

Morton Hospital Patient Guide

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Welcome

Thank You for Trusting Us

On behalf of our entire team at Morton Hospital, I would like to welcome you and thank you for entrusting us with your care.

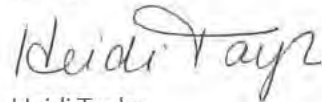
At Morton Hospital, we take great pride in our ability to provide compassionate, high-quality health care in the community setting—ensuring our patients can receive all of their care close to where they live and close to the support of their loved ones. It is our goal to partner with you and your family to exceed all of your needs and expectations during your hospital stay. Our hospital motto is “Our Family Caring for Yours,” and our mission is to care for you as we would our own loved ones.

Ensuring you have a positive experience is our #1 priority. If there is anything we can do to make your stay more comfortable, or if you have any questions or concerns regarding your care, please speak to your clinical care team or any of our staff members. If at

any time you have concerns that are not being addressed, our patient advocate would be happy to speak with you or a member of your family about your care experience. To reach our patient advocate, please call 508-828-7378, Monday through Friday between the hours of 8 a.m. and 4:30 p.m.

After your stay, you may receive a survey with questions about the care you received at Morton Hospital. We hope you will take the opportunity to share your experience. Your feedback is greatly appreciated and helps us continue to grow and improve our services so we can remain the hospital of choice for our community.

Thank you for being part of our Morton family.



Heidi Taylor
President, Morton Hospital



Heidi Taylor
President and Chief
Financial Officer



Krystal Hilton, MSN, BSN, RN
Chief Nursing Officer/Chief
Operating Officer



Charles Thayer, MD
Chief Medical Officer



Patricia Pfeiffer
MPH, CPHQ, Senior Director
of Quality & Operations



Jennifer Robbins, MSN, RN
Senior Director of Patient
Care Services & Professional
Practice



Mary Pat Tranter, PhD
Director of Patient
Relations



Kyle Braga
Senior Director of
Materials Management &
Support Services



Julie Masci
Senior Director of
Marketing, Community
Relations & Support
Services



Kelly Gibbons
Director of Human
Resources



Theresa Jacobus
Senior Director of Resource
Management & Support
Services

Phone & TV Channel Listings

Phone Listings

TV Channel Listings

KEY NUMBERS

Main

508-828-7000

Billing

888-527-1968

Telecommunications Device for the Deaf (TDD)

508-822-3898

Care Management and Social Services

508-828-7370

DoctorFinder Line

800-488-5959

Emergency Department

508-828-7100

Financial Counselors

508-828-7075 or 508-828-7768

Interpreter Services

508-828-7379

Medical Records

508-828-7330

Patient Access

508-828-7360 or 508-828-7361

Patient Advocate

508-828-7378

Patient Information

508-828-7350

Spiritual Care

508-828-7358

Phone Tip

Calling from INSIDE the hospital? Dial the last four digits only (for phone numbers beginning with 508-828).

4.1	WBZ	51.2	VH-1
4.2	WBZ START TV	52.1	Hallmark Channel
4.3	DABL	52.2	HGTV
5.1	WCVB ABC-5	53.1	HLN
5.2	METV Boston	53.2	National Geographic
7.1	WHDH-7	54.1	MSNBC
7.2	THIS TV	54.2	Syfy
10.1	NBC-10 WJAR	55.1	TBS
10.2	METV Providence	55.2	TMC
10.3	Comet	56.1	WLVI The CW-56
10.4	TBD	56.2	Buzzer
25.1	WFXT FOX Boston	57.1	TV Land Classic
25.2	ESCAPE/CTVMYST	57.2	USA
25.3	Laff	58.1	AccuWeather
41	RTP (Portuguese)	58.2	Univision (Spanish)
44.1	Hospital Info	59.1	Univision (Spanish)
45.1	700 Club/Freeform	59.2	Investigation Discovery
45.2	AMC	60.1	Music
45.3	Channel Line-Up	60.2	Music
46.1	Animal Planet	61.1	Music
46.2	A&E	61.2	Music
47.1	CNN	62.1	RI PBS-36 WSBE
47.2	Discovery	62.2	ABC-6 WLNE
48.1	Food Network	63.1	NBC-10 WJAR
48.2	Fox News	63.2	CBS-12 WPRI
49.1	NESN	64.1	CW Providence-64 WNAC
49.2	NBC Sports Boston	64.2	WNAC-64 TB2
50.1	TLC	65.1	BET
50.2	Lifetime	65.2	TNT
51.1	Nickelodeon		

Our Commitment to Care



After Your Stay

Once you leave our care, we may ask you to take the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key topics, such as:

- ✔ doctor and nurse communication
- ✔ medicine and discharge information
- ✔ staff responsiveness
- ✔ overall quality of the hospital

If you're selected to receive this survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

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 nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Morton Hospital's patient advocate at 508-828-7378. You also have the right to file your complaint with either:

Massachusetts Department of Public Health

Division of Health Care Safety and Quality
67 Forest St.
Marlborough, MA 01752
617-753-8000

**Office of Quality and Patient Safety
The Joint Commission**

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Website: www.jointcommission.org, then click "Report patient safety event"



Rapid Response Team



How to Call Rapid Response

Step 1: Ask a nurse to call the Rapid Response Team, or dial 555 from your bedside phone.

Step 2: Tell the operator: your name, room number, patient's name and your concern.

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

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.

When to Call Rapid Response

Call for help if you notice:

- ◆ change in heart rate or blood pressure
- ◆ change in respiratory (breathing) rate or oxygen levels
- ◆ very low urine output
- ◆ change in mental status or level of consciousness
- ◆ any change in the patient's condition that needs immediate attention and the health care team is not responding, or if you continue to have serious concerns after speaking with the health care team

Remember, it's also okay to call any time you are worried something might be wrong.

Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions



Visiting the Hospital?

Thanks for taking the time to support your loved one's care and recovery. See p. 7 for important visitor information.

