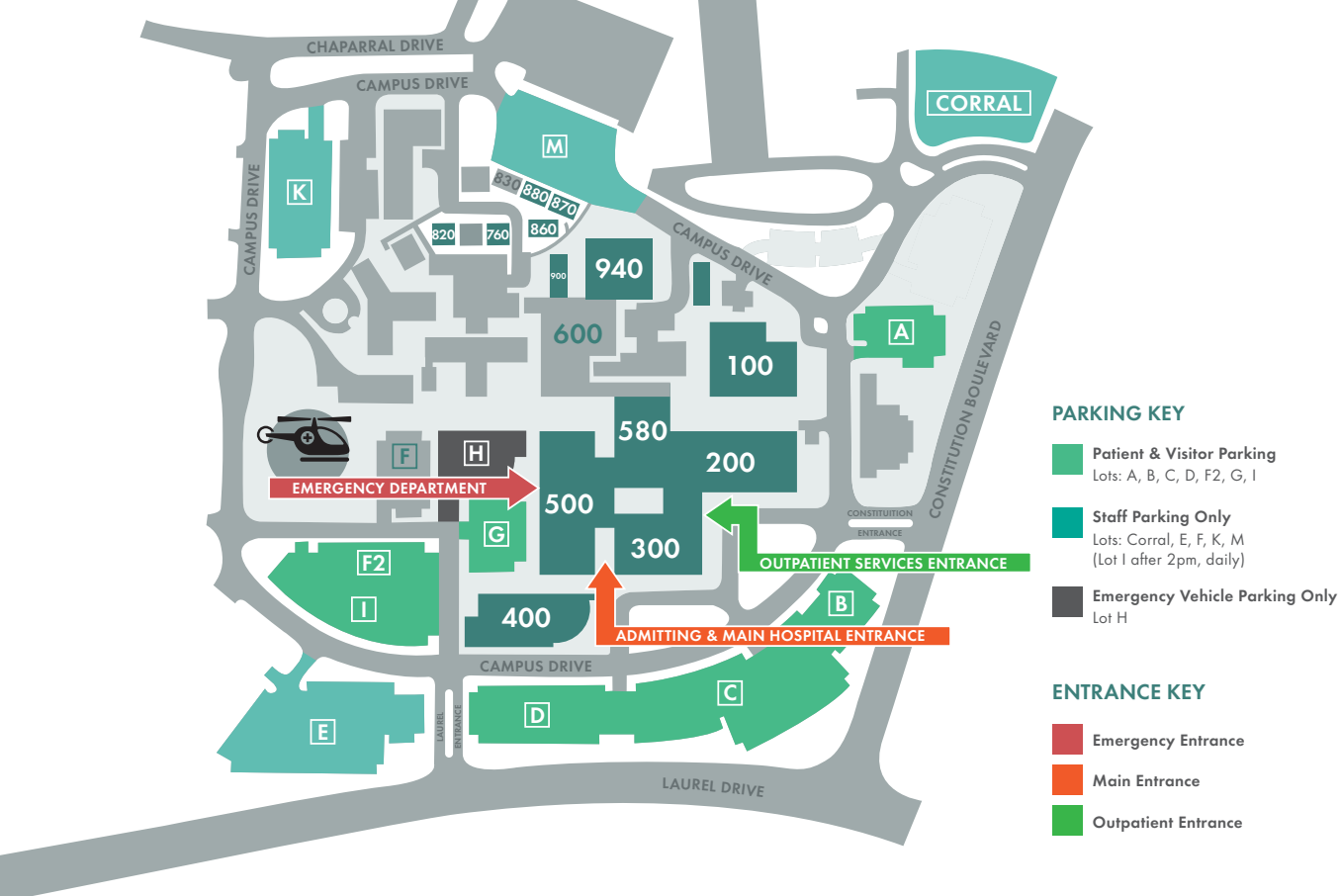
1441 Constitution Blvd.  
Salinas, CA 93906  
(831) 755-4111

[natividad.com](http://natividad.com)

For the Spanish website,  
visit [espanol.natividad.com](http://espanol.natividad.com)



\*Service is available for pediatric and adult patients.



#### PARKING KEY

- Patient & Visitor Parking  
Lots: A, B, C, D, F2, G, I
- Staff Parking Only  
Lots: Corral, E, F, K, M  
(Lot I after 2pm, daily)
- Emergency Vehicle Parking Only  
Lot H

#### ENTRANCE KEY

- Emergency Entrance
- Main Entrance
- Outpatient Entrance

#### Building Key

100	Sam Karas Acute Rehabilitation Center
200	Barnet J. Segal Outpatient Services
300	Administrative Services and Financial Counseling
400	Barbara Shipnuck Professional Center
500	Main Hospital/Inpatient Services
580	Outpatient Therapy Services
760	Immunology Division Outpatient Clinic
820	Volunteer Auxiliary
860	Contracts
870	Managed Care
880	Nursing Education
940	Nora Dowd Mental Health Unit

#### Driving Directions

##### Traveling Hwy 101 (from San Jose or King City)

From Hwy 101, take the Laurel Dr. exit. From San Jose, turn left (east) at the light onto Laurel Dr. From King City, turn right (east) at the light onto Laurel. Stay on Laurel Dr., approximately two miles, crossing intersections of Main St. and Natividad Rd. Turn left at the next light onto Constitution Blvd. The Natividad campus is on the left.

##### Traveling Hwy 1 (from Monterey Peninsula)

From Hwy 1, take the Imjin Pkwy. exit heading east. Turn right onto Reservation Rd. Turn left onto Blanco Rd. Turn left onto S Davis Rd. Turn right onto W Rossi St. Turn left onto Sherwood Dr. Keep following Sherwood Dr. as it becomes Natividad Rd. Turn right at E Laurel Dr., then left on Constitution Blvd. The Natividad campus is on the left.

#### Public Transportation

##### Taxi

Green Cab (831) 757-4211  
Salinas Orange Cab (831) 757-7778  
Sal's Taxi (831) 422-7276

##### Bus

MST Transportation | [mst.org](http://mst.org)  
(831) 899-2555 or (888) MST-BUS1