Welcome

Thank you for choosing Winter Haven Women's Hospital for your health care needs. While you are with us, expect a display of our core values – Trust, Dignity, Respect, Responsibility and Excellence – from everyone you encounter.

Our care teams believe communication is a critical part of your hospital experience, so you may expect clear introductions and explanations of each step in your care. If you have questions, please ask – we’ll be asking you a lot of questions about how to best meet your needs. We want you to speak up if there is something we can do to make your stay more comfortable. This is important because we listen to our patients. In fact, this guide was designed based on patient feedback we’ve received in the past. While you might receive other specialized materials particular to your own health condition, we have made it easier for you to heal and rest while you are a BayCare patient by compiling many individual handouts into this small guide.

Review this booklet for information on your patient room, nutritional services, visiting hours, patient safety, pain management, pastoral care, financial assistance and more.

Thank you for the privilege of serving you. We are committed to providing exceptional, compassionate care and we are grateful to have you with us during your hospital stay.

Yours in good health,

The Leadership of Winter Haven Women's Hospital and BayCare Health System

During Your Stay

Your Room

As you recuperate and heal, please enjoy the following amenities in your room.

If you need to call a nurse, press the call button. Your nurse will show you where this important button is located when you are first admitted to your room; it will most likely be found on the side railing of your bed. The call button will ring the nurse's station and someone will respond to assist you with anything you need.

Telephones are located next to all patient beds except in certain designated units. You may place calls at any time but incoming calls may be limited based on the time of day. Your patient care team can give you the phone number for your room.

Cell phones should not be used in critical care areas such as the Emergency Department, Cardiovascular Intensive Care Units, operating rooms and Post-Anesthesia Care Units.

Visitors are welcome in your room throughout the day, provided they follow the visitor guidelines and visiting hours schedule. For more details on our visiting hours and visitor guidelines, see page 9.

Televisions are provided in each room and TV channels can be found on page 2.

For your convenience, we have provided a notepad and pen for you to write questions for your health care team.
### Winter Haven Women’s Hospital TV Channels

Tune to Channel 17 for the C.A.R.E. Channel continuous relaxation programming.

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Your **CONNECTION to Comprehensive Cancer Treatment**

If you or a loved one are facing cancer, you want the best care possible. Cassidy Cancer Center at Winter Haven Hospital brings comprehensive, high-quality cancer care to central Florida. Our team of cancer specialists work together and prescribe the latest innovative treatments.

**Services include:**
- Medical, radiation and surgical oncology
- Infusion Center, where blood products, chemotherapy and other cancer treatments are administered
- Patient Resource Room staffed by volunteers, offering support and products to patients who are navigating the diagnosis and treatment of cancer
- Support groups and Look Good Feel Better sessions that meet regularly at Winter Haven Hospital

**For more information:**
(863) 292-4670

Winter Haven Women’s Hospital
200 Ave. F N.E.
Winter Haven, FL 33881

WinterHavenHospital.org
Patient Portal: myBayCare.org

The BayCare patient portal, myBayCare.org, is a personal website that connects you to your online medical records. BayCare keeps certain hospital information in a secure, electronic medical record so you, your doctors and nurses have faster and more complete access to your BayCare records, any time and any place.

Enrollment

Membership in myBayCare.org begins when you provide your email address during registration at a BayCare hospital, a BayCare emergency department or a BayCare outpatient facility (lab, imaging). After registration, you automatically receive an email inviting you to enroll in myBayCare.org. You have 30 days to visit the portal and set up your own unique user name and password.

Membership in myBayCare.org is specifically for information collected and recorded during BayCare encounters and only reflects services provided by BayCare facilities. Winter Haven Hospital and Winter Haven Women's Hospital patients can view records for BayCare visits on or after June 1, 2015.

- Your personal health record, which includes any information you’ve provided about your health conditions, medications, supplements and allergies
- Inpatient, ER and lab results, along with discharge information
- Radiology reports
- Bill pay options
- Secure question submission regarding medical records, bills and other items
- Physician search
- Announcements and frequently asked questions (FAQs)
- BayCare health events

For additional assistance with the BayCare patient portal, call (888) 499-9003 or visit BayCarePatientPortal.org.

Parents of patients ages newborn until age 12 may establish access to myBayCare.org on their child’s behalf, but in all cases, that access will expire on the day prior to the child’s 12th birthday. Parents of patients ages 12 to 17 are not permitted to access their child’s information due to Florida privacy laws.

Interpreting Services/Hearing Impaired

BayCare can provide interpreting services for a number of foreign languages, which can help improve communication with your health care team. TDD equipment is also available for the hearing impaired as well as closed caption television. Patients also have access to sign language services. Ask your nurse for more information.

Pastoral Care

We believe that total patient care demands attention to the spiritual, as well as the physical and emotional needs of each patient. Professional chaplains from our Pastoral Care department are available to assist you, whatever your religious tradition. Your priest, minister or rabbi is always welcome to visit you while you are here. Please advise your nurse if you would like a visit from the hospital chaplain.

Working with a Hospitalist

Our pediatric and OB hospitalists are board-certified physicians who care for you in the hospital when your primary doctor is not physically present. They do not replace your primary doctor, but work closely with them to obtain your health history, oversee your care and provide full updates to your primary doctor. They also work with other specialists to provide your plan of care and are a good resource to answer questions and concerns.
During Your Stay

Skin-to-Skin Care
We believe that skin-to-skin care, which is the practice of holding your baby with as much skin touching as possible, has numerous powerful benefits for you and your baby. For baby, skin-to-skin care has a positive effect on temperature, heart rate, breathing, blood sugar, sleep and breastfeeding ability.

Breastfeeding Support
If you need breastfeeding assistance, ask your nurse or call the Breastfeeding Helpline at (863) 294-7068. Breast pumps and supplies are available at the store on the first floor of the hospital.

Baby Photos
Our in-hospital professional photographers capture lasting memories of your newborn. Have your baby’s pictures taken no later than 3pm the day before discharge. If your baby is in NICU, our photographers can take ongoing photos of your baby’s progress. For details, call (877) 249-0004 or visit MyBabyFacePortraits.com.

Birth Certificates
Birth certificate information must be completed and signed before you leave the hospital. Birth registrars will contact you to verify information, and you will electronically sign your newborn’s birth certificate.

Dining and Nutrition

Our Food and Nutrition department is proud to participate in your care by providing nourishing, appealing meals to support your recovery and healing. A host from Food and Nutrition Services will visit you to provide meal selections and alternatives, as well as explain our services. Feel free to discuss your food likes, dislikes and allergies. Your meal choices depend on the diet ordered by your physician, and these diets are also explained below. For more information: (863) 294-7010, ext. 6419

Breakfast: 6:30–10am
Lunch: 11am–1:30pm
Grab and go: 11am–5pm
Starbucks coffee: 6:30am–5pm

Depending on your diet restrictions, snacks and beverages are available between meals and after 5pm through your nurse.

Types of Diets
Certain items may be restricted because of a special diet ordered by your physician.