ATM



Located on the ground floor near the main lobby.

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 at your bedside. If you have any questions on how to use the call button, ask a staff member to show you.

Commitment to Safety



Morton Hospital is committed to providing a safe environment for patients, visitors and staff. We have a zero-tolerance policy on physical or verbal abuse. Weapons or illicit substances of any kind are not permitted and are subject to confiscation.

Fire Safety



We conduct fire drills from time to time. If you hear a "Code Red" alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers and Mail



We will personally deliver flowers and mail that are sent to you during your stay. Only Mylar balloons are allowed in the hospital. Latex balloons are not permitted. Flowers are not permitted in our Intensive Care Unit.

Internet



Patients, families, visitors, vendors and other guests who want to stay connected can enjoy **guest Internet service**. Morton Hospital's free wireless

service gives you easy access to the internet throughout the hospital campus.

Interpreters



Morton Hospital offers interpreters 24 hours per day at no cost. You do not have to bring your own interpreter. If you prefer to have a family member or friend interpret, we will respect your preference unless it would prevent effective communication. You may change your mind at any time and request a Morton Hospital interpreter. Minors are not allowed to interpret for family members or patients. Interpreter Services can be reached through your doctor or nurse, or by calling 508-828-7379 (or ext. 7379 from your room phone).

Pastoral Care



Pastoral Care offers a variety of services, including: daily visits to patients, their families and visitors; prayer and pastoral counseling; administration of sacraments; and memorial, funeral and baptism services. A daily Liturgy is offered in the chapel at 12 noon. The hospital has a full-time chaplain, and Pastoral Care Services are available 24 hours a day, seven days a week.

Patient Advocate



Although anyone on staff is available to address any needs you may have, please feel free to contact our patient advocate at ext. 7378 with any care-related concerns. Our advocate is available Monday through Friday from 8 a.m. to 4:30 p.m. After hours, please speak with your health care team or nursing supervisor.



Patient Meals



A variety of food is available on our patient menu. Patients will receive information about their diet with individualized instruction provided by our registered dietitians. Hosts/hostesses will visit you daily to help you with your menu selections. Meals are served during the following hours:

Breakfast: 7 a.m. to 8:30 a.m.

Lunch: 11 a.m. to 12:30 p.m.

Dinner: 4:30 p.m. to 6 p.m.

(Hours for each floor may vary.)

Personal Belongings



We ask that you do not bring large sums of money, credit cards, jewelry or other valuables to the hospital. If you have valuables you would like secured, please speak with a nursing staff member.

Patient-owned, non-medical electrical (including battery operated) devices may be used in the hospital if the devices are in safe condition,

are not heat-producing devices, and do not pose a hazard or disruption to other patients. The hospital reserves the right to prohibit the use of any patient personal equipment for safety concerns.

Quiet Time



For your comfort and healing, Morton Hospital observes quiet time from 1 p.m. to 2 p.m. and after 9 p.m. on a daily basis.

Smoking



Smoking and tobacco use is not permitted anywhere on hospital grounds.

Telephone



You can make calls to a hospital service by dialing the four-digit extension. There is no charge for Taunton local calls. Long-distance calls will be charged to you. To place a call, dial 9 + 1 + area code and the seven-digit number.

Visitors



Morton Hospital ensures all patients coming to the hospital will enjoy equal visitation privileges consistent with the patient's preferences. Visitation shall only be restricted when it has been determined to be clinically necessary. Visitation rights include the right (subject to the patient's consent) to receive the visitor whom he or she designates, including, but not limited to: a spouse, a domestic partner (including a same-sex domestic partner), another family member or friend. Patients have the right to withdraw or deny such consent at any time. Some units, including our Intensive Care Unit and Elder Behavioral Health Services, may have their own visitation policies in place. Please call these units for the latest guidance.

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.

You're in charge.



You are the center of your health care team. Know what's happening every step of the way.

Always double check.



Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

Know your medicines.

Understand what they treat, why you need them and how to take them for the best results.



Speak up.

Ask questions and voice concerns. It's your body, and you have the right to know.

Educate yourself.

Learn about your medical condition, tests and treatment options.



Find a support person.

Pick someone to help speak up for your care and needs during your stay.



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 to learn more.**



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.

5 Ways to Fight Infections

Take Charge of Your Care

The hospital is a place you come to get well, but you also can 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 if you are sick.

If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

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 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.



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



Cleaning Tip

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).

Don't Ignore Pain

Take Charge of Your Care

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 the course of 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?



Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine 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 pain strikes.

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

Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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Safety & Preparation

Take Charge of Your Care

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:

- 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.



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**—In fact, 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 Questions

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

Talk to Your Care Team

Take Charge of Your Care



Hourly Rounding

You will be visited every hour by the nursing staff between 6 a.m. and 10 p.m., and every two hours between 10 p.m. and 6 a.m. On every rounding visit, the nursing staff member will perform these tasks for you if you are awake:

- check your pain level
- offer help using the toilet
- help you get in a comfortable position
- check medicine and provide medicine if needed (RN visits only)
- make sure your essential needs (call light, phone, reading material, etc.) are within easy reach
- find out if you have any questions
- let you know when the next rounding visit will occur

If you are not being visited regularly, please ask to speak with the nursing unit manager.



Bedside Handover

Morton Hospital knows that you are an important part of the health care team. Because of that, your nurse will hand over your care to the nurse on the next shift at your bedside. We want your input and to be sure you are included in and informed about your plan of care, medicines, tests and progress while you are here.

The nurse who is leaving, the oncoming nurse, yourself and any members of your family or friends that you approve may stay for report in your presence at each change of shift. Your nurse will explain the process before each bedside handover, and you can opt out of it at any time. If you are sleeping at change of shift report, a nurse will check on you, but the verbal report will be done elsewhere so you can rest, unless you have asked us to wake you for report.

We Want Your Input

We want you to be informed about your care and have a chance to ask questions. Let us know if you'd like to be awake for your bedside handovers.

