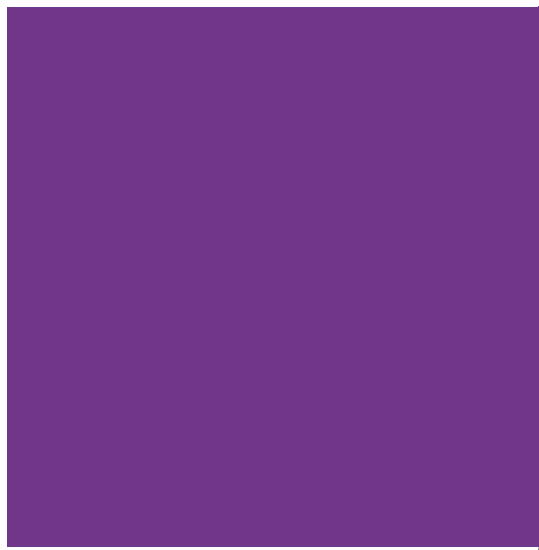
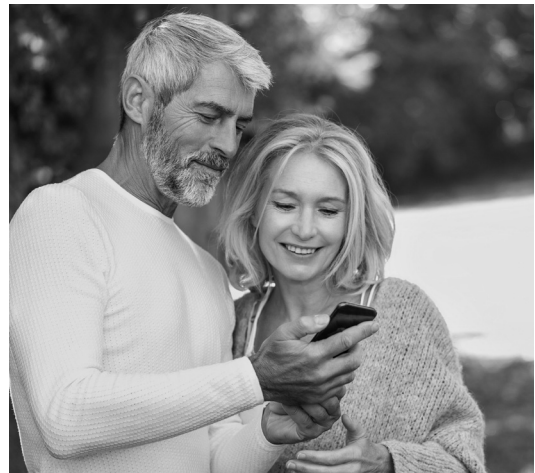




BAPTIST HEALTH®
CORBIN



**Inpatient
Welcome
Packet**



**Baptist Health
Corbin
1 Trillium Way
Corbin, KY 40701
606.528.1212**



BAPTIST HEALTH CORBIN

Inpatient Welcome Packet



BAPTIST HEALTH®

CORBIN

Contents

Intro Letter.....	3
Who’s Who	4
Call. Don’t Fall	5
SHHH Program	6
What to Eat While in the Hospital	6
Patient Comfort Options.....	7
Other Services (Valet, Dining Room, Housekeeping).....	8
Television Channel Guide.....	9
Discharge Prescription Program	10
Patient Experience	11
Patient Rights and Responsibilities	12
Ways to Give Back.....	13
Recognition of Staff.....	14
Learn More about Early Heart Attack Care	15
Learn Hands-Only CPR.....	15
Opioid Information	16

Thank You for Trusting Us

Thank you for choosing Baptist Health Corbin to meet your health care needs. We are pleased to have you as our guest and will strive to provide trustworthy service to you and your family while you are in the hospital.

During your stay, you may be treated by a hospitalist on behalf of your primary care physician. Hospitalists are primary care doctors who provide care only to Baptist Health Corbin patients and focus on your progress while in the hospital.

Should you have questions or concerns regarding your care, please ask your nurse or the patient care (nurse) manager on your floor. If you need immediate assistance, you may call the hospital's HELP line at ext. 5959 or 1-800-645-8779. If you are having an outpatient or a clinic procedure and have questions, please contact the nurse or tech caring for you or the office manager with your concerns.

Sincerely,



Anthony Powers
Baptist Health Corbin President

Who's Who

You will see many different members of staff during your stay with us. If you are not sure who they are, please ask them. All staff wear identity badges saying who they are and what they do. Below is a quick guide to the uniforms seen around our hospital to help you identify those caring for you.



RN



PCA & Techs



**Unit Secretaries
& Surgery Control
Office**



**PT, OT, &
Speech**



**L&D, WH,
Peds, Surgery**



Respiratory



Imaging



**Social
Services**



Lab



Housekeeping



Transport



Pharmacy

4/22

Call. Don't Fall.



Call. Don't fall.
FOR YOUR SAFETY



SHHH Program (Silent Hospitals Help Healing)

We at Baptist Health Corbin understand how important restful sleep is to your recovery. We will provide you with a quiet and healing environment.

Please let your nurse know if a noise is bothering you, or if you would like a bedtime snack or a warm blanket.

A quiet environment is a healing environment. Our goal is to help you get a peaceful night's sleep and a better health outcome.

What to Eat While in the Hospital

While you are in the hospital we ask that you DO NOT bring food from home or outside the hospital.

Your doctor may have you on a special diet. Sometimes you will need to have no food or drink prior to a procedure.