- **Clear and Full Liquid Diets**: A temporary or transitional diet
- **Puree Diet**: Contains foods that are easy to chew, swallow and digest. Foods are pureed (liquified in blender).
- **Cardiac Diet**: Limited in sodium content, cholesterol and saturated fats
- **Low-Fat Diet**: Limited in fat content
- **Low-Sodium Diet**: Limited sodium (salt)
- **Consistent-Carbohydrate Diet (diabetic)**: The number of carbohydrates is listed for each food category. One carb = 15 grams of carbohydrate. Starches and sugars are provided in controlled amounts for each meal. Foods high in sugar, such as regular soda, and sweets are avoided.
- **Soft Diet**: Foods that are easier to digest
- **Mechanical Soft**: Designed to help with chewing or swallowing difficulties
- **Renal Diet**: Limited sodium and potassium and, in some patients, protein
- **Gluten-Free Diet**: If you follow a gluten-free diet and have not been placed on a gluten-free diet during this hospitalization, please notify your physician, nurse, dietitian or host.
- **Bariatric Diet**: Selections are available on a separate menu.
Guest Trays
Guest trays are available for $5 each for breakfast, lunch and dinner. Guests can purchase a guest tray from Food and Nutrition Services. You may place a guest tray order by calling extension 6419 between 6:30am and 5pm.

Cafeteria
Our cafeteria is open seven days a week for family members and visitors. It is located near the Outpatient Surgery Center.
Breakfast: 6:30–10am
Lunch: 11am–1:30pm
Grab and go: 11am–5pm
Starbucks coffee: 6:30am–5pm

Food from Home
Family and friends may bring perishable food from home. However, we cannot store leftovers or personal snacks in hospital refrigerators.

Visitor Resources and Guidelines
You have an important role to play in the care of your loved one. You will be needed for support, and as a spokesperson and advocate for the patient. Your familiar face and reassuring touch at the bedside will be very important to the patient, and you are an essential part of the team caring for your loved one.

Visiting Hours
- Daily visiting hours for patient care areas are 12–8:30pm. The end of visiting hours will be announced each evening.
- Visitors are asked to wash their hands or use hand sanitizer prior to visiting.

Special Circumstances
- Patients may place a “Do Not Disturb” sign on the outside of their door to restrict visitors. Nursing staff will notify the receptionist, and the receptionist will notify visitors when a patient has requested not to be disturbed.
- A patient’s medical condition may necessitate the restriction of visitors. Nursing staff will notify the receptionist if this is the case.
- During the labor and delivery period, a maximum of two support persons may be in the room at any given time. The option to modify the number of support persons (up to four) during the labor and delivery period is at the discretion of the practitioner.
- If Neonatology is requested for delivery, then no more than two support persons will be allowed at the delivery.
- Only one immediate family member (spouse, significant other, parent, grandparent or caregiver 18 or older) is allowed to spend the night with the pediatric patient.
- Children of an OB/GYN patient or siblings of a newborn patient who are under 12 may visit as immediate family members. These children are not counted in the four visitors allowed per patient, nor are clergy.
- No co-bedding is allowed; an area to sleep will be provided.
- Visiting hours are individualized to meet the needs of the patient.
Hospital Map
This map highlights places you might need to find such as parking, cafeteria, chapel and waiting areas.

1. Admitting–Outpatient
2. Admitting–Inpatient
3. Cafeteria
4. Chapel
5. Courtyard
6. Day Surgery Waiting Area
7. Waiting Room
8. Visitor Lounge
9. Gift Shop
10. Labor and Delivery
11. Mammograms/Ultrasound
12. Mother-Baby Gynecology
13. Restrooms
14. Vending Machines
15. Pediatrics
Visitor Identification
■ Everyone on the second floor is required to have a visitor's badge or a WHH/WHWH employee badge, with photo. Photo identification must be provided to obtain a visitor's badge.
■ Upstairs visitors are limited to four per patient, not counting the bandholders or parents.
■ All visitor ID badges must be returned to the receptionist before the visitor leaves the building.
■ Bandholders may keep their badges until midnight of the day it is issued but must return them to the receptionist each day for a new one.
■ Bandholders must scan in and out of the building each time they enter or leave.

Visitor Rights
Our goal at Winter Haven Women's Hospital is to promote a quality, compassionate and healing environment for patients. As a visitor you have the following rights:
■ With the patient's permission, designate a family spokesperson who can update the family on the patient's condition/progress. To meet privacy guidelines, the spokesperson will be given a password to be used during phone calls. We will answer questions in a timely manner and will notify the spokesperson of any changes in the patient's condition.
■ Food from home may be brought in for the patient for immediate consumption, with approval from the nurse. Visitors may purchase food in the cafeteria, located on the first floor.

Visitor Responsibilities
As a visitor, you are responsible for helping us maintain a healing environment for our patients.
■ If you are ill, do not visit the hospital.
■ Treat staff, patients, visitors and hospital property with courtesy and respect.
■ Dispose of trash in the proper receptacle (recycle bin, trash, etc.).
■ Maintain a calm, quiet and supportive atmosphere.

Other Considerations
■ Follow all infection control guidelines when entering patient rooms.
■ If requested by staff, temporarily exit the patient room (for example, during emergencies and procedures).
■ Do not handle any medical equipment, including the alarms. Call the nurse.
■ Hospital beds are equipped with safety and treatment devices and are for patient use only.
■ The bathrooms in patient rooms are for patient use only. Public restrooms are conveniently located in every department.
■ Do not give the patient food or water without checking with the nursing staff first, as the patient may be preparing for a procedure or on a special diet.
■ If linen is needed, contact the patient's nurse or nurse's assistant.
■ Respect others’ privacy and do not take any photos, record video or audio of staff or other visitors.
■ In double rooms, be mindful of the other patient's needs. Silence the TV (or use earbuds) after 9pm.
■ Place your cell phone on vibrate.
■ Our campus is tobacco free.
When you need a physician, the BayCare Customer Service Center can help. With one call, you can be referred to top physicians in more than 50 specialties, and we can customize your search by location, insurance, gender and more. BayCare strives to provide exceptional care. Our experienced physicians are ready to take care of all your family’s health care needs.

To get connected to the physician who is right for you and your family, call our Customer Service Center at 1-800-BayCare.

Patient Safety

BayCare prides itself on ensuring team members are trained and frequently reminded about matters of patient safety. However, patients and family members should never hesitate to ask a question or remind someone about small steps we can all take to keep our patients safe – like washing hands and checking arm bands for the correct name and birthdate. Education about potential safety hazards also helps, and many of those are addressed in the following sections, which we encourage you to read.

Speak Up for Safety

The best way to prevent medical errors is for patients and families to take an active part in their health care. This means not being afraid to SPEAK UP.

1. **Name and Birthdate:** Your health care providers should all look at your name and birth date. If they do not, SPEAK UP and ask them to do so.

2. **Hand Washing:** Health care providers, family and friends should always wash their hands with hand sanitizer or soap and water. If they do not, SPEAK UP and ask them to do so.

3. **Fall Prevention:** We do not want you to slip and fall. Because you may be unsteady on your feet, SPEAK UP to gain assistance when getting out of bed.

4. **Medications:** SPEAK UP to make sure your doctor and nurse know every medicine you take, including prescription and over-the-counter medicines, vitamins, herbs and diet supplements (such as Ensure®).

Additional Safety Tips for the Patient

1. **Voice (or write down) any questions or concerns you may have.** Ask a family member or friend to speak for you if you are unable to do so.

2. **Ask what each medication is for if it is new to you.**

3. **Make sure you know the side effects of a medication and what to do if you have them.**

4. **Find out why a test or treatment is needed and how it may help you.**

5. **Ask your doctor about the results of any test you may have had done.**

   Do not assume “no news is good news.”

6. **Be sure you know what to expect when you go home.**
Fall Prevention
Research has shown that while you are a patient in the hospital, you may be at a higher risk for falling than you are in your own home. You may feel weak during an illness, after an injury or after surgery. Medications may cause you to feel sleepy, dizzy or unsteady. A recent fall may place you at risk for another fall. To help reduce your risk for falling, please follow these safety tips:

- Ask for help BEFORE getting out of bed. Please wait for a staff member to respond to your call.
- Keep the nurse call button within your reach. Press the call button to ask for help anytime you need it. We are here to help you.
- Make sure you can see what you are doing. Put on a light when needed. If you wear glasses, put them on before getting out of bed.
- If you are connected to equipment, monitors, or other care items, please ask for help BEFORE you get up. We can safely unplug equipment as needed and secure cords so that you do not trip. Do not unplug, take apart or remove equipment yourself.
- Review your medications with your doctor, nurse or pharmacist. Learn about side effects that may affect your safety and methods to reduce your risk of falling.
- Avoid reaching too far. If something is beyond your reach, ask us to get it for you.
- When you feel strong enough to stand up, get up slowly at first. Sit on the edge of the bed and put both feet on the floor to get your balance. Hold on to the side rail of your bed. If you feel dizzy, lightheaded or unsteady, stay seated or sit back down. Call for help.
- Wear safe footwear. Slippers and shoes should have a low heel, fit snugly, be fastened as needed and have a non-skid sole to prevent slipping.
- Report spills or other safety concerns to help prevent a slip or fall.

There's No Place Like Home
BayCare HomeCare provides an array of services and products through a single source to make it easier for patients, loved ones and physicians to access coordinated care and experience service excellence in the comfort of home. Services include:

- Home health care including disease-specific management programs
- Medical equipment and supplies
- Infusion therapy
- Respiratory services including CPAP, BiPAP and oxygen
- CareLink personal emergency response systems and medication management
- Pre- and postmastectomy supplies

Ask your physician to prescribe BayCare HomeCare as your preferred provider.

For more information:
(855) 546-6306 | BayCareHomeCare.org
What can you do to prevent infections?

- Wash your hands with soap and water, or use hand sanitizer often.
- Ask your health care providers and your visitors to do the same.
- Sneeze and cough into your elbow, not your hand.
- If your room looks dirty, ask to have it cleaned.
- If you have a catheter, ask every day if you still need it.
- Ask about safe injection practices. Remember: One needle, one syringe, one time.
- Take medications as directed.
- If you are having surgery, ask if you need to shower with a germ-killing soap ahead of time.

Who are infection preventionists?

Infection preventionists find germs and ensure everyone is keeping you safe.

- Health care providers will clean their hands before and after they care for you.
- Your room and any equipment that is used on you will be clean.
- Your health care providers will wear gloves, gowns and masks at the proper times. If you are in isolation, your visitors may have to do this, too.
- Catheters or other devices will be placed after your skin receives proper cleaning.

What are health care-associated infections?

Health care-associated infections are a result of germs entering your body during medical care.

- Surgical site infections happen in the part of the body where surgery took place.
- Pneumonia is a lung infection.
- Bloodstream infections happen when germs enter the blood through a catheter or tube in your vein.
- Catheter-associated urinary tract infections occur when germs travel along a urinary catheter and cause an infection in your bladder or kidney.
Infection Control and Hand Washing

There are several measures that are taken in the hospital to help prevent the spread of infection or infection-causing bacteria and/or viruses. Patients and their visitors are important in helping in this effort. The most important thing you can do to keep from getting sick is to wash your hands. Frequent hand washing removes germs that you have picked up from other people, contaminated surfaces or animals.

What happens if you do not wash your hands frequently?

One of the most common ways people catch colds is by rubbing their nose or their eyes after their hands have been contaminated with the cold virus. You can also spread germs directly to others or onto surfaces that other people touch. The important thing to remember is that in addition to colds, serious diseases such as hepatitis A, meningitis and infectious diarrhea can easily be prevented if people make a habit of washing their hands.

You pick up germs from other sources and then you infect yourself when you:

- Touch your eyes, nose or mouth
- Handle food with unwashed hands

It is especially important to wash your hands:

- Before, during and after you prepare food
- Before you eat and after you use the bathroom
- After handling animals or animal waste
- When your hands are dirty
- More frequently when someone in your home is sick

The correct way to wash your hands is:

- Wet your hands and apply liquid or clean bar soap. Place the bar soap in a rack and allow it to drain.
- Rub your hands together vigorously and scrub all surfaces.
- Continue for 10-15 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove the germs.
- Rinse and dry your hands well.

Benefits of the BayCare Patient Portal

- It’s quick – see lab results immediately
- It’s easy – pay your bills online
- It’s helpful – find a doctor
- It’s convenient – ask questions anytime
- It’s accessible – view your health records online

Enrollment invitations are sent via email, so be sure to confirm your email address with us.
Vaccines and You: Are You Protected?
Ask your nurse about getting the pneumonia or influenza (flu) vaccine during your hospital stay.

Why get vaccinated against pneumonia?
- Pneumonia causes an estimated 40,000 deaths annually in the U.S.
- Approximately half of these deaths may have been prevented through the use of vaccine.

Who should get the pneumonia vaccine?
- Adults age 65 and older
- Anyone ages 19 to 64 with asthma (acute or chronic)
- Anyone ages 6 to 64 with certain health problems, such as chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), diabetes, end stage or nephrotic kidney disease, HIV/AIDS, sickle cell disease

Who should NOT get the pneumonia vaccine?
Anyone who is or has had:
- Allergy to thimerosal (a preservative), phenol or pneumococcal vaccine
- Radiation therapy or chemotherapy (scheduled course or in the last two weeks)
- Bone marrow transplant within the past 12 months
- Shingles vaccine (zostavax) in last four weeks
- Children age 6 or older who have received the pneumonia vaccine within the last eight weeks

What are the side effects of the pneumonia vaccine?
- The vaccine is safe and does not make you sick.
- You may develop a little swelling or soreness where the shot was given.

How often do I need to get the pneumonia vaccine?
- If you have had the vaccine at any time in the past, you probably do not need another dose.
- People with certain high-risk diagnoses may need a booster. Talk to your primary care physician.

Why get vaccinated against flu?
- About 226,000 people with the flu are hospitalized each year.
- Flu and its complications cause an average of 36,000 deaths each year in the U.S.
- Anyone can get the flu, which can be a very serious illness.

Who should get the flu vaccine?
- Anyone 6 months of age and older

Who should not get the flu vaccine?
Anyone who is or has had:
- Allergy to eggs, egg products, latex or thimerosal (a preservative)
- Severe reaction to influenza vaccine
- Guillian-Barré Syndrome within six weeks of getting a flu vaccine in the past
- Bone marrow transplant within the last six months

What are the side effects of the flu vaccine?
- The vaccine is safe and cannot give you the flu because it is made from a killed virus.
- You may develop soreness, redness or swelling where the shot was given.

How often do I need to get the flu vaccine?
- Every year during flu season from September 1 through March 30.
- Patients ages 6 months to 8 years who receive the influenza vaccine for the first time should follow up with a pediatrician to receive a second dose.

Bedside Shift Report
At BayCare hospitals, we conduct Bedside Shift Reports to keep you better informed about your plan of care, medications, tests and progress while you are here. This involves the nurses doing bedside reporting, in your presence, at each shift change to ensure proper communication of all important information and to introduce you to your new nurse.

In the event that you have visitors in your room at the time of the Bedside Shift Report, or anytime you feel uncomfortable about any information being discussed, let your nurse know and other arrangements will be made. If you are sleeping at the change of a shift, a nurse will check on you but the verbal report will be done elsewhere to allow your continued rest, unless you have asked us to wake you up for a report.
Neonatal and Pediatric Transport

St. Joseph’s Children’s Hospital neonatal and pediatric transport service provides 24-hour transportation and consultation to doctors and hospitals throughout West-Central Florida.

The specialized transport team is trained in neonatal and pediatric medicine, and travels by dedicated ambulance or helicopter to transport newborns, infants and children under 18 to St. Joseph’s Children’s Hospital.

Arrange a telephone consultation and/or pediatric patient transfer:
(800) 277-KIDS

Multidisciplinary Rounds
At BayCare, we believe you are the most important member of your care team. That’s why our nurses, doctors and allied health professionals make a special effort to round with you at your bedside.

When to Expect Daily Rounds
Daily rounds with your care team generally occur at the same time each day. Ask your nurse to find out approximately what time your team will be seeing you. (Critical Care rounds are held four times per week.)

What to Expect During Daily Rounds
During daily rounds, your care team updates you about your diagnosis, tests, treatment and progress. We will also address any pain or other symptoms you are having. Part of our daily rounds includes planning for discharge – discussing together where, when and how your needs can be met after your hospital stay.

Preparing for Rounds
Before daily rounds, your nurse will help you figure out your goals for the day and prepare any specific questions for you to ask the team. Daily rounds are a great time to give and receive updates from your care team and are the best way for everyone to discuss your progress and treatment plan.

Including Your Loved Ones
In the hospital you rely on your loved ones more than ever. We encourage you to invite them to join daily rounds so they can support you in the hospital and during your recovery.

Your care team may include:
- Doctor
- Bedside nurse
- Case manager
- Pharmacist
- Social worker
- Physical therapist
- Charge nurse
Pain Management

At BayCare, our goal is to deliver the highest quality care with compassion and support. Although we will try to make you as comfortable as possible, you may be in pain at some time during your stay. You can assist us in managing your pain. Depending on your type of pain and its cause, some or all of these options may be helpful. A combination of methods, such as medication and relaxation, often works best. Keep in mind that medication may not take away all of your pain, but it should make you more comfortable.

**Keys to Pain Control**

- Take pain medication before your pain level becomes unacceptable.
- Take pain medication before you start doing anything that will cause pain such as walking, dressing or sitting.
- It is harder to ease pain once it has started.

**Measuring Your Pain**

You will be asked to rate your pain before and after a dose of pain medication. Rate your pain on the 0 to 10 scale:

- 1–3 = Mild pain
- 4–6 = Moderate pain
- 7–10 = Severe pain

**Forms of Pain Medication**

Your doctor will work with you to determine which form of pain medication best suits your needs.

- Some patients will have orders for pain medication (pills, shots or by I.V.) to be given upon request, or as needed.
- Others will have doctor’s orders that specify exact, scheduled times that they will be given pain medication.
- Another form of pain management is the patient-controlled analgesia (PCA) pump. The word analgesia means pain relief.
Using a PCA Pump
A PCA pump allows you to push a button to receive a dose of pain medication. It is delivered through a small flexible I.V. catheter in your vein and allows for a more constant level of pain relief.

How Does the PCA Pump System Work?
■ Your nurse programs the pump according to doctor's orders.
■ When you push the control button, pain medication is delivered. You should hear a soft “beep” when the button is pushed properly. You will generally feel relief from the medication within five minutes.
■ Your pump has a lockout time. During this time, you won't receive a dose of medication even if you press the button.
■ To reduce the risk of over sedation, you (the patient) are the only one allowed to push the button to control when you want pain medication.
■ If you do not receive acceptable pain relief, tell your doctor or nurse without delay. A change in medication, dose or method of pain relief may be more effective for you.
■ Side effects to report: Tell your nurse if you have nausea, itching or if a rash develops.

PCA Questions
■ How often should I push the button? Whenever you feel pain. Push the button once, and then wait for a few minutes to see if your pain is relieved.
■ Could I give myself too much pain medication? No. The PCA pump will only deliver the amount of pain medication ordered by your doctor over a specific amount of time. The doses are very small, which helps the level of pain relief remain constant.
■ Will I become addicted to the medication? No. Patients who use the PCA pump usually use less medication than those receiving pain shots or pills.

Special Concerns About Pain
I'm afraid to take the medication now. What if the pain gets worse and I can't get more medication?
Pain medication works best when taken before pain becomes severe. If your pain relief wears off too quickly, if your pain gets worse or if you have any concerns, talk with your doctor or nurse.

I'm worried about the side effects of the medication. What if I get drowsy, constipated or my stomach gets upset?
Many medications have side effects such as drowsiness or upset stomach. If the side effects do not go away or cause you to be concerned, discuss them with your nurse or doctor. There may be ways to relieve the symptoms without giving up pain control.

I don't want to complain. It is best to tough it out.
Some people think it's a sign of strength to keep pain a secret and refuse to take pain medication. Good pain control allows you to do the most you possibly can, to feel more rested and more in control of your life.

What if my pain medication isn't working?
Tell your nurse and doctor. You may need changes made to your pain control plan. It is not always possible to eliminate all pain. However, your pain may be reduced to a level you can tolerate.

I want to use something else to relieve my pain other than medications. Will it work?
For treating acute pain from surgery, trauma or treatments, relaxation and distraction techniques may be used. Other treatments ordered by your doctor, such as cold packs or massage, may be used with, but not in place of, medication. See Non-Medication Pain Relief Methods on page 32.

When You or Your Child Go Home, Know Your Pain Control Plan
■ Fill your prescription for pain medication.
■ Take medications as prescribed by your doctor.
■ Follow directions – some medication may cause nausea if not taken with food.
■ If pain is not relieved or gets worse, call your nurse or doctor.
■ Many prescription pain medications cause constipation. To help, increase your intake of water, fruits and vegetables. Talk to your doctor about using a laxative if needed.
■ Warning: Do not drink alcohol while taking pain medication.
Obstetric Pain Management Options
A variety of pain control options are available. From non-medication alternatives such as heat, cold, positioning and relaxation to nitrous oxide, epidurals, and intravenous or oral pain medications, it is our goal to keep you as comfortable as possible. Let your nurse know when you need help managing discomfort and how well the measures are working.

Nitrous Oxide
A great option for patients who prefer a non-medicated delivery or those who are unable to have an epidural due to a medical condition or a very rapid labor.
- Safe for you and your baby
- Works quickly
- Decreases anxiety

Intravenous/Oral Medications
May help to decrease pain, but will not totally relieve pain. Provides an opportunity to rest between contractions.
- Stadol (butorphanol)
  - Side effects: Sedation, floating feeling
- Vistaril (hydroxyzine)
  - Side effects: Drowsiness, dry mouth
- Oral pain medications (Motrin, Percocet)
  - Side effects: Drowsiness

Epidurals
Anesthesia staff is available in the hospital around the clock for patients desiring an epidural.
- Provides superior pain relief
- Pain coverage for repair of tears
- Provides sufficient anesthesia should a cesarean become necessary

BayCare Behavioral Health is dedicated to helping those with mental illness and addiction get the treatment and help they need to achieve mental wellness.

We are the largest not-for-profit, full-service, community-based behavioral health system in Tampa Bay, and we specialize in treating mental illness and substance abuse issues. From intensive outpatient, group, individual, family and group counseling, to residential and inpatient programs, we are your connection to complete mental health services.
Non-Medication Pain Relief Methods
Some patients prefer to forego medications at some point in their treatment. Fortunately, there are other ways to find comfort, soothing and distraction from pain. Below are a few ideas that may effectively provide some pain relief.

Create a Healing Environment
Please make your hospital room as comfortable as possible. Bring items from home that provide you with comfort and distraction. If you would rather sleep with your own pillow or blanket, bring them from home. Lower the lights or turn on a nightlight to make your room feel more like home. Simple changes and activities may have a greater impact than anything else on your ability to rest, heal and reduce pain. Try to refocus your mind and energy on something else:
  - Work on puzzles, word searches or games
  - Read a book or magazine
  - Listen to music
  - Work on a hobby
  - Watch a TV show
  - Visit with a friend or family member at bedside or by phone

Work with Your Health Care Team
Because everyone feels and reacts to pain in a different way, you must tell us how you feel and give us details about your pain. You play a key role in your pain management plan. Tell us what works and what does not work for you. Together, we can develop a plan that will meet your needs and goals.

Spiritual Comfort
Comforting the spirit, as well as the mind and body, can help you cope with physical pain. Our Pastoral Care staff is available to help you connect with your own spiritual resources and strength. (See Pastoral Care on page 5.)
Changing Positions
Helping you feel more comfortable may be as simple as changing your position in bed every few hours. Your nurse and caregivers can provide pillows and cushions to help make you feel more at ease. Ask them for help in taking pressure off certain areas of your body, if needed, to relieve pressure and pain.

Heat and Cold Therapy
In some cases, you may find that heat or cold therapy may help to reduce your pain, increase blood flow and make you feel more comfortable. For example, cooling pads may help reduce tissue swelling and muscle spasm and improve range of motion, while moist heat pads can increase blood flow, reduce muscle spasm and provide relaxation.

Interested in more health information?
BayCare offers classes and events throughout Tampa Bay that can help you manage your health through education, prevention and early detection. Classes offered range from memory screenings to CPR certification, and seminars that are as varied as weight management programs and learning about the latest advances in joint replacement surgery.

To register or for more events, seminars and screenings:
(813) BayCare | BayCareEvents.org
Additional Patient Resources

As a patient, your first priority is to heal and recover. Eventually, you must consider other aspects of being a hospital patient, including the financial aspects and additional rights and responsibilities. We have provided an overview of some of these considerations for your review and reference.

**Are You a Hospital Inpatient or Outpatient?**

Did you know that if you stay in the hospital overnight, you may still be considered an outpatient? Your hospital status (whether you are considered an inpatient or outpatient) affects how much you pay for hospital services like X-rays, drugs and lab tests. Your hospital status may also affect whether Medicare will cover care received in a skilled nursing facility. *If you are in the hospital more than a few hours, always ask your doctor or the hospital staff whether you are an inpatient or an outpatient.*

An inpatient admission begins the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day. You are considered an outpatient if you receive emergency department services, observation services, lab tests or X-rays, and a doctor has not written an order to admit you as an inpatient, even if you spend the night at the hospital. There are a few differences between original Medicare coverage for hospital inpatients and outpatients, and these rules apply differently in some situations. If you have a Medicare Advantage Plan (like an HMO or PPO), costs and coverage may be different. Check with your plan.

**What do I pay as an inpatient?**

Medicare Part A (hospital insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all of your hospital services for the first 60 days that you are in the hospital. Medicare Part B (medical insurance) covers most of your doctor services when you are an inpatient. You pay 20 percent of the Medicare-approved amount for doctor services after paying the Part B deductible.

**What do I pay as an outpatient?**

Medicare Part B covers outpatient hospital and doctor services. Generally, this means you pay a co-payment for each individual outpatient hospital service. This amount may vary by service. Medicare Part B also covers most of your doctor services when you are a hospital outpatient. You pay 20 percent of the Medicare-approved amount after the Part B deductible.

*Note: The copayment amount for a single outpatient hospital service cannot be more than the inpatient hospital deductible. In some cases, your total copayment for all services may be more than the inpatient hospital deductible.*

Generally, the prescription and over-the-counter drugs you receive in an outpatient setting, such as an emergency department (sometimes called self-administered drugs), are not covered by Part B. If you have Medicare Part D prescription drug coverage, these medications may be covered under certain circumstances. You will likely need to pay out-of-pocket for these medications and submit a claim to your prescription plan for a refund. Call your plan for more information.

For details on how Medicare covers hospital services, including information about premiums, deductibles and copayments, visit Medicare.gov/Publications/Pubs/pdf/10050.pdf to view the Medicare & You handbook. You can also call 1-800-Medicare (1-800-633-4227). TTY users should call (877) 486-2048.
Experience Our Special Delivery Service

The birth of a child is one of the most memorable times in your family’s life. Let us help you celebrate in style. Your private room will await you and your family with the following special items:

- Spa bathrobe and slippers
- Luxurious toiletries, including shower gel, shampoo, cream rinse, lotion and bath puff
- Certificate from Baby Face Portraits for their exclusive two-year “Baby Steps Plan” and an 8” x 10” family portrait from the in-hospital newborn session
- Special Delivery teddy bear
- Large celebration basket
- Fruit, cookies and drinks
- Restaurant gift card

This exciting Special Delivery service has a fee of only $500.

Come celebrate with us. Call (863) 294-7031 today to reserve your room.

Advance Directives

Advance directives reflect your decisions, in advance, about health care and treatment. The best time to prepare advance directives is while you can consider your wishes carefully and discuss them with your doctor and people close to you. While no one is required to prepare advance directives, all care providers are mandated by Florida law to make patients and families aware of them. In Florida, there are two basic types of advance directives — a living will and designation of health care surrogate (DHCS).

Living Will

- Indicates what kind of medical treatment you do or do not want to receive
- Should be discussed with your family, friends, clergy and doctor
- Goes into effect only if you are no longer able to make decisions or communicate your wishes yourself

A living will is used only when your diagnosis is:

- A terminal condition from which there is no reasonable probability of recovery
- An irreversible end-stage condition that has resulted in permanent and severe deterioration
- A persistent vegetative state or irreversible condition of unconsciousness with no voluntary action or ability to communicate purposefully

Designation of Health Care Surrogate (DHCS) Document

- States that you authorize another person to make medical decisions for you when you are no longer capable of doing so (based on your desires)
- Lets you choose to include specific instructions if you have a medical condition
- Goes into effect if and only if you are unable to communicate your wishes
- Allows your surrogate to make a needed decision for you if a situation you did not cover in this document occurs
- Allows the person you designate as your health care surrogate to give informed consent, review medical records, talk to your physicians, authorize transfers to different health care facilities, apply for public health care benefits and consent to organ and tissue donation according to your wishes
The best person to select as your health care surrogate is a competent adult who knows and respects your values, religious beliefs and preferences regarding medical treatment, but you may want to list alternate surrogates in case your first choice becomes unable or unwilling to carry out your wishes. Let your health care surrogate know you have chosen him or her to assume this role if the need ever arises.

**How to Develop a Living Will and DHCS**

- Talk with your family, friends, clergy and doctor about your wishes and values.
- Complete a living will and a DHCS form (a sample form can be found on page 42). Have two valid witnesses sign them. Follow the instructions on the forms regarding who can sign as witnesses.
- Florida does not require that a lawyer prepare your living will or DHCS. However, if there is something you do not understand or if you have questions, contact a lawyer, health care provider or social worker.
- Place your original, signed documents in an accessible place, not in a safety deposit box or unreachable location. Give copies to others, including your family, health care surrogates, lawyer, clergy, doctors, etc.
- Take a copy of these documents with you whenever you seek hospital treatment.

**Changing or Canceling Your Living Will or DHCS**

It is a good idea to review your living will and DHCS annually or when life or health conditions change to make sure they continue to reflect your wishes. You may change or cancel your living will and DHCS at any time. You can do this by:

- Preparing new documents and having them witnessed
- Destroying your old forms
- Stating your new choices to your doctor(s) and health care surrogate(s)

**Without a Living Will and DHCS**

Every person has the right to prepare a living will and a DHCS. If you have not indicated who will speak for you if you are not capable of communicating, someone will be appointed to make decisions on your behalf. It is important to communicate your wishes to your family and friends because they may be asked to make your health care decisions. By law, if you have not chosen a DHCS, a person will be appointed in the following order:

- Spouse or court appointed guardian
- Adult child
- Parent
- Adult sibling
- Adult relative
- Adult friend who knows you well
- Clinical social worker
Patient Financial Information

Thank you for choosing a BayCare hospital to meet your health care needs. Refer to the information below regarding payment and insurance options to cover your hospital visit or stay.

Insurance Deductible and Copayment
Your insurance card, required upon registration, helps BayCare work directly with your insurance company. Your insurance company determines your deductible and copayment amounts. Your out-of-pocket expenses may change based on the level of care provided. Your copayments, deductibles and estimated co-insurance are due at the time of service.

Insurance Claims
Please familiarize yourself with the terms of your health care plan. As a courtesy, the hospital will submit a bill to your insurance company and will assist you in receiving the full benefits of your plan. Remember that payment of your hospital bill is your responsibility.

PPOs and HMOs
Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests, so you will need to present your insurance card so we may verify any requirements. If the hospital is not a preferred provider for your insurance, you may incur additional out-of-network financial obligations. Some physician specialists may not participate in your health care plan and their services may not be fully covered. It is your responsibility to make sure your plan’s requirements have been met. If such requirements are not followed, you may be financially responsible for all or part of the services rendered at the hospital.

Medicare and Medicaid
To verify eligibility, it is necessary to present your insurance card upon registration. Medicare and Medicaid programs specifically exclude payment for certain items and services, such as cosmetic surgery. Medicare requires the hospital to present a written Advanced Beneficiary Notice (ABN) to Medicare patients if the hospital expects payment of services to be denied. The patient is financially responsible for services identified as non-covered in the ABN.
Billing Information
A statement will be sent to the person listed as the guarantor (responsible party) on your account. A statement will be generated for each hospital visit. If you have any questions regarding your statement, please call the BayCare billing department at (855) 233-1555.

Payment Options
Payments may be made by cash, check, Visa, MasterCard, Discover or American Express. Failure to meet your financial obligations could result in your account referral to a collection agency. To make payment arrangements, contact a financial counselor at (855) 233-1555.

Inability to Pay
If you do not have insurance and/or are unable to pay for health services, contact our Financial Assistance program. Our financial counselors can assist you with identifying potential payment assistance sources from federal, state and local programs. Contact a financial counselor at (855) 233-1555 or visit BayCare.org/Financial-Assistance for more information.

Professional Charges
You may receive billing statements for certain tests and treatments for professional services rendered by emergency physicians, pathologists, radiologists, cardiologists, anesthesiologists and other specialists. These physicians, who are needed to diagnose and interpret test results, are required by law, as well as by your insurance company, to bill you separately. If your physician orders certain tests or treatments, you may receive billing statements from physicians whom you did not personally see. For assistance regarding billing inquiries, refer to directly to the billing contact on your statement.

Physicians
Any physician and/or surgeon providing services to you including, but not limited to, radiologists, anesthesiologists, pathologists and emergency room physicians, are independent contractors and are not employees of the hospital. You will receive a separate bill for their professional services.

Community Blood Center
Become a blood donor for your community
Donating blood is a simple, meaningful way to give back to your community. Our donors provide the gift of life every day. Having a loved one who is sick or in the hospital can often cause you to feel powerless. A good way to help is by making a blood donation in honor of that person. Please donate and encourage others to as well.

The Winter Haven Hospital Community Blood Center is your community blood center, serving the needs of patients and hospitals in eastern Polk County. Each year, the Community Blood Center needs to collect more than 20,000 units of blood to supply enough for local hospital patients.

For a list of bloodmobile locations and schedule: WHHCommunityBloodCenter.org

For more information: (863) 297-1840

Community Blood Center
460 First St. N.
Winter Haven, FL 33881

Monday, Wednesday, Thursday, Friday: 8am-5pm
Tuesday: 8am-7pm
Saturday: 8am-12pm
Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Review it carefully.

Who Will Follow This Notice

This joint notice applies to the staff, volunteers, business associates and physicians who provide services on behalf of any BayCare Health System hospital, outpatient center, behavioral health center, home care/durable medical equipment (DME) service, skilled nursing facility or affiliated physician group (BayCare Health System Entities and Providers). BayCare Health System entities and providers are located throughout west central Florida. This joint notice describes how we will use and share your information, how we are required by law to maintain the privacy of your health information and to provide you with notice of our legal duties and privacy practices with respect to your protected health information (PHI). PHI is information about you, including demographic information, that may identify you and that relates to your health or condition and related health care services. We will tell you if your PHI has been breached. We are required to abide by the terms of the notice currently in effect. If you have questions about any part of this notice or if you want more information about our privacy practices, contact our Privacy Department at (855) 466-6677.

How We (Including Our Affiliated Entities and Other Physicians Who Are Treating You) May Use or Share Your Health Information

We are committed to protecting the privacy of your health information.

The law permits us to use or share your health information for the following purposes:

- **Treatment:** We may use or share your PHI with physicians, nurses, students and other health care personnel to provide you treatment or services. For example, your PHI may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose and treat you.

- **Payment:** We may use or share your PHI to obtain payment for your health care services, including with a collection agency or credit bureau. We may also share your PHI with other providers so they may obtain payment for services. We may also use or share your PHI so that we may locate you for collection purposes, including using services with change of address information to ensure your statements are mailed to the most current address on file with the postal service. For example, obtaining approval for payment of services from your health plan may require that your PHI be shared with your health plan. We may also provide your PHI to our business associates or other providers’ business associates, such as billing companies, transcriptionists, collection agencies and vendors who mail billing statements.

- **Health Care Operations:** We may use or share your PHI or a limited data set to operate our facilities. BayCare Health System entities and providers have an organized health care arrangement and may use or share your PHI for the operations of the organized health care arrangement. For example, we may use your PHI to evaluate the quality of health care services that you received, to evaluate the performance of the health care professionals who provided health care services to you, for medical review purposes or auditing. In addition, the hospitals report traumas, birth defects and cancer cases (Florida Cancer Registry) to the Departments of Health for quality improvement and licensing purposes and quarterly data to the Agency for Health Care Administration (AHCA) as required for licensing. We may also provide your PHI to accountants, attorneys, consultants, accrediting agencies, outside funding sources and others to make sure we’re complying with the laws that affect us.

- **Directory:** In our hospitals, we will generally use and share your name, the location at which you are receiving care, your condition (in general terms) and your religious affiliation in our facility directory unless you object. All of this information, except religious affiliation, will be given to people that ask for you by name, such as visitors. Members of the clergy will be told your religious affiliation. Certain “no information” category patients, including behavioral health patients, are excluded from our facility directory. The opportunity to consent may be obtained retroactively in emergency situations.

- **Notification and Communication with Family:** Unless you object, we may release to a relative, close friend or any other person you identify, information that directly relates to that person’s involvement in your health care or who helps pay for your care. We may also use or release PHI to notify or assist in notifying a family member, personal representative or any other person responsible for your care to tell them your location or general condition. In our behavioral health facilities, your written authorization is required to provide these disclosures. If you are unable to provide written authorization, agree or object to the release,
we may release information as necessary if we determine that it is in your best interest based on our professional judgment, such as emergency situations. Finally, we may use or share your PHI to an authorized public or private entity to assist in disaster relief efforts and to coordinate uses and releases to family or other individuals involved in your health care.

- **Required by Law, Court or Law Enforcement:** We may release PHI when a law requires that we report information to government agencies and law enforcement personnel about victims of abuse, neglect or domestic violence, when dealing with crime or when ordered by a court.

- **Public Health:** As required or permitted by law, we may release PHI or a limited data set to public health authorities for purposes related to preventing or controlling disease, injury or disability, reporting to the Food and Drug Administration problems with products and reactions to medications and reporting disease or infection exposure. Our hospitals are required to report all births and deaths to the Office of Vital Statistics for certificate purposes.

- **Health Oversight Activities:** We may release PHI to health agencies for activities authorized by law. These oversight activities include audits, investigations and inspections, as necessary for our licensure and for the government to monitor the health care system, government programs and compliance with civil rights laws. For example, we may release PHI to the Secretary of the Department of Health and Human Services so they can determine our compliance with privacy laws.

- **Deceased Person Information:** We may release your health information to coroners, medical examiners and funeral directors.

- **Organ Donation:** The hospitals may release your health information to organizations involved in procuring, banking or transplanting organs and tissues, such as Lions Bank and Life Link.

- **Research:** We may, in certain situations, release your health information or limited data set to researchers conducting research that has been approved by an institutional review board or a privacy board.

- **Public Safety:** We may release your health information to appropriate persons to prevent or lessen a serious and near threat to the health or safety of a particular person or the general public.

- **Specific Government Functions:** We may share your health information for military or national security purposes or in certain cases if you are in law enforcement custody.

- **Workers’ Compensation:** We may share your health information as necessary to comply with workers’ compensation laws. We report any injuries referred to us from an employer to the Department of Workers’ Compensation and any work-related deaths to OSHA. All employers are given health information regarding work-related injuries they have referred to us.

- **Appointment Reminders and Health-Related Benefits:** We may use your PHI to contact you to provide appointment reminders or to give information about other treatments or health-related benefits and services that may be of interest to you.

- **Fund-Raising, Marketing and the Sale of PHI:** We may contact you to participate in fund-raising activities. You have a right to opt out of receiving such fund-raising communications. We will not sell your PHI or use or disclose it for marketing purposes without your specific permission.

- **Florida State-Specific Requirements:** When Florida’s laws are stricter than federal privacy laws, we are required to follow the state law.

- **Organized Health Care Arrangement:** BayCare Health System entities and providers participate in an Organized Health Care Arrangement. Information may be shared as necessary to carry out treatment, payment and health care operations. Physicians not employed by BayCare Health System may have access to PHI in their offices to assist in reviewing past treatment as it may affect treatment at the time. These physicians may have different policies or notices regarding the physician’s use and disclosure of your health information created in their office or clinic.

- **Affiliated Covered Entity:** PHI will be made available to staff at local affiliated entities as necessary to carry out treatment, payment and health care operations. Caregivers at other facilities may have access to PHI at their locations to assist in reviewing past treatment information as it may affect treatment at this time. You may contact the Privacy Department for more information on specific sites included in this affiliated covered entity.

- **Treatment of Sensitive Information:** Psychotherapy notes and diagnostic and therapeutic information regarding mental health, drug/alcohol abuse or sexually transmitted diseases (including HIV status) will not be disclosed without your specific permission, unless required or permitted by law.
Your Health Information Rights

- You have the right to request a limit on certain uses and releases of your health information. We will consider your request, but are not required to accept it unless you do not want information about an item or service sent to your health plan and you have paid for the item or service in full. These requests must be in writing and submitted to our Privacy Department.

- You have the right to choose how you receive your health information. You have the right to ask that we send information to you at an alternative address or by other means (for example, telephone instead of mail, post office box instead of home address). We must agree to your request as long as we can easily provide it in the format you requested. These requests must be in writing.

- You have the right to see and get copies of your health information, in most cases. These requests must be in writing. You may request copies of your records from your provider. If your records are maintained in an electronic format, you have the right to obtain an electronic copy of your records. Florida law may restrict access for behavioral health patients.

- You have a right to request that we correct or update information that is incorrect or incomplete. We are not required to change your health information. If we deny your request, we will provide you with information about our denial and how you can disagree with the denial. These requests must be in writing.

- You have a right to receive a list of disclosures we have made. We do not have to account for the disclosures described under treatment, payment, health care operations, information provided to you, information released incident to an allowed disclosure (see Incidental Disclosures section in this notice), information released based on your written authorization, directory listings, information released for certain government functions, disclosures of a limited data set (which may only include date information and limited address information) and disclosures to correctional institutions or law enforcement in custodial situations. These requests must be in writing and must state a time period, which may not be longer than six years.

- You have a right to get a paper copy of this notice. You may request a copy of this notice at any time.

Changes to this Notice

We reserve the right to change this notice at any time in the future. We reserve the right to make the changed notice effective for health information we already have about you, as well as any we receive in the future. We will post a current copy of the notice. Upon request, you may obtain a copy of the current notice by contacting our Privacy Department at (855) 466-6677.

When We May Not Use or Disclose Your Health Information

Except as described in this notice, we will not use or disclose your health information without your written authorization. If you do authorize us to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. We will be unable to apply your request to revoke your authorization to information disclosed prior to the request.

Incidental Disclosures

We make reasonable efforts to avoid incidental disclosures of your PHI. An example of an incidental disclosure is conversations that may be overheard between you and our team members at a BayCare facility.

Privacy Complaints

If you believe your privacy rights have been violated, you may file a complaint with our Chief Privacy Officer or with the Secretary of the Department of Health and Human Services. To file a complaint with our Privacy Department, call (855) 466-6677. You will not be penalized for filing a complaint.

Effective August 30, 2013

Patient Rights and Responsibilities

At BayCare, we want our patients to have the best possible care. We want you to know your rights as a patient as well as your responsibilities to yourself, your physicians and other caregivers. We support these rights and responsibilities and have developed them with utmost concern and respect for our patients, physicians and team members. The following is a summary of the Patient's Bill of Rights under Florida Statute 381.026.
**Patient Rights**

**As a patient, you have a right to:**

- Equal access to medical treatment, accommodations and services, regardless of race, national origin, religion, age, disability, other protected category or source of payment
- A prompt and reasonable response to questions and requests
- Be treated with courtesy, dignity and respect at all times. Care is delivered with respect for your spiritual and cultural beliefs, personal and ethical values and educational needs.
- Have your privacy protected
- Know what patient support services are available, including auxiliary aids and services for persons with hearing, vision or speech disabilities, as well as persons of limited English proficiency, and to be provided such services as are necessary to ensure effective communication free of charge
- Know the name, role and qualifications of your caregivers
- Receive adequate assessment of and treatment for relief of pain and discomfort
- Complete and current information about your diagnosis, treatment and prognosis, in terms you understand
- Be informed of unexpected outcomes related to care
- Participate in decisions involving your care, treatment and services, including the right to have your family or personal physician notified of your admission to the hospital
- Refuse treatment, except as otherwise provided by law, and to leave against medical advice, understanding that you will be requested to sign a form to that effect
- Receive treatment for any emergency medical condition that will get worse if not treated
- Give or withhold informed consent before starting a procedure or treatment
- Give or withhold consent for the hospital to use recordings, films or other images of you for purposes other than your care
- Know if medical treatment is for research or clinical trial, and to either consent or refuse
- Have your family and/or support individual(s) involved in care, treatment and services when appropriate. Support individuals are determined by the patient (or representative, where appropriate).
- Receive the visitors whom you (or your representative, where appropriate) designate, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny such consent at any time.
- Expect the facility to provide a safe environment free of neglect, exploitation or abuse
- Be free from restraint and seclusion which are not medically necessary
- An environment that supports your dignity and a positive self-image through access to telephone and mail services as well as access to your personal belongings and clothing, unless medically contraindicated
- Assist in planning your discharge and home care needs
- Confidentiality of your medical record and the right to access information from it when complete
- Information regarding any professional relationships among individuals, by name, who are treating you
- Review your medical record and to approve or refuse the release or disclosure of its contents to any health care practitioner and/or facility
- Select another person to make health care decisions in the event you are unable to do so
- Make advance directives, such as a living will, health care proxy or plan for organ donation
- Know, on request and prior to treatment, whether Medicare assignment is accepted
- Receive on request and prior to treatment, a reasonable estimate of charges for medical care and an itemized bill with charges explained when requested
- Receive information and counseling on available financial resources on request
- Have complaints reviewed by the hospital and be informed about the complaint process
- Receive information about patient advocacy groups and protective services upon request
Patient Responsibilities

As a patient, you have the responsibility to:

■ Give your health care provider correct and complete information about your present medical condition, past illnesses, vision, speech, hearing or cognitive impairments, hospitalizations, medications and other health matters
■ Report changes in your condition
■ Tell your health provider if you understand the plan of treatment and what is expected of you, including pain relief options
■ Follow the treatment plan recommended by your health care provider and accept responsibility for your actions if you refuse treatment or do not follow instructions
■ Advise your doctor or health care provider of any dissatisfaction you have in regard to the quality of your care
■ Inform your physician or health care provider if you have an advance directive or have a designated person to make health care decisions in the event you are unable to do so
■ Provide the name and telephone number of the person you would want contacted in the event of an emergency
■ Meet your health care financial obligations promptly
■ Follow rules and regulations on patient care and conduct
■ Keep appointments or notify the health care provider or facility if you cannot

We recognize the special needs of the dying patient. In this special case, in addition to the rights mentioned before, you have the right to:

■ Expect care by staff members who are aware of and able to recognize the unique and individual needs of the dying patient
■ Expect support provided for the social, emotional and spiritual needs of the patient and family, recognizing differences in individuals’ values, beliefs and life philosophies
■ Expect appropriate care for primary and secondary signs and symptoms that would respond to treatment, even though these symptoms may be unrelated to the “terminal” condition
■ Expect appropriate support for the patient and family in the grief process

Concerns and Complaints

If we should ever fall short of your expectations, we would appreciate hearing from you. You have the right to voice concerns at any time including complaints related to Section 504 of the Rehabilitation Act or the Americans with Disabilities Act (ADA). Please contact us at the appropriate hospital below:

- Bartow Regional Medical Center: (863) 533-8111
- BayCare Alliant Hospital: (727) 734-6748
- Mease Countryside Hospital: (727) 725-6222
- Mease Dunedin Hospital: (727) 734-6365
- Morton Plant Hospital: (727) 462-7101
- Morton Plant North Bay Hospital: (727) 843-4500
- St. Anthony’s Hospital: (727) 825-1071
- St. Joseph’s Hospitals: (813) 554-8306
- South Florida Baptist Hospital: (813) 757-8440
- Winter Haven Hospitals: (863) 297-1784

Persons with hearing and speech disabilities can reach the above numbers through TDD and other specialized equipment by calling the Florida Relay Service at 711.

You may also register a complaint with the following agencies:

- Agency for Health Care Administration Consumer Assistance Unit
  2727 Mahan Drive, Tallahassee, FL 32308
  (888) 419-3456

- Commission on Accreditation of Rehabilitation Facilities, CARF International
  4891 E. Grant Road, Tucson, AZ 85712
  (888) 281-6531

- Office of Quality Monitoring
  The Joint Commission
  One Renaissance Blvd., Oakbrook Terrace, IL 60181
  Fax: (630) 792-5636; email: patientsafetyreport@jointcommission.org

- Medicare Beneficiary Ombudsman
  CMS.HHS.gov/Center/Ombudsman.asp

- Office of Civil Rights – U.S. Department of Health and Human Services
  OCRMail@hhs.gov

Quality and performance data is available electronically at BayCare.org. Click on the Quality Report Card link.
Word Search Puzzle

FITNESS AND NUTRITION

R I C E S N I E T O R P B H T W B
C E T A R D Y H O B R A C T D H H
A R F L E X I B I L I T Y G W C E
R O S L A R E N I M I C N N T S N
D E T N I S S R T W B K Y E H I O
I U H E N S N N V S A R R R E N I
O Q M A E Y E I E X U T E T A T T
Z I Y N B I R I M J S N E S L E S
T K T I R I R U N A D H E R T N E
G I G T T O L I J O T X K A H S G
F N U N L S C I R N E I P L Y I I
Y N I A I I E P T R I U V U Q T D
S T C M N L H B C A M E N C X Y K
T B E O M I C I O R T K T S B N L
A B R I N W S Y A U G I E U A U O
F H H S D E S W C I E H O M C W R
C E Y C N E U Q E R F S Z N P A C

ACUTE INJURY  PROTEINS
CALORIES  REHABILITATION
CARBOHYDRATE  RICE
CARDIO  STRETCH
CHRONIC INJURY  TIME
CYCLING  VITAMINS
DIET  WARMUP
DIGESTION  WATER
ENDORPHINS  EXERCISE

FATS
FITNESS
FLEXIBILITY
FREQUENCY
HEALTHY
INTENSITY
MINERALS
MUSCULAR STRENGTH
NUTRIENT
Breast health is an important aspect of a woman’s overall well-being. At Winter Haven Women's Hospital, we offer convenient access to the latest breast imaging procedures. Our innovative Breast and Imaging Center provides a comprehensive range of imaging services designed for the unique needs of women:

- 3-D mammography (tomosynthesis)
- Digital mammography (screening and diagnostic)
- DEXA (bone density scan)
- Stereotactic breast biopsy
- Ultrasound and ultrasound-guided breast biopsy
- X-ray

A convenient, private entrance for the Breast and Imaging Center is on the northwest side of Winter Haven Women's Hospital.