Prevent Hospital Infections

Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection but doesn't respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.



Take Steps to Reduce Your Risk During Your Stay

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. The chart below lists common infections and steps you can take to prevent them.

Type	How It Starts	Symptoms	Prevention
Catheter-Associated Urinary Tract Infection (UTI)	Germs enter your urinary tract while using a tube to drain urine	<ul style="list-style-type: none"> ● fever ● burning ● pain ● bloody or frequent urination 	<ul style="list-style-type: none"> ● clean hands before touching area ● keep urine bag below level of bladder to prevent backflow, and ask for it to be emptied regularly ● don't tug, pull, twist or bend the tube ● secure catheter to your leg and ask every day if it's still needed
Surgical Site Infection	Germs affect the site of your surgery—either on your skin or internally	<ul style="list-style-type: none"> ● redness ● pain ● drainage of cloudy fluid ● fever 	<ul style="list-style-type: none"> ● do not shave surgery site (irritation increases risk of infection) ● clean hands before touching area ● don't let visitors touch or dress your wound ● ask your nurse to show you how to care for your wound
Central Line-Associated Bloodstream Infection	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"> ● red skin and soreness at site ● fever ● chills 	<ul style="list-style-type: none"> ● clean hands before touching area ● speak up if your bandage comes loose or looks wet or dirty, or if your skin looks red or feels sore ● avoid touching tube or letting visitors touch tube ● ask that tube be removed as soon as possible
Ventilator-Associated Pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe	<ul style="list-style-type: none"> ● cough ● mucus ● fever ● chills ● shortness of breath 	<ul style="list-style-type: none"> ● clean hands before touching area ● ask if it's safe to raise the head of your bed ● know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened ● ask that tube be removed as soon as possible

Rights & Responsibilities



You Have the Right to the Best Care

Patient Rights

Morton Hospital supports the following rights for each patient:

- ◆ The right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- ◆ The right of each patient to a reasonable response to his or her requests and needs for treatment or services within the hospital's capacity, its stated mission and applicable laws and regulations.
- ◆ The right of each patient to obtain a copy of any rules and regulations of the hospital which apply to a person's conduct as a patient.
- ◆ The right of each patient to considerate and respectful care, including consideration of the psychosocial, spiritual and cultural values that influence the perception of illness.
- ◆ The right of each patient to privacy during medical care, within the hospital's capacity to provide it, and to receive care in a safe setting, free from any form of abuse, neglect or harassment.
- ◆ The right of the patient to receive the name and specialty of any individual responsible for care or the coordination of care upon request.
- ◆ The right of each patient to obtain an explanation as to the relationship, if any, of the hospital and

its physicians to any other health care facility or educational institution insofar as the relationship relates to the patient's care or treatment.

- ◆ The right of each patient to refuse to be examined, observed or treated by students or other hospital staff without jeopardizing the patient's access to medical care.
- ◆ The right of each patient to receive prompt lifesaving treatment in an emergency without discrimination on account of economic status or source of payment and without delaying treatment for purposes of determining insurance information, unless such delay can be imposed without material risk to the patient's health. This right extends to all patients, including persons accessing care through the Emergency Department.
- ◆ The right of each patient to the confidentiality of his or her medical information. The patient or the patient's legal representative will have access to

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, contact Morton Hospital's patient advocate at 508-828-7378.

the information contained within his or her medical record within the limits of the law.

- ◆ The right of each patient to refuse removal of clothing.
- ◆ The right of the patient suffering from breast cancer to receive complete information on the alternative treatments, which are medically viable.
- ◆ The right of the patient to refuse to serve as a research subject, and to refuse any care or examination when the primary goal is educational or informational rather than therapeutic. No patient will participate as a research subject without his or her written consent.
- ◆ The right of each patient to receive effective management of pain.
- ◆ The right, if you are a maternity patient, if applicable, to receive information about the hospital's rate of cesarean sections and related statistics.
- ◆ The right of each victim of sexual assault to be provided with medically and factually accurate written information prepared by the commissioner about emergency contraception.
- ◆ The right of each female rape victim of childbearing age who presents at this hospital after a rape to be provided with medically and factually accurate written information prepared by the commissioner about emergency contraception.
- ◆ The right of each female rape victim of childbearing age who presents to the Emergency Department after a rape to be offered emergency contraception.
- ◆ The right of each female rape victim of childbearing age who presents to the Emergency Department after rape to receive initial emergency contraception upon request.
- ◆ The right of each patient, or patient's representative, in collaboration with his or her physician, to participate in the development and implementation of the care plan, inpatient or outpatient, including as applicable a discharge plan and pain management plan, and to make health care decisions to the extent permitted by law.
- ◆ The right of each patient to obtain information necessary, such as diagnosis, possible prognosis, benefits and risks to enable the patient to make treatment decisions that reflects the patient's wishes.

- ◆ The right of each patient to know in advance who will perform each treatment or procedure and to request another physician or health care provider for treatment or consultation.
- ◆ The right of the patient (or the patient-designated representative) to participate in the consideration of ethical issues that arise in the care of the patient.
- ◆ The right of the patient to formulate advance directives and to appoint a surrogate or health care agent (proxy) to make health care decisions in the event that the patient becomes unable to do so. The provision of care is not conditioned on the existence of an advance directive.
- ◆ The right of the patient to accept or refuse treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- ◆ The right of each patient to request and receive from Patient Access Services any information the hospital has available relative to financial assistance and eligibility for free hospital care.
- ◆ The right for each patient to receive upon request an itemized bill or other statement of charges submitted to any third party by the hospital, and to have a copy of the itemized bill or statement sent to your attending physician.
- ◆ The right of all patients and their families requiring language interpretation or translation, large print/ Braille/audio or video-tape, or assistance with listening devices or those with other special needs, to receive such services and materials in a timely manner at no additional cost to the patient.
- ◆ The right to be free from restraints or seclusion in any form that is not medically necessary.
- ◆ The right to have someone of your choice remain with you for emotional support during your hospital stay or outpatient visit, unless your visitor's presence compromises your or others' rights, safety or health. You have the right to deny visitation at any time.
- ◆ The right of the patient to have a family member or representative of his or her choice and his or her own private physician notified promptly of his or her admission to the hospital.
- ◆ The right to voice concerns about the care he or she receives. If the patient has a problem or complaint, he or she may talk to the doctor, nurse manager or a department manager. He or she also may contact

CONTINUED ON NEXT PAGE

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Rights & Responsibilities CONTINUED

the hospital president or patient advocate. The patient has the right to be informed of the process around complaint resolution.

- ◆ The right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis or treatment. The patient has the right to withdraw consent up until a reasonable time before the item is used.

Patient Responsibilities

- ◆ To provide, to the best of your knowledge, accurate and complete information about present symptoms, past illnesses, hospitalizations, medications and other matters relating to your health.
- ◆ To report unexpected changes in your condition to those responsible for your care.
- ◆ To understand your health care. If you are unclear about either your condition or medical treatment, please ask your physician or other staff member to discuss them with you.
- ◆ To follow the treatment plan recommended by the practitioner primarily responsible for your care.
- ◆ To accept full responsibility for your decision and your health care if you refuse treatment.
- ◆ To pay your hospital bill promptly and to supply us with necessary health insurance information.
- ◆ To follow the hospital's rules and regulations affecting patient care and conduct, including the "smoking" policy.
- ◆ To be considerate of the rights of other patients and the hospital personnel by assisting in the control of the noise and the number of your visitors, and allowing your roommates and other patients privacy and quiet.
- ◆ To respect the property of others, and of the hospital.
- ◆ To respect the individuality of others, including racial, ethnic and cultural differences.
- ◆ To report your pain and to discuss with the doctors/nurses any concerns you may have about pain.
- ◆ To take reasonable care of your own valuables and other possessions.
- ◆ To understand that physicians (includes persons employed by physicians such as mid-level providers) on the staff at this hospital, including your attending

physician, may not be an employee or agent of the hospital and that the hospital cannot be held responsible for any actions related to a physician's medical decision-making specific to your care while at the hospital.

Responsibility to be considerate of rights of others

You, your legal representative and your visitors are responsible for:

- ◆ treating the people who take care of you, other patients and our property with respect and courtesy
- ◆ maintaining a clean and quiet area
- ◆ respecting the privacy of other patients
- ◆ limiting your use of cellphones in patient care areas
- ◆ not taking pictures or videos or recording conversations without first talking with staff

Health Care Proxy (Agent)

The health care proxy (agent) is a simple legal document that allows you to name someone you know and trust to make health care decisions for you if, for any reason and at any time, you become unable to make or communicate those decisions. For more information or assistance in completing the health care proxy form, call the hospital's patient advocate or a member of Care Management.

Anatomical Donations

State and federal regulation require all acute care hospitals to offer patients and families the opportunity for organ and tissue donation.

Concerns

You, your family, your significant other or your guardian have the right to tell us when something is wrong. This is called presenting a complaint. If you present a complaint, your care will not be affected in any way. If you have a problem that you cannot solve with your doctor, nurse or other caregiver, please call the patient advocate's office or the president's office.

If you send a complaint by fax, email or written letter, the patient advocate will acknowledge your communication within two business days. The patient advocate will contact you, review your complaint and make every effort to resolve your concerns at that time. The patient advocate will work with other members of the hospital to review and resolve your



complaint in a timely manner. Usually this is completed within seven days, but if it is not resolved, the patient advocate will contact you directly to discuss the current status of your complaint. A letter will be sent to you that will include the name of the hospital contact, steps taken for the review, results of the review and the completion date.

President's Office

508-828-7003

Patient Advocate's Office

508-828-7378

In addition, you have the right to discuss your concerns with any of the following agencies:

Massachusetts Department of Public Health

Division of Health Care Safety and Quality

67 Forest St.

Marlborough, MA 01752

617-753-8000

Massachusetts Board of Registration in Medicine

200 Harvard Mill Sq., Suite 330

Wakefield, MA 01880

800-377-0550

The Joint Commission

Office of Quality and Patient Safety

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Website: www.jointcommission.org, then click "Report patient safety event"

Massachusetts Department of Mental Health

Clinical and Professional Services of Licensing

25 Staniford St.

Boston, MA 02114

617-626-8000

Medicare Patients

Each Medicare beneficiary who is an inpatient will be provided a standardized notice, "An Important Message from Medicare," upon admission and within two days of discharge. This document should be reviewed, signed and dated by the Medicare beneficiary. As a Medicare recipient, you have the right to discuss any concerns around quality of care of services to the patient representative. Additionally, if you are not satisfied, you have the right to contact the Medicare Quality Improvement Organization:

KEPRO

888-319-8452

TTY: 711

Rights & Responsibilities CONTINUED

Section 504 Notice of Program Accessibility

Morton Hospital and its programs and activities are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing or blind, or who have other sensory impairments.

Access features include:

- ◆ convenient off-street parking designated specifically for disabled persons.
- ◆ curb cuts and ramps between parking areas and buildings.
- ◆ level access into first floor level with elevator access to all other floors.
- ◆ fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- ◆ a full range of assistive and communication aids provided to persons who are deaf, hard of hearing or blind, or with other sensory impairments. There is no

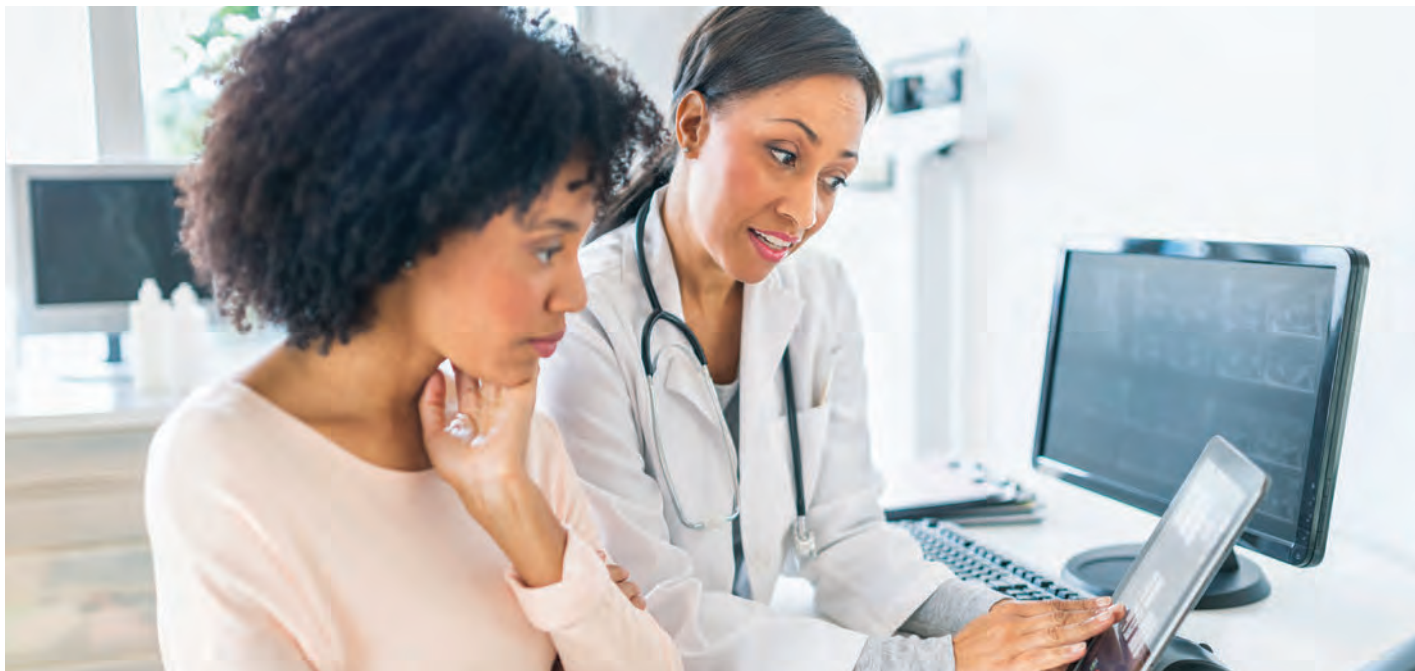
additional charge for such aids. Some of these aids include:

- ◆ qualified sign language interpreters for persons who are deaf or hard of hearing
- ◆ a 24-hour telecommunication device (TTY/TDD) that can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing or speech impaired
- ◆ readers and taped material for the blind and large print materials for the visually impaired
- ◆ flash cards, alphabet boards and other communication boards
- ◆ assistive devices for persons with impaired manual skills

If you require any of the aids listed above, please let a nurse or your caregiver know.



Notice of Nondiscrimination



Civil Rights Complaint

You 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/ocr/portal/lobby.jsf, 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

Complaint forms are available at www.hhs.gov/ocr/complaints/index.html.

We're Here to Help You

As a recipient of federal financial assistance, **Morton Hospital** does not exclude, deny benefits to or otherwise discriminate against any person on the basis of race, color, national origin, gender, sexual orientation, religion, disability or age in admission to, participation in or receipt of services and benefits under any of its programs and activities, whether carried out by **Morton Hospital** directly or through a contractor or any other entity with which **Morton Hospital** arranges to carry out its programs and activities.

The statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84 and 91.

If you have questions, please contact either:

Relay Line

Operator-Assisted Support for Deaf and Hard of Hearing
1-800-439-0183 or 711 (when calling from MA)

Interpreter Services Available

Albanian - Shqip

Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.

اللغة العربية - Arabic

هل تتحدث العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.

Brazil-Portuguese - Português

Você fala português? Nós lhe forneceremos um interprete, sem nenhum custo adicional.

Cambodian - ភាសាខ្មែរ

តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃផ្ទាល់ខ្លួនដល់អ្នក។

Cantonese - 粵語

您講粵語嗎？我們將免費為您提供翻譯。

Cape Verdean Creole - Kriolu di Kabuverdi

Bo ta papia Kriolu di Kabuverdi? No ta ranja-bu un tradutor di grasa.

German – Deutsch

Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.

Greek - Ελληνικά

Μιλάτε ελληνικά; Θα σας παρέχουμε ένα διερμηνέα χωρίς καμία οικονομική επιβάρυνση για εσάς.

Haitian Creole - Kreyòl Ayisyen

Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.

Italian - Italiano

Parla italiano? Le forniremo gratuitamente un interprete.

Mandarin - 中文

您讲国语吗？我们将免费为您提供翻译。

Pennsylvania Dutch – Deutsch

Kannscht du Deitsch schwetze? Wann du duscht, kenne mer dich en Interpreter griege as dich nix koschte zellt.

Polish - Polski

Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.

Portuguese - Português

Fala Português? Vamos oferecer-lhe um intérprete gratuito.

Russian - Русский

Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.

Spanish - Español

¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.

Vietnamese - Tiếng Việt

Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.



If you use a TTY, please dial 711 to reach your state's Telecommunications Relay Service system

Your Privacy Matters



Right to Complain

If you believe your rights are being denied, you can file a complaint with your provider or health insurer, or with or the U.S. government at ocrportal.hhs.gov/ocr/smartscreen/main.jsf.

Who Must Follow This Law?

- ▶ most doctors, nurses, pharmacies, hospitals, other healthcare providers and staff, and their business associates or vendors
- ▶ health insurance companies, HMOs and most employer group health plans
- ▶ certain government programs that pay for health care, such as Medicare and Medicaid

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

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

What Information Is Protected?

- any identifying or health information in your medical records
- conversations your doctor has with nurses and others regarding your care
- information about you in your health insurer's computer system
- financial and billing information in your medical record
- 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
- request that those who must 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, 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 notes about mental health evaluation or counseling with anyone outside your care team

Advance Directives



A Simple and Smart Way to Take Charge of Your Care

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. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Medical Orders for Life-Sustaining Treatment (MOLST)

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. 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.

Health Care Proxy

For health care: This is a legal document that names your health care proxy—someone who can make medical decisions for you if you're unable to do so. An official health care proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Fill Out Your Forms

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 get the forms you need, contact the Morton Hospital Care Management Department at ext. 7370.

Before You Leave the Hospital

Checklist for Discharge

Discharge summary

This includes why you were in the hospital, who cared for you, your procedures and medicines.



Medicine list

This may be part of your discharge summary. It should include new and existing 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 that you have a plan to get them filled and picked up.



Local resources

Ask your discharge planner for help finding support groups or other after-care services that you may need.



After-hospital services

Know if you'll need support in these areas and make a plan for getting it:

- ◆ **Personal care:** bathing, eating, dressing, toileting
- ◆ **Home care:** cooking, cleaning, laundry, shopping
- ◆ **Health care:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment



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



Planning Ahead

Before You Leave

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 also may need to reach out to Medicare, Medicaid or your insurance company.



Try the Teach-Back Method

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

Plan Early

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

To begin, ask to speak with your discharge planner, and review the following:

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

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:

- ◆ www.medicare.gov/care-compare
- ◆ www.qualitycheck.org

Preparing to Leave

If you have any questions or concerns about your care, please speak with one of your care team members.

- ◆ **Day before Discharge:** The day before your discharge, your care team will be working with you to make sure the transition from the hospital to your next level of care is safe and successful.
- ◆ **Discharge before 11 a.m.:** We will be working with you and your loved ones to have a safe, early discharge.
- ◆ **Discharge Instructions:** You will have discharge instructions reviewed with you before you leave. This will include follow-up care instructions.

Understanding Your Bill



Commonly Confused Terms

- **Deductible:** the amount you owe each year before your insurance begins making payments.
- **Co-payment:** a flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** the portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80% of a bill, while you have to pay the remaining 20%.

Take Charge of Your Payments

Due to the many types of health insurance plans, you must contact your health insurance provider to determine what is covered by your plan. You also should contact your insurer for specific instructions regarding the pre-certification and pre-authorization processes. If these policies are not followed correctly, many carriers impose a financial penalty, or in some cases, refuse to pay the bill.

If you are seen at Morton Hospital for inpatient care, our Patient Financial Services staff will contact your insurer to request pre-authorization. If you are seen for outpatient care, you are responsible for obtaining a referral from your primary care physician.

We ask that you bring your insurance card with you to every visit for verification of coverage. If you are unable to provide this information at the time of service, we ask that you contact the hospital with the information within 24 hours so we can bill your insurance. This ensures you will not be personally responsible for payment.

Receiving a Bill

There are multiple reasons why a patient could receive a bill, even with insurance coverage. Many insurances require you to pay a co-payment, deductible or coinsurance payment. You also may be responsible for services not covered by your insurance carrier. There are also situations where your insurer may pay less than the amount expected. You are ultimately responsible for the full payment of your bill if your insurance carrier does not acknowledge coverage by payment or other communication.

Understanding Your Bill CONTINUED



You also may receive a bill from other providers affiliated with Morton Hospital who have contributed to your overall patient care. In many of these cases, services will be billed separately from your hospital bill.

If you can't afford your bill, our Patient Financial Services staff can assist you with a payment plan or help enroll you in insurance coverage if you are uninsured.

Keeping Track

One of the key ways to feel 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.

Financial Counseling Services & Health Insurance Enrollment Assistance

Patient Financial Services

508-828-7075
508-828-7768
508-828-7010
508-828-7077

Hours: Monday through
Friday, 7 a.m. to 10:30 p.m.

Our Patient Financial Services staff can assist you through the application and eligibility process for state and federally sponsored health insurance options. Financial counselors are available to work with individuals who want information and enrollment assistance for health insurance. They can also assist with billing questions, payment plans and paying a bill.

MassHealth and Free Care Inquiries

800-841-2900

Blue Cross

800-782-3675

Other Commercial Payers

The customer service phone number is located on the back of your insurance card.

Patient Advocacy/ Complaints

508-828-7378

Hospital Definitions



Meet Our Health Care Team

Care Managers

Care managers are registered nurses or licensed social workers who will review your medical record and discuss your discharge planning, and can assist you with arranging after-hospital care. Social workers offer guidance to help you and your family deal with financial, social and emotional concerns related to your illness or hospitalization.

Dietitians

A registered dietitian will develop a nutrition care plan for you and is available to educate you about diets you may need to follow.

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.

eICU

Patients in our Intensive Care Unit (ICU) receive care from doctors and nurses at the bedside, as well as from doctors and nurses who are in a remote location. The eICU program uses specially designed computer software and equipment to remotely monitor, assess and alert the bedside staff with changes in a patient's condition, adding an extra layer of monitoring for critically ill patients.

Hospitalists

Hospitalists are health care providers—doctors, nurse practitioners and physician assistants—who are specially trained to care for hospitalized patients. Hospitalists work closely with your primary care physician and specialists to manage your hospital experience and care from admission until discharge.

Nurses

A registered nurse, often supported by a nursing assistant, is responsible for supervising your patient care.

Pharmacists

While you are in the hospital, all of your medications will be dispensed by our hospital pharmacists, who also can answer any questions you have about your medications.

Rehabilitation Therapists

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

Respiratory Therapists

These therapists work with you and your health care team to treat breathing problems and cardiopulmonary disorders.

Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs and other procedures that help in diagnosing and treating your illness or injury.

Heart Attack & Stroke

Recognize the Signs and Get Help Quickly

A heart attack or stroke is a medical emergency, and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain. Once you've had an event, you're at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

Heart Attack Warning Signs

The main symptom of a heart attack is **chest pain or discomfort** that also can feel like **pressure, fullness or squeezing in your chest**. These feelings may start gradually and get worse, or they may come and go. You might also feel **pain or discomfort** in one or both arms or your jaw, neck, back or stomach.

Women may also have different symptoms, such as **unusual heartburn, shortness of breath, lightheadedness, nausea** or **pressure in the upper back**, or they may feel **tired** or **anxious** weeks before a heart attack.

Stroke Warning Signs

Think F.A.S.T. when it comes to recognizing a stroke:

- **Face Drooping:** Is your face numb? Does one side of your face droop when you try to smile?
- **Arm Weakness:** Is one arm weak or numb? Raise both arms. Does one arm drift downward?
- **Speech Difficulty:** Is your speech slurred? Are you unable to speak? Try to say a simple sentence like "The sky is blue."
- **Time to Call 911:** If you notice any of these symptoms, even if they go away, call 911 right away.

Other sudden stroke symptoms can include:

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

Recognize the symptoms and 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.



Stop Smoking

3 Tips to Help You Quit

1. Fight the Urge

Don't let yourself think that you can have just one cigarette. If you do slip, start again and make tomorrow your new first day to quit.

2. Get Moving

Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

3. Keep Your Mouth Busy

Try toothpicks, celery, sugarless gum or sugar-free lollipops. Avoid nicotine-containing products like lip balms and drinks. They are not FDA approved and can be dangerous to children and pets. If you use nicotine-containing gum or lozenges, be sure to store them safely.



Help Yourself Heal

Quitting smoking even 12 hours before surgery will help with healing. Smoking after surgery stresses your heart, raises your blood pressure, and reduces oxygen, which your blood and tissues need in order to recover.

Reduce Your Chances of Returning to the Hospital

No matter how long you've been a smoker, it's never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- **20 minutes** after quitting, your heart rate and blood pressure drop.
- **2 weeks to 3 months** after quitting, your circulation improves and your lungs work better.
- **1 year** after quitting, your risk of heart disease is half that of a smoker.
- **2 to 5 years** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 years** after quitting, your risk of lung cancer is half that of a smoker.
- **15 years** after quitting, your risk of heart disease is the same as a nonsmoker's.

Ready, Set, Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day. Be prepared to have nicotine cravings. When a craving hits, take a walk, call a friend or do something else you enjoy.

Here's How You Can S.T.A.R.T.

- **Set** a quit date. Make a commitment to yourself. Write down why you want to quit and read it every day.
- **Tell** your family, friends and coworkers that you plan to quit, and ask for their support.
- **Anticipate** the challenges you'll face.
- **Remove** cigarettes and other tobacco products from your house, car and workplace.
- **Talk** to your doctor about getting help to quit—including counseling, medicines or products that can help, and other tools and resources like those found at the sites below:
 - www.cancer.org
 - www.smokefree.gov

E-Cigarettes

E-cigarette devices are used to breathe in an aerosol containing nicotine. It's also known as vaping. E-cigarettes are not a safe alternative to tobacco cigarettes—the chemicals in the aerosol can cause lung damage and lung disease.

Spotlight on Health

Type 2 Diabetes

Managing Diabetes During Your Stay

Keeping your blood sugar under control takes careful attention. To help, make a diabetes care plan with your doctor or nurse. Include information like:

- how often your blood sugar needs to be checked
- how often you need to take your medicines and insulin
- what to do if you can't eat
- how to handle your insulin pump if you have one

You also may want to ask a friend or family member to be your diabetes advocate. Together you can work with hospital staff to follow your diabetes care plan.

Tracking Your Blood Sugar

Sicknesses, surgeries or new medicines can cause your blood sugar to rise or fall. Tracking your blood sugar can provide valuable information about how your body is working. Your nurse may check your blood sugar more often than you are used to. They'll adjust your care if your numbers are generally too high or too low.

Taking Medicine or Insulin

Your insulin needs may change when you are sick or after surgery. You'll still need your insulin (if you take it) and other medicines while in the hospital, but do not take them yourself. Your nursing staff will be responsible for giving them to you. If you have questions about your schedule, it's okay to ask.

Avoid Infections

Having diabetes puts you at a higher risk of getting an infection, so it's important to be extra careful during your hospital stay:

- Ask everyone who comes in your room to wash his or her hands.
- Wash your own hands when you can, or ask for hand sanitizer to be placed near your bed.
- Tell your nurse about any cuts, sores or bruises you have.
- Ask friends and family who aren't feeling well to stay home.
- Make sure you're up-to-date on all your vaccines, including flu, COVID-19 and pneumonia.

Planning for Meals

Once you're admitted to the hospital, ask if there's a special meal plan for patients with diabetes. You also can ask to see the hospital's dietitian if your blood sugar is too high or too low during your stay.

If you need to take medicine or insulin before your meal, make sure you've worked out a schedule with your nurse.

Insulin and Food

If you take rapid-acting insulin before meals, ask your nurse to help make sure you have your food before he or she gives you the insulin. Don't let anyone give you rapid-acting insulin if your food hasn't arrived.



Diabetes Support Group

Morton Hospital offers a monthly Diabetes Support Group with a certified diabetes educator. To learn more, call 508-822-2266.

Opioid Pain Medicines

Speak Up!

If you don't want opioid pain medicine during your hospital stay, tell your doctor or nurse. You can ask a loved one to speak with hospital staff too.



Know the Risks and Tips for Safe Use

Opioids are medicines that help relieve pain. They affect your brain by blocking or reducing pain signals and interacting with its reward system. They're available legally as prescription pain medicines like hydrocodone and oxycodone and illegally as heroin.

Prescription opioids can be very addictive and dangerous if they're not used properly. Your body makes its own opioids, called endorphins. But using opioids over time can cause your body to stop making its own and become dependent on the opioids you take. This dependence causes withdrawal when you try to stop using them. You also can develop tolerance to opioids over time. This means you have to keep taking larger and larger amounts of the drug to get the same pain relief.

Side Effects

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

- constipation
- nausea, vomiting and dry mouth
- confusion
- depression
- fatigue and dizziness
- itching and sweating
- slow breathing

Long-term use can lead to side effects like:

- tolerance
- dependence
- increased sensitivity to pain
- addiction
- overdose

Safe Use

If you're prescribed an opioid pain medicine during your hospital stay, be sure you know the possible risks, especially if you need oxygen or use a CPAP machine—you may be more likely to have problems with breathing and getting enough oxygen when taking opioids. Talk to your doctor about safe use, and remember the following tips:

- Take opioid pain medicines exactly as prescribed.
- Make a plan with your doctor that covers your questions and concerns, when you need to follow up with him or her and other ways to manage pain.
- Don't drink alcohol while you're taking opioid pain medicines, and ask your doctor for a list of medicines to avoid.
- Never share your opioid pain medicines, and never use another person's.
- Store your prescriptions in a secure place that others can't access.
- Throw away any leftover pills safely—to find out how, visit fda.gov and search "drug disposal."

If you or someone you know may be struggling with addiction, don't wait to get help. Call 1-800-662-HELP (4357) or visit samhsa.gov/find-help.

Games

Crossword Puzzle

Complete the crossword by filling in a word that fits each clue.

Across

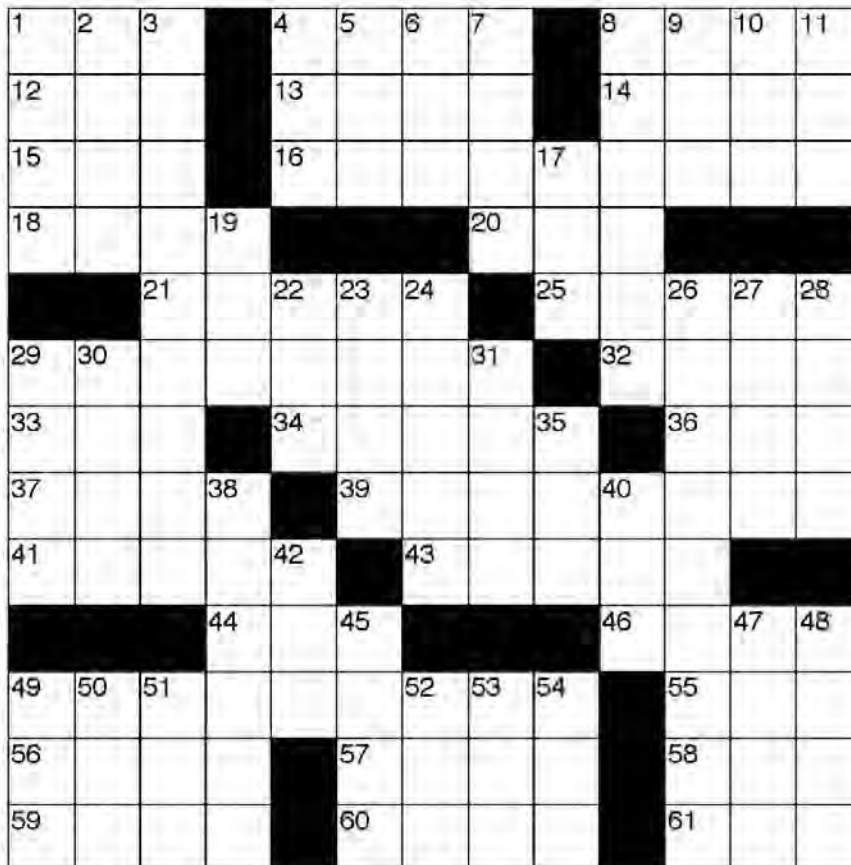
- 1 Israelite tribe
- 4 Biblical giants
- 8 Universe (pref.)
- 12 Stitchbird
- 13 Synthetic rubber
- 14 Table scraps
- 15 Eg. god of pleasure
- 16 Tallow (2 words)
- 18 Madame Bovary
- 20 Commotion
- 21 Padded jacket under armor
- 25 Son of Zeus
- 29 Dish (2 words)
- 32 Ganda dialect
- 33 Agent (abbr.)
- 34 Indian sacred fig
- 36 "Blue Eagle"
- 37 Ravine
- 39 Immense

- 41 Swelling
- 43 State (Ger.)
- 44 Medieval shield
- 46 Before (Lat.)
- 49 Culm (2 words)
- 55 Fiddler crab genus
- 56 Snake (pref.)
- 57 Unfledged bird
- 58 Centers for Disease Control (abbr.)
- 59 Love (Lat.)
- 60 Tooth (Lat.)
- 61 Exclamation

Down

- 1 Deride
- 2 Attention-getting sound
- 3 Raze
- 4 Amer. Bar. Assn. (abbr.)
- 5 Pigeon
- 6 Black cuckoo

- 7 Hindu god of love
- 8 Banner
- 9 Yellow ide
- 10 As written in music
- 11 Mountain standard time (abbr.)
- 17 Amer. Dental Assn. (abbr.)
- 19 Pointed (pref.)
- 22 End
- 23 Auricular
- 24 Rom. historian
- 26 Build
- 27 Irish sweetheart
- 28 Hall (Ger.)
- 29 Created
- 30 Old-fashioned oath
- 31 Beer ingredient
- 35 Afr. worm
- 38 Vomiting
- 40 Drain
- 42 Amer. Cancer Society (abbr.)
- 45 Habituated
- 47 Alternating current/direct current (abbr.)
- 48 Apiece
- 49 Tibetan gazelle
- 50 Revolutions per minute (abbr.)
- 51 Exclamation
- 52 Nautical chain
- 53 Belonging to (suf.)
- 54 Manuscripts (abbr.)



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Answer Key