Please always check with your nurse before having any food from outside the hospital.

Patient Comfort Options

Comfort Items

- Warm Blanket
- Warm Washcloth
- Extra pillow

Comfort Actions

- Re-positioning
- Walk in the Hall
- Bath or Shower
- Gentle stretching/range of motion

Personal Care Items

- Lip balm
- Toothbrush/toothpaste
- Dental floss
- Comb/brush
- Emery Board
- Hand Sanitizer

For those times when medication is needed

- Talk to your nurse if you think your pain requires medication
- Ask for your pain medication before the pain returns; ask your nurse when your medication is scheduled next.
- Discuss pain medication combinations with your nurse or doctor.
- Let your nurse know after 45 minutes if your pain medication is not working
- Discuss with your nurse if you have a pain regimen at home that works.

Relaxation options

- Ear plugs
- Eye shields
- Stress ball
- Visit from Chaplain

How to keep boredom at bay

- Use of a laptop computer - use our WIFI
- Book or magazine
- Movie or handheld video game
- Deck of cards
- Puzzle book (crossword puzzles, word searches, Sudoku)

Other Services

VALET

Providing convenience to our customers through our FREE Valet Services as you visit our facility is our way of saying “Thank you for choosing us!” You will recognize our staff in their bright red vest ready to greet you at the door. The next time you visit Baptist Health Corbin, let us park your car for you. Valet Services are conveniently located at both hospital entrances, regardless of the weather. We want your visit to be as pleasant as possible so if you choose not to use our Valet Services, we also offer a Shuttle Service that is available to take you to your vehicle. Valet and Shuttle Services are available from 8:00 am to 5:00 pm.

DINING ROOM

Crystal Garden Dining located on the ground floor.

Breakfast : 6:30 a.m.-9:45 a.m. (Weekends 7 a.m.-9 a.m.)

Lunch: 11 a.m.-3 p.m.

Supper: 4:30 p.m.-6:30 p.m.

Midnight Dinner: 9 p.m.-12 a.m. (midnight)

If you are away from your room when meals are delivered, please ask a staff member to call for a substitute tray.

HOUSEKEEPING

We strive to always keep your room and bathroom clean. Please call ext. 8506 if we do not meet your expectations.

Television Channel Guide

2	MeTV	35	TLC	67	WFN
3	NickJr	36	HGTV	68	GOLF
4	NickToon	37	Discovery	69	Animal Planet
5	TeenNick	38	History	70	Bravo
6	OWN	39	Food	71	Circle
7	TV Guide	40	Inspire	72	Comet
8	CBS	41	SEC	73	CoziTV
9	NBC	42	Foxsports1	74	FUSE
10	CW	43	CMT	75	GACLIVING
11	ABC	44	CNN	76	ION
12	PBS	45	CNBC	77	Justice Channel
13	FOX	46	CSPAN	78	Motor Trend
14	Weather	47	HLN	79	MTV
15	Travel	48	MSNBC	80	MTV2
16	Toon	49	FoxBusiness	81	MTVLive
17	Disney	50	FoxNews	82	ID
18	Freeform	51	ESPN	83	NatGEO
19	Nick	52	ESPN2	84	NewsMax
20	AMC	53	ESPNNews	85	POP
21	AXS	54	ESPNU	86	RecipeTV
22	E!	55	CARE	87	REELZ
23	IFC	56	ACC	88	COWBOY CH
24	TBS	57	BIG10	89	TVGAMENTWK
25	TNT	58	FoxSports2	90	VH1
26	TVLand	59	NFLNetwork	91	BET
27	USA	60	PAC12	92	Cooking
28	A&E	61	NBCSPORTS	93	Hallmark
29	Lifetime		Blank	94	HallmarkMovies
30	FX	63	Tennis	95	LimetimeMovie
31	TruTV	64	MLB	96	GACFamily
32	SYFY	65	NBA	97	TCM
33	Paramount	66	NHL	98	Sundance
34	Comedy			99	OXYGEN

Discharge Prescription Program

Conveniently located on the ground floor in the surgery waiting area, Baptist Health Pharmacy is a full service pharmacy. We offer prescription medications, over the counter medications, immunizations, medication therapy management and medication counseling services.

Most insurance plans are accepted and bedside delivery is available.

When you reach the end of your inpatient stay, we want you to know about Baptist Health Corbin's Patient Discharge Prescription Program.

The program is designed to make going home from the hospital easier.

Avoid additional stops on your way home by having your prescriptions filled by the outpatient pharmacy.

Just ask your nurse or contact the pharmacy at extension 8335 or 606.526.8335.

Patient Experience

Baptist Health Corbin encourages the involvement of patients and their family in all aspects of their health care experience. In fact, feedback about how we are doing is very important to the staff at Baptist Health Corbin. It not only helps with our ongoing quality improvement initiatives, it helps us to recognize those who have provided outstanding quality of care and service.

If you have a concern regarding the quality of your care or patient safety, and would like to discuss these, you may contact our Patient Advocate at 606.523.8584 or from your hospital phone dial extension 8584. We always welcome your concerns or comments regarding the care you received.

When you are discharged home, you may or may not receive a survey from Press Ganey asking about your stay here with us at Baptist Health Corbin. We encourage you to complete that survey and return it as it is very helpful to our hospital and staff.



YOUR RIGHTS AND RESPONSIBILITIES AS A HOSPITAL PATIENT

Baptist Health encourages respect for the personal preferences and values of each individual. We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

When you are a patient you have the right to:

1. Receive fair and compassionate care at all times and under all circumstances.
2. Be treated equally and receive the same level of care regardless of your race, color, national origin, religion, sex, gender identity, sexual orientation, age or disability.
3. Retain your personal dignity and privacy, receive care sensitive to your personal feelings and need for bodily privacy, receive care in a safe setting, and to be free from abuse and harassment.
4. Have family members, representatives, and physicians of your choice notified promptly of your admission to the hospital.
5. Receive personalized treatment, through an individual treatment plan and to participate in the development and implementation of your treatment plan, discharge plan and pain management plan. This institution values each patient's cultural, racial and religious heritage as part of that plan.
6. Maintain confidentiality of your clinical records and to access information contained in your medical record within a reasonable time frame.
7. Consent to receive visitors of your choice unless such visits harm your medical condition, negatively affect your recovery or are not consistent with hospital policy. You may withdraw this consent at any time.
8. Send and receive mail without interference from hospital personnel or other parties.
9. Examine and receive an explanation of your bill and be informed of the source of the hospital's reimbursement for services provided to you and of any limitations that may be placed on your care.
10. Be informed of hospital rules and regulations that affect your activities and behavior as a patient.
11. Formulate advance directives (living will, durable power of attorney, healthcare surrogate, etc.) and to have hospital staff and practitioners comply with these directives in accordance with federal and state law.
12. Be free from restraints and seclusion, of

any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation.

13. Receive appropriate control and management of pain.
14. Receive information in a clear manner and to request assistance if you have difficulty reading, hearing or speaking English.

Patients and/or their designated surrogate have the right to:

15. Be informed of your rights before the furnishing or discontinuance of care, whenever possible.
16. Make informed decisions regarding your care, including being informed of your health status; be involved in care planning and treatment; be able to request or refuse treatment to the extent permitted by law, and be told of the medical consequences of your actions.
17. Know the identity of the doctor, psychologist or other practitioners responsible for your care and his/her relationship to the hospital and the reasons for a proposed change in individuals responsible for your care.
18. Be told of any medical procedures and tests to be performed, the reason for the procedure and tests, and the identity of those who will be performing them.
19. Expect reasonable continuity of care to assure that you are advised of your outpatient care options, requirements and of your follow-up care needs and to know the reasons for your transfer either within or outside the hospital.
20. Be informed of disease appropriate clinical research studies available by contacting the National Library of Medicine at 1-888-346-3656 or searching online at ClinicalTrials.gov and to consent or refuse to participate in any unusual, experimental or research project without compromising access to services.
21. Give informed consent for the donation of organs and tissues.
22. Communicate your problems, grievances, or concerns with the hospital to the Hospital's 24-hour Patient/Family comment hotline at 1-800-645-8779 or, to the Kentucky Cabinet for Health and Family Services by contacting the Office

of Inspector General, Division of Healthcare, 275 E. Main Street, 5E-A, Frankfort, Kentucky 40621, (502) 564-7963. To register a complaint to DNV Healthcare, email hospitalcomplaint@dnv.com or call 866-496-9647. Medicare beneficiaries may request a review by DNV Healthcare USA Inc., Attn: Hospital Complaints, 4435 Aicholtz Road, Suite 900, Cincinnati, OH 45245, online at <https://www.dnvhealthcareportal.com/patient-complaint-report> or by facsimile to 281-870-4818.

When you are a patient you are responsible for:

23. Providing, to the best of your knowledge, accurate and complete information about your health including present complaint, past illnesses, hospital stays, use of all medications and other pertinent matters relating to your health.
24. Asking questions when you do not understand information or instructions.
25. Reporting unexpected changes in your condition to your physician or hospital staff member.
26. Understanding the instructions for your ongoing treatment. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
27. Showing consideration for the needs of other patients, staff members and physicians involved with your care and to assist with the control of noise, smoking and the number of visitors.
28. Following any hospital rules and regulations that affect your hospital stay, including safety and infection control guidelines.
29. Providing information regarding your insurance and for working with the hospital to arrange payment for services.
30. Making decisions in your daily life and dealing with the effects of those decisions on your personal health.
31. Arranging for any advance directive (living will, durable power of attorney, healthcare surrogate, etc.) and to communicate these advance directives to the hospital staff providing your care.
32. Communicating any problems or concerns relating to your care to hospital management.

Ways to Give Back

Baptist Health Corbin is committed to providing quality health care regardless of the patient's ability to pay. You can help us help others by making a contribution to Baptist Health Foundation Southeastern Kentucky. Your gift also will help us enhance our services, programs and facilities to better care for our community.

Make Your Gift Today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You also may remember Baptist Health Corbin in your will and through life insurance, among other gift options.

For more information, contact:
Baptist Health Foundation Corbin
1 Trillium Way
Corbin, KY 40701
606-523-8533

Thank you in advance for your gift.

Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. For more information or to volunteer, call Volunteer Services at 606.523.8768.

Recognition of Staff

Forms for recognition of employees, volunteers or providers can be found on the Baptist Health Corbin website (BaptistHealth.com/Corbin) under the Patient and Visitor tab.

Recognition of Service Excellence (ROSE) card

Patients, patient family members or visitors may recognize a deserving employee, volunteer or provider for a ROSE card.

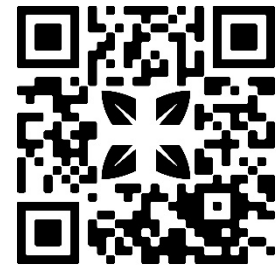
Please scan the QR Code to the right to access the ROSE card nomination form.



DAISY Award for Extraordinary Nurses

The DAISY Award for Extraordinary Nurses is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care provided by nurses every day. Baptist Health Corbin is proud to be a DAISY Award Hospital Partner, recognizing one of our nurses with this special honor quarterly.

Please scan the QR Code to the right to access the DAISY Award nomination form.



Learn More on Early Heart Attack Care

Early Heart Attack Care (or EHAC) education teaches you to recognize the early signs and symptoms of a heart attack. Why? We want you to become an active bystander so you can save a life - even if it's yours.

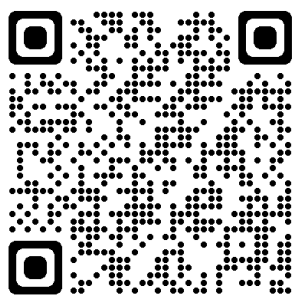
Scan the QR code below for Early Heart Attack Symptoms



Learn Hands-Only CPR

Hands-Only CPR can be just as effective as conventional CPR. Learn what Hands-Only CPR is and how to give it. The power is in your hands.

Scan the QR code for a YouTube video on Hands-Only CPR





Are you experiencing aches and pain?

Opioids, sometimes called narcotics, are medications prescribed by doctors to treat persistent or severe pain. While they can effectively relieve pain, opioids carry some risks and can be highly addictive. This is why opioids should not be used for everyday aches and pains.

There are two methods that you can try before being prescribed opioids: Alternative Therapies and Non-Opioid Medications

ALTERNATIVE THERAPY OPTIONS

1. Physical Therapy
2. Occupational Therapy
3. Acupuncture
4. Exercise
5. Stretching or Yoga
6. Hot/cold therapy



Add Physical Activity to Your Life

<https://bit.ly/AddPhysicalActivitytoYourLife>

Talk to your provider or pharmacist about pain relieving options that are right for you.



**Silver Sneakers
Yoga for Seniors**

<https://bit.ly/SilverSneakersYogaforSeniors>

NON-OPIOID MEDICATIONS

1. Over the Counter (OTC) Medications

- a. Ibuprofen (Advil)
- b. Naproxen (Aleve)
- c. Acetaminophen (Tylenol)
- d. Topicals such as creams and gels (Voltaren, Capsaicin, BioFreeze, etc.)

2. Prescription Medications

- a. Muscle Relaxants (Skelaxin, Soma, baclofen)
- b. Non-Steroidal Anti-Inflammatory drugs (NSAIDs)
- c. Lidocaine patches
- d. GABA analogs (gabapentin, Lyrica)



This material was prepared by Alliant Health Solutions, a Quality Innovation Network – Quality Improvement Organization (QIN – QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS, Publication No. 1250W-AH5QIN-QIO TO1-CH-TO1-NH-TO3-HQIC--2324-07/20/22

ALLIANT HEALTH SOLUTIONS

NQIC
Network of Quality Improvement and Innovation Contractors
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP