

# Patient Guide

## 2023

**The pursuit of  
healthiness**



Share your experience with our patient experience team. Call (559) 624-5151.



LEARN MORE [kaweahhealth.org](https://kaweahhealth.org)

# Welcome



Welcome to Kaweah Health Medical Center. On behalf of the entire Medical Center team, thank you for choosing us to support your health care needs.

We view our work as a calling to serve our community and as an opportunity to deliver personal, professional, and compassionate experiences to every person, every time. It is our sincere commitment to offer patients world-class health care and a broad range of services to meet virtually any health care need.

Kaweah Health is widely-recognized as a healthcare leader in Central California, and we are committed to demonstrating that to every patient who walks through our doors. Visits to the hospital can be stressful for patients and their families, so we've created this guide to answer many of your questions and to make your stay with us as comfortable and positive as possible.

We are here to provide you with safe, high-quality, patient-centered services and medical care. If you have any questions or concerns, please share them with your nurse or contact the Kaweah Health Patient Experience team at (559) 624-5151.

Again, thank you for choosing Kaweah Health and allowing us to serve you. Health is our passion. Excellence is our Focus. Compassion is our promise.

A handwritten signature in black ink that reads "Gary K. Herbst".

**Gary K. Herbst**  
Chief Executive Officer  
Kaweah Health

# Our Mission, Our Vision, Our Pillars

## Our Mission

Health is our passion.  
Excellence is our focus.  
Compassion is our promise.

## Our Vision

To be your world-class healthcare choice, for life.

## Our Pillars

- Achieve outstanding community health
- Deliver excellent service
- Provide an ideal work environment
- Empower through education
- Maintain financial strength



## IMPORTANT NUMBERS

<b>MAIN NUMBER:</b>	(559) 624-2000
<b>CASE MANAGEMENT:</b>	(559) 624-2235
<b>CHAPLAIN CARE:</b>	(559) 624-2263
<b>FINANCIAL SERVICES:</b>	(559) 624-4200
<b>MEDICAL RECORDS:</b>	(559) 624-2218
<b>PATIENT EXPERIENCE:</b>	(559) 624-5151
<b>RISK MANAGEMENT:</b>	(559) 624-2340
<b>Website:</b>	<a href="http://KaweahHealth.org">KaweahHealth.org</a>

**Medical Center Address:**  
400 W. Mineral King Ave., Visalia, CA 93921

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# About Us



Kaweah Health has been meeting the health needs of Central California residents since 1963. Serving the community through patient care, education, and research, Kaweah Health has expanded to become a certified level III trauma center and one of Central California's best-integrated healthcare systems.

Kaweah Health has made a name for itself as the region's most recognized hospital, including the medical center being named by Healthgrades® as one of the America's 100 Best Hospitals™ in 2023. Expert care is provided by more than 700 medical staff and more than 4,800 employees, all specially trained and experienced to care for diverse patient needs. The 10-campus healthcare system contains 613 licensed inpatient beds, offering comprehensive services including cancer treatment, a renowned NICU, mental health services, cardiac surgery, neurosurgery, orthopedic surgery, family medicine, physical therapy, and more.

Kaweah Health is proud to provide safe, innovative, and personalized care that improves the health and wellness of our patients and community. Kaweah Health aspires to be your world-class healthcare choice, for life.



**Key Medical Group  
in partnership with  
Kaweah Health is part of  
the integrated delivery  
network known as  
Sequoia Integrated Health.  
Partners, caring for You.**



**Who is Key Medical Group?**

Key Medical Group is an Independent Physician Association (IPA) of primary care doctors and specialists who work together to provide excellent health care to our members. Key Medical Group is owned by local primary care providers and specialists within Tulare & Kings County.

Key Manages your participating Commercial and Medicare Advantage Plan. That means we are the local Tulare and Kings County team here to help coordinate your care. Give us a call at (559) 802-1991. We are here to assist you.



**How many Primary Care Providers are in our network?**

140

**How many Specialists are in our network?**

400+

**Physicians are located in:**

Corcoran	Lindsay
Dinuba	Porterville
Exeter	Tulare
Hanford	Visalia
Lemoore	

**Our Clinical Care Team consists of:**

- Medical Directors
- Nurse Case Managers
- Social Workers
- Health Coaches
- Inpatient Case Managers
- Department Assistants
- Clinical Pharmacists
- Pharmacy Technicians

**What can our staff assist with?**

- Care Coordination
- Referrals/Authorizations
- Medical Needs
- Medication Needs
- Social Needs
- High Cost Medications
- Transitions of care from hospital to home



**Helpful Resources**

**Key Medical Group, Inc.**

Phone: 559-802-1991, 559-735-3892

Fax: 559-334-0112

[www.keymedical.org](http://www.keymedical.org)

**Medicare Advantage Carriers Accepted: Humana  
Commercial Carriers Accepted: Blue Cross,  
Blue Shield, Health Net, and UnitedHealthcare**



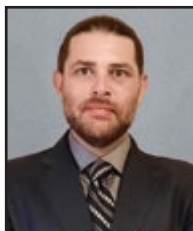
# CENTRAL VALLEY FOOT & ANKLE

## DR. PAUL R. MAYO, DPM



Dr. Paul R. Mayo, DPM is board certified by the American Board of Podiatric Surgery. He has provided residents specialty foot and ankle care in podiatry in Tulare, Kings and Fresno County since 1998. He graduated from Hanford High School in 1986 and then went on to Cuesta College in San Luis Obispo to receive his Bachelor Degree. He received his Doctorate at California College of Podiatric Medicine. Dr. Mayo then went on to receive his surgical training at Youngstown Osteopathic Hospital in Youngstown, Ohio. He is a Diplomate of the American College of Foot and Ankle Surgeons; he is an active member of American Podiatric Medical Association, California Podiatric Medical Association and past president of Midstate Podiatric Medical Society. He takes pride in treating all aspects of your foot and ankle problems.

## KRISTOPHER KOELEWYN, DPM



Born and raised in Hanford, Dr. Koelewyn is thrilled to be back in the Central Valley to serve his local communities after completing his foot and ankle surgical training in New York and further specialty training in limb preservation at UCSF medical center in San Francisco.

He treats ALL conditions of the foot and ankle including:

- Diabetic Foot Care • Wound Care • Ingrown Toenails • Warts • Bunions • Hammer Toes • Neuromas • Plantar Fasciitis • Flat Feet • Arthritis • Fractures • Recurrent Ankle Sprains

## KATHAN SHAH, DPM



Having completed his surgical training at Scripps Memorial Hospital in Encinitas, CA, he is pleased to now provide his services to the Central Valley.

He treats ALL conditions of the Foot & Ankle including:

- Diabetic Foot Care • Wound Care • Ingrown Toenails • Warts • Bunions • Hammer Toes • Neuromas • Plantar Fasciitis • Flat Feet • Arthritis • Fractures • Recurrent Ankle Sprains

**WE ARE ACCEPTING NEW PATIENTS!**

### VISALIA OFFICE

116 N. Akers St., Visalia, CA 93291  
**(559) 636-3668**


### PORTERVILLE OFFICE

560 West Putnam, Suite 3, Porterville, CA 93257  
**(559) 615-0420**



**CENTRALVALLEYFOOTANDANKLE.COM**





WE WANT TO  
EMPOWER YOU TO  
BE SUCCESSFUL  
WHEN YOU LEAVE  
THE HOSPITAL.

**Your  
preferences  
matter.**

**Do you have any preferences we can help you  
with before you are discharged?**

Which pharmacy do you prefer to use?

---

Do you want us to inform a family member of  
your discharge plans?

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How can we help you feel more prepared to go home?

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Do you need additional education before you leave?



**Kaweah Health**  
MORE THAN MEDICINE. LIFE.

# During your stay



## Your Safety and Security

To protect your personal well-being while providing you with the best medical care possible, Kaweah Health has implemented key safety procedures and practices to reduce the possibility of safety errors. There are some common risks that are inherent in all hospitals. Please review these simple tips to avoid or minimize those risks:

### ID Bracelet

Once you are admitted, you will be given an identification band with your name and medical record number on it. For your safety, do not remove the band until you are discharged from the hospital.

### Recognize Your Medication

Kaweah Health nurses follow a careful procedure to ensure that the right medications are given to the right patient. All nurses will explain the purpose and common side effects of new medications. If the medications you receive do not look familiar, alert your nurse. Chances are that the medication is correct, despite its appearance. But it is always important to be an informed patient.

### Change in Condition

Kaweah Health takes your concerns seriously regarding the way you are feeling. If you or a family member thinks there has been a change in your condition, please tell a member of the healthcare team (care partner, nurse, physician, etc.) immediately. You can feel confident that any concern you express will be addressed.



# During your stay

## Tobacco-free Environment

For everyone's health, safety and comfort, Kaweah Health is a tobacco-free environment throughout all indoor and outdoor areas, including all surrounding streets, sidewalks, and parking structures. The use of all tobacco-related products and devices, such as e-cigarettes and chewing tobacco, are also prohibited on campus grounds. Tobacco-cessation patient education materials are available from your nurse. Additional resources and information are available by calling 1-800-NO-BUTTS (1-800-662-8887).

## Fall Prevention

Good communication among patients, visitors, and nursing staff is key to preventing falls. Visitors can help prevent falls by staying alert to the needs and capabilities of the person they are visiting and notifying a nurse with any concerns. Patients should use the call light to request assistance getting out of bed, and they should wear nonskid footwear (if a shoe, then it needs a back or back strap; flip flops or slippers are dangerous) when mobile. Patients at high risk of falling need to have a care partner or nurse with them during all bathroom activities.



## Cleanliness

Kaweah Health expects that every care provider, including doctors, nurses, and other staff, washes their hands before and after performing any hands-on procedures with patients. Overwhelming evidence shows that washing hands is the single most important precaution that anyone (including your doctor or nurse) can take to effectively prevent the spread of infection. If you notice that any members of your healthcare team have forgotten to wash their hands, remind them — it is for everyone's benefit.

## Personal Belongings

Patients are encouraged to send their belongings home with a support person, as personal items kept in hospital rooms are the patient's responsibility. Found items will be sent to the Lost and Found office and held for 30 days. Any unclaimed items will be donated to charity or discarded. Lost and Found can be reached at (559) 624-2044.

# During your stay

## Quiet Environment

Kaweah Health understands the importance rest has on the mental and physical well-being of patients. Kaweah Health promotes a H.U.S.H. (Help Us Support Healing) environment in which care providers, patients, and visitors partner to minimize noise. Two simple ways to help are by 1) speaking quietly and 2) limiting visitors to only two people at a time. Visitation rules are subject to change.



## The DAISY Award

Kaweah Health has partnered with The DAISY Foundation to recognize outstanding nurses using The DAISY Award for Extraordinary Nurses.

The DAISY Award celebrates nurses who provide extraordinary, compassionate, and skillful care every day. It was created to identify and say “thank you” to exceptional nurses who go above and beyond the call of duty. If you have been the recipient of or have witnessed extraordinary care by a nurse and would like to nominate them for The Daisy Award, please ask a nurse or the nurse station for a nomination form.

Established in 1999, The DAISY Foundation was formed by the family of J. Patrick Barnes who passed away at age 33 from complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized for eight weeks profoundly touched his family. They formed The DAISY Foundation to honor his life and the skillful, compassionate work of nurses everywhere. DAISY is an acronym for Diseases Attacking the Immune System. More than 2,200 healthcare facilities in all 50 states and more than 15 countries are now committed to honoring their nurses with The DAISY Award.

# AWARD-WINNING CARE

IN OUR COMMUNITY. FOR OUR COMMUNITY.



# Pain Management

## What is pain management?

Pain management is the care and medicine that are used to help lessen your pain, so that you can take care of yourself. The goal of pain management is not to get rid of pain, which is often not possible or safe. The goal is to help make it easier to take a deep breath, turn in bed, walk around, and maintain a social life. The medicines may be different based on what is causing your pain, the type of pain, and what has worked for you before.

Your doctors and nurses can help you understand your type of pain, how much pain you may have, and how long it may last.

## Medicines for pain may include pills, creams, pumps, films, or shots

- Opioids (morphine, hydromorphone, hydrocodone, etc.)
- Non-opioids: acetaminophen (Tylenol), NSAIDs (ibuprofen/Motrin, naproxen/Aleve, celecoxib/Celebrex, etc.), nerve pain medications (gabapentin and pregabalin)

Your nurse, doctor, and pharmacist can tell you more about your medicines. Each of these medicines will have different side effects and risks.

## What else may help my pain?

There are easy things that you, your family, or nurses can do to help you have less pain. Getting extra rest, warm blankets, cool or heat packs, extra pillows, taking a short walk, or moving in bed can help. You can also use puzzles, coloring books, laptops, and tablets to help distract you from the pain.

Another tactic you can try to help ease your pain is taking deep breaths to increase relaxation. Try closing your eyes and envisioning a calming place. Think about the sights and sounds you enjoy. This distraction will help your mind and body relax. Physical and/or occupational therapy may also improve your pain.

# Pain Management

## How should I tell my care team about my pain?

You will be asked many questions about your pain:

- How bad is your pain on a scale of 0-10?
- Please describe your pain. Does it feel sharp, shooting, dull, achy, burning, etc.?
- Is your pain better, worse, or the same as before?

The more you can tell your care team about your pain, the better they will be able to help you.

## How will my pain feel after I leave the hospital?

Remember that you may have more pain after you leave the hospital. As you go back to your normal life, it is important to take your medicine as you were instructed. Keep doing the things listed previously, such as resting and deep breathing to calm the pain. Talk to your doctors and nurses and read your hospital instructions. Review any reasons why you would need to contact your doctor or visit the emergency department.

## What should I do with extra medicine at home?

Keep medicines in a safe place and out of reach of others (children, friends, family, and visitors).

Do not leave medicine or pill bottles on countertops, tables, nightstands, or in open view.

Lock travel cases when traveling with prescription medicine.

DO NOT flush medicine down the toilet unless it is a patch, such as Duragesic (fentanyl) or Butrans (buprenorphine).

## Discard extra medicine in the trash

1. Remove or cross out your name and the drug name on the label.
2. Mix medicine with water or soda and then add something like kitty litter, dirt, spices, or coffee grounds.
3. Close and seal medicine bottles with strong tape.
4. Place sealed bottles in a box or a bag you can't see through.
5. Throw out in trash bin just before garbage pickup time.

# Pain Management

## Places in the community that will take back your medicine

Please contact each place before taking your medicine there to make sure they will accept controlled substances.

Drop box locations:

Walgreens • 100 W Walnut Ave., Visalia, CA 93277, (559) 635-7810.

Medicine collection events:

The U.S. Drug Enforcement Administration (DEA) holds a Got Drugs event one Saturday in April and October of each year. For more information, call the Visalia Police Department at (559) 734-8116 or the City of Visalia at (559) 713-4531.

## If you live outside of the Visalia area, find your local take-back or mail-back program here

DEA Office of Diversion: 1-800-882-9539

Online: [DeaDiversion.usdoj.gov/DrugDisposal/TakeBack/](http://DeaDiversion.usdoj.gov/DrugDisposal/TakeBack/)

National Safety Council: 1-800-621-7615

Online: [NSC.org/DisposalResources](http://NSC.org/DisposalResources)



# Know your hospital staff



All Kaweah Health team members, including doctors, nurses, medical residents, and staff wear their photo identification in a prominently displayed manner. Although the hospital premises are secure, if someone without an identification badge enters your hospital room or examination room, you should first alert a nurse by call light before questioning them. Kaweah Health Medical Center is an academic medical center and a teaching hospital, so a team of doctors will take care of you, and you may see multiple doctors.

Throughout your medical care, you will come into contact with many people. All team members, including physicians, are expected to introduce themselves, let you know what role they have in your health care, what they are planning to do, when they are going to do it, what effect it will have on you, and what to expect next. If you have any questions, please do not hesitate to ask.

**Physicians** are your team of doctors led by an attending physician who is in charge of your care. The doctors, including the attending physician, may rotate on and off your care. In other words, the residents and your attending physician may change during your stay and may result in treatment provided by many doctors. New physicians will introduce themselves as they join the team. Each doctor on your team contributes to your care.

**Residents** are doctors who have recently graduated medical school. They work under the guidance of an attending physician. As a patient, you are contributing to the education and training of future physicians.

**Registered nurses** are a critical link between the patient and the healthcare team. In addition to contributing to your care, nurses communicate your needs to your doctors and other team members and inform you about your medications, in-hospital treatment, and post-hospital home care. Registered nurses also oversee other healthcare workers, such as care partners, to ensure that your comfort and hygiene needs are met.

# Know your hospital staff

**Charge nurses** take a leadership role in the day-to-day operations of a nursing unit. They can serve as a resource for you if you are in need of additional assistance.

**Nurse managers/nursing directors** are leaders that are responsible for the clinical outcomes and service that is delivered on their unit. They provide direction, oversight, and support of clinicians.

**Pharmacists** are important members of your healthcare team, meticulously preparing medication and monitoring drug therapy for effectiveness, potential side effects, allergies, and possible food and drug interactions.

**Chaplains** are a part of your healthcare team and are available to meet with you to support your spiritual care needs during your stay. Chaplains can listen to your concerns, share in your faith struggles, assist you and your family members in seeking inner peace and strength, and bring you scriptures or holy writings from your specific faith tradition. They can also help you access/receive religious sacraments, assist you in contacting religious leaders from your faith tradition, and help with other spiritual needs. If you would like a visit from the chaplain on your unit, tell your nurse or call the Chaplain Services Department at (559) 624-2263.

**Case managers** work with you, your family, and your healthcare team to coordinate your hospital stay. They are also available to assist with the planning and coordination of your transition from the hospital to home or to other care facilities. Contact the Case Management Department at (559) 624-2235.

**Discharge advocates** work in collaboration with case managers to help you transfer to a continuing care facility or home. Their goal is for you to have a successful transition out of the hospital and to support you in your journey to improved health.

**Social workers** can assist you and your family members with any personal, emotional, and/or family problems and difficulties due to your illness or injury. Individual, family, and group support for sudden illness, separation from home and job, bereavement, substance abuse, domestic violence, and other issues can be arranged, as well as referrals to community resources.

**Dietitians** work closely with your healthcare team and ensure that you are receiving the appropriate balance of nutritional meals throughout your stay.

# Your Comfort

## Security

(559) 624-5597

If you have questions or concerns about safety while visiting patients, day or night, please contact Security.

## Respite House

(559) 624-2396

People whose loved ones are hospitalized and have no place to stay may qualify for lodging to keep them near the medical center, thanks to a community partnership between Visalia Rotary Clubs and Kaweah Health. Contact a social worker to assess availability.

## Financial Services

(559) 624-4200

We are committed to fulfilling our mission of providing high-quality, customer-oriented, and financially strong healthcare services to meet the needs of those we serve. Please call Financial Services if you have questions regarding coverage, financial assistance, or how to pay your bill.



## Medical Records

(559) 624-2218

A patient, or their legal representative, may inspect and/or obtain a copy of their medical records, or have copies of medical records sent to another facility. Please call Medical Records for more information.

## Interpreters

(559) 624-5902

Language differences should never be a barrier to quality health care. We are staffed with interpreters for over 150 different languages who represent patients at no cost.

## Wireless Access

Kaweah Health offers wireless internet. To access the internet, search for the network named guest. No password is required.

# Your Comfort

## Visiting Hours

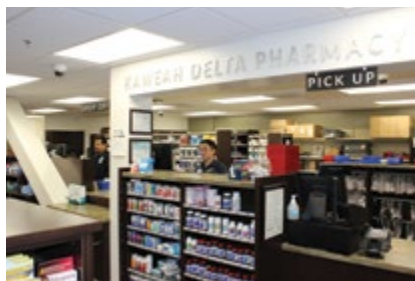
**Daily visiting hours:** 9 AM – 9 PM. Subject to change. For updates, please visit us online at [KaweahHealth.org/Visitors](http://KaweahHealth.org/Visitors).

Children under 13 years old are not permitted on patient care units. You may request an exception by contacting security.

## Retail Pharmacy (559) 624-4880

Kaweah Health Retail Pharmacy is located steps away from the hospital for conveniently filling prescriptions.

**Hours:** Monday – Friday: 9 AM – 7 PM  
Saturday: 9 AM – 4 PM • Sunday: 10 AM – 4 PM



## Casual Dining Cafeteria

**Location:** First floor of Mineral King Wing

## The Siren Grill

**Location:** The Siren Grill is parked on the west side of the Acequia Wing entrance at the south end of the parking lot.

## Breastfeeding Outpatient Lactation Services

For one-on-one assistance with breastfeeding, please call (559) 624-6012.

**Location:** Kaweah Health Medical Center, Mother Baby Unit, 305 W. Acequia Ave., Visalia, Visalia, CA 93291

Lactation Services provides assistance with latch difficulties, slow weight gain, baby not regaining birth weight at two weeks, sore nipples, decrease in milk supply, severe engorgement, and weight checks.

The American Academy of Pediatrics recommends exclusive breastfeeding for at least the first six months from birth and beyond for as long as mutually desired by mother and child, but your baby benefits from any amount of breastfeeding you can do.

# Advance Care Planning

Kaweah Health wants to be certain that your values and preferences guide the medical care you receive here. Advance care planning is the process of discussing your values in the context of your medical care and identifying goals for care. This is an important part of communication between physicians and patients. You can complete an advance directive that records your values and preferences, and indicates who you want to speak for you if you are unable to communicate. Ask your physician, nurse, or social worker for an advance directive to complete if you do not already have one in place.

## Other Important Points

- Make sure you know which doctor is in charge of your care. This is particularly important when many people are involved in your treatment.
- Speak up if you have questions or concerns. You have the right to know about your care and to ask questions of any member of your care team.
- If you have a test taken, always ask your doctor for the results.
- When surgery is involved, be informed. Make sure that you, your doctor, and your surgeon all agree on what exactly needs to be done.
- Get an advocate. Ask a family member or trusted friend to serve as your advocate to protect your best interests, especially when you may be distracted by the stress of illness.

If you need additional assistance with your care, please ask to speak with a charge nurse, or manager. You can also contact the office of Patient Experience at (559) 624-5151.

## Kaweah Health Foundation

The Kaweah Health Foundation was established in 1979 as a not-for-profit corporation organized to meet the philanthropic needs of Kaweah Health. Each year, the Foundation receives grants, charitable donations, and bequests, which provide funding for new medical equipment and technology, expansion and renovation of hospital facilities, and support for quality healthcare services. The Foundation is governed by a volunteer board, which serves without compensation. Over the past 40 years, the Foundation's volunteers have raised more than \$60 million to advance medical technology, services, and facilities at Kaweah Health.



# Recognize an Extraordinary Nurse!

The **DAISY AWARD** honors the superhuman work nurses do every day for patients and their families. Please complete a nomination form below or at [KaweahHealth.org/Daisy](https://KaweahHealth.org/Daisy)

## **SUBMIT A NOMINATION**

Everyone - including patients and visitors - is invited to nominate a nurse who goes beyond the call of duty.



**If you have received exceptional care from a doctor or any member of our caring staff, please nominate them for a Guardian Angel award.**

If you also want a way to give back, please consider a donation (optional) to the Kaweah Health Foundation, in honor of the doctor, nurse, or medical staff member that cared for you or your family member. Go to, [KaweahHealth.org/Angel](https://KaweahHealth.org/Angel) for more information.





# TV Channels

## LOCAL/IN-HOUSE

6	UNIVISION
7	KSEE
8	KMPH
9	KFSN
10	KGPE
11	TELEMUNDO
12	TCT CHRISTIAN
13	DAYSTAR CHRISTIAN
15	PEDS IN-HOUSE
16	PEDS IN-HOUSE
20	PATIENT EDUCATION
21	NEWBORN SPANISH
22	NEWBORN ENGLISH
24.1	NBC
26.1	FOX
47.1	CBS
50.1	RELIGIOUS

## SATELLITE

26	CNBC
27	TNT
28	HLN
29	CARTOON
30	DISNEY
31	TLC
32	ABC FAMILY
33	AMC
34	ANIMAL PLANET
35	USA
36	ESPN
37	FOX NEWS
38	DISCOVERY

## MUSIC

39	CONTEMPORARY
40	LOVE SONGS
41	COUNTRY

# 1 IN 83 CHILD BIRTHS REQUIRE BLOOD.

When you donate blood, you never know  
whose life you may be saving.

**DONATE TODAY!** | 2245 W. Caldwell Ave., Visalia, CA 93277



Central California Blood Center

**TOGETHER, LIFE FLOWS FROM HERE.**

[donateblood.org](http://donateblood.org)

**Austin  
Salinas**  
Life Saved



For more information or to make  
an appointment, scan the QR code.



# Patient Rights

## You Have The Right To

- 1.** Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- 2.** Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- 3.** Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care. Also, know the names and professional relationships of physicians and non-physicians who will see you.
- 4.** Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
- 5.** Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- 6.** Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
- 7.** Be advised if the hospital/licensed healthcare practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

# Patient Rights

**8.** Reasonable responses to any reasonable requests made for service.

**9.** Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.

**10.** Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.

**11.** Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

**12.** Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

**13.** Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

**14.** Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

**15.** Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.

**16.** Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge

# Patient Rights

from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.

**17.** Know which hospital rules and policies apply to your conduct while a patient.

**18.** Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:

- No visitors are allowed.
- The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
- You have told the health facility staff that you no longer want a particular person to visit.

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

**19.** Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.

**20.** Examine and receive an explanation of the hospital's bill regardless of the source of payment.

**21.** Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.

# Patient Rights

**22.** File a grievance. If you want to file a grievance with this hospital, you may do so in writing or by calling (name, address, and phone number of hospital):

**Kaweah Health  
Patient Experience Department**  
400 W. Mineral King Ave., Visalia, CA 93291

Telephone: (559) 624-5151

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

**23.** File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is

**California Department of Public Health**  
4540 California Avenue, Suite 200  
Bakersfield, CA 93309

Telephone: (661) 336-0543

**The Joint Commission, Division of Accreditation Operations,  
Office of Quality Monitoring**  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

Telephone: (800) 994-6610 • Fax: (630) 792-5636

E-mail: [complaint@jcaho.org](mailto:complaint@jcaho.org)

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

California Hospital Association,  
1215 K St., Suite 800, Sacramento, CA 95814  
(916) 443-7401 • [www.CalHospital.org](http://www.CalHospital.org)



# Locations & Services

## Specialists

### **Kaweah Admissions and Testing Services (KATS)**

1633 S. Court St., Visalia, CA 93291, (559) 624-6058

### **Kaweah Health Breast Education Line**

4949 W. Cypress Ave., Visalia, CA 93291, (559) 624-3253

### **Kaweah Health Cardiology Center**

820 S. Akers St., Suite 130, Visalia, CA 93291, (559) 624-6520

### **Kaweah Health Cardiology Center**

938 N. Cherry St., Tulare, CA 93274, (559) 686-3481

### **Kaweah Health Cardiothoracic Surgery Clinic**

505 W. Main St., Visalia, CA 93291, (559) 627-8600

### **Kaweah Health Center for Mental Wellness**

301 W. Noble Ave., Visalia, CA 93291, (559) 624-6875

### **Kaweah Health Diagnostic Center**

820 S. Akers St., Suite 130, Visalia, CA 93291, (559) 624-2294

### **Kaweah Health Dialysis Center**

5040 W. Tulare Ave., Visalia, CA 93291, (559) 624-3600

### **Kaweah Health Home Health Care Services**

402 W. Acequia, Visalia, CA 93291, (559) 624-6400

### **Kaweah Health Home Infusion Pharmacy**

602 W. Willow Ave., Visalia, CA 93291, (559) 624-4244

### **Kaweah Health Hospice**

623 W. Willow Ave., Visalia, CA (559) 733-0642

### **Kaweah Health Imaging and Breast Center**

4949 W. Cypress Ave., Visalia, CA 93291, (559) 624-3200

### **Kaweah Health Infusion Center**

325 S. Willis St., Visalia, CA 93291, (559) 624-2555

### **Kaweah Health Lab Services**

400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-2251

### **Kaweah Health Lifestyle Fitness Center**

5105 W. Cypress Ave., Visalia, CA 93291, (559) 624-3400

### **Kaweah Health Medical Center**

400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-2000

### **Kaweah Health Mental Health Hospital**

1100 S. Akers St., Visalia, CA 93291, (559) 624-3300

# Locations & Services

## **Kaweah Health Pharmacy**

202 W. Willow Ave., Visalia, CA 93291, (559) 624-4880

## **Kaweah Health Private Home Care**

101 S. Floral St., Visalia, CA 93291, (559) 624-2854

## **Kaweah Health Radiology (Medical Center)**

305 W. Acequia Ave., Visalia, CA 93291, (559) 624-2000

## **Kaweah Health Rehabilitation Hospital**

840 S. Akers St., Visalia, CA 93291, (559) 624-3700

## **Kaweah Health Ruth Wood Opens Arms House**

3234 W. Iris Ave., Visalia, CA 93277, (559) 625-0139

## **Kaweah Health Sleep Center**

126 S. Floral St., Visalia, CA 93291, (559) 624-2338

## **Kaweah Health Specialty Clinic**

325 S. Willis St., Visalia, CA 93291, (559) 624-4080

## **Kaweah Health Sub Acute**

1633 S. Court St., Visalia, CA 93291, (559) 624-6024

## **Kaweah Health Therapy Specialists – Akers**

820 S. Akers St., Suite 200, Visalia, CA 93291, (559) 624-3427

## **Kaweah Health Therapy Specialists – Exeter**

1131 W. Visalia Rd., Exeter, CA 93291, (559) 592-7342

## **Kaweah Health Therapy Specialists – Dinuba**

355 Monte Vista Drive, Suite C, Dinuba, CA 93291, (559) 595-7630

## **Kaweah Health Hand Therapy Specialists**

2342 W. Sunnyside Ave., Visalia, CA 93291, (559) 624-3428

## **Kaweah Health Therapy Specialists – Lovers Lane**

1337 S. Lovers Lane, Suite C, Visalia, CA 93291, (559) 624-2626

## **Kaweah Health Therapy Specialists – Rehab Hospital**

840 S. Akers St., Visalia, CA 93277, (559) 624-3700

## **Kaweah Kids Center**

507 W. Willow Ave., Visalia, CA 93291, (559) 624-2170

## **Sequoia Regional Cancer Center – Radiation Oncology**

1443 W. 7th St., Hanford, CA 93291, (559) 585-7115

## **Sequoia Regional Cancer Center – Radiation Oncology**

4945 W. Cypress Ave., Visalia, CA 93291, (559) 624-3100

# Locations & Services

## Health Clinics

### **Kaweah Health Dinuba Clinic**

355 Monte Vista Drive, Dinuba, CA 93618, (559) 595-7650

### **Kaweah Health Exeter Clinic**

1014 San Juan Ave., Exeter, CA 93221, (559) 592-7300

### **Kaweah Health Exeter Pediatric Specialty Clinic**

1014 San Juan Ave., Exeter, CA 93221, (559) 592-7371

### **Kaweah Health Lindsay Clinic**

839 North Sequoia Ave., Lindsay, CA 93247, (559) 562-1546

### **Kaweah Health Medical Clinic**

1110 S. Ben Maddox Way, Visalia, CA 93291, (559) 624-4800

### **Kaweah Health Medical Clinic (Plaza Drive)**

1329 N. Plaza Drive, Visalia, CA 93291

### **Kaweah Health Tulare Clinic**

1000 N. Mooney Blvd., Tulare, CA 93274, (559) 685-1700

### **Kaweah Health Woodlake Clinic**

180 E. Antelope Ave., Woodlake, CA 93286, (559) 564-1800

## Urgent Care

### **Kaweah Health Urgent Care – Court**

1633 S. Court St., Visalia, CA 93291, (559) 624-6090

### **Kaweah Health Urgent Care – Demaree**

3600 W. Flagstaff Ave., Visalia, CA 93291, (559) 624-6800

# Meet Your Community Health Providers

## Graduate Medical Education

Kaweah Health's Graduate Medical Education Program began in 2013, and offers residency programs in emergency medicine, family medicine, psychiatry, child and adolescent psychiatry, surgery, anesthesiology, and transitional year. The first class of physicians graduated in June 2016. Since its inception, Kaweah Health has graduated 118 resident physicians, 45 percent of which have remained in the Central Valley to practice medicine.



At full complement, when all programs are fully mature, Kaweah Health will be home to 121 resident physicians-in-training at any given time. Resident physicians are trained in quality improvement, patient safety, and evidence-based medicine. They stay on top of the latest and greatest medical advancements in their respective fields of practice. Resident physicians are important assets to the care delivered at our institution.

The seven pipeline programs at Kaweah Health include

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Psychiatry
- General Surgery
- Child and Adolescent Psychiatry
- Transitional Year

## The Street Medicine program

The Street Medicine program is a committed group of physicians, residents, and community volunteers who travel the roads of Tulare County reaching out to our most vulnerable patients: the undocumented worker, uninsured, and homeless population. The group offers preventive screenings (diabetes, HTN, HIV, glaucoma, valley fever), wound care, health education, and referrals to social services and community health centers.

The program is under the direction of Omar Guzman, MD, Director of Undergraduate Medical Education, Department of Emergency Medicine at Kaweah Health.

## Defining Street Medicine:

- Direct delivery of health care to the unsheltered homeless
- All care is provided free of charge and delivered onsite
- *Go to the People*

# The pursuit of healthiness.

It starts with a happy heart.



**H**earthiness is everything, which is why Kaweah Health provides two locations to help keep your heart healthy and happy. The talented teams at the Kaweah Health Cardiology Centers provide a wide range of cardiology subspecialists along with the attentive, leading-edge cardiology and vascular care you need — all in a comfortable and convenient setting.



## Kaweah Health Cardiology Center

**IN VISALIA**  
820 S. Akers St.,  
Suite 130  
Visalia, CA 93277  
(559) 624-6520

**IN TULARE**  
938 N. Cherry St.  
Tulare, CA 93274  
(559) 686-3481



**IN VISALIA:** [KaweahHealth.org/VisaliaHeart](https://www.KaweahHealth.org/VisaliaHeart)

**IN TULARE:** [KaweahHealth.org/TulareHeart](https://www.KaweahHealth.org/TulareHeart)



# Grit.

**For you** it's always meant clenching your teeth and pushing through the pain. But what if you're dealing with a hernia, and all the grit in the world won't lift those concrete pavers?

Do you just give up? Nope.  
Not an option.

So whether you tote pavers, or groceries, or both, we've got your back — because life demands much from you, and the journey to world class demands nothing less of us.

If you think you might benefit from surgery, call your primary care doctor today. If you need help finding a doctor, please call (559) 624-4646.

## Surgery Services



**Kaweah Health**  
MORE THAN MEDICINE. LIFE.

**VISIT:** [KaweahHealth.org/Surgery](https://www.KaweahHealth.org/Surgery)

COLORECTAL | ORTHOPEDIC | HERNIA | GALL BLADDER | VASCULAR | SPINE | NEUROLOGICAL

# Caring for Our Community



## Kaweah Health Medical Clinic Primary Care and Prompt Care

The Kaweah Health Medical Clinic at Ben Maddox provides primary care for patients and prompt care for minor injuries and illnesses that do not require a visit to the emergency department.

- **Open six days a week**
- **Extended hours**
- **Walk-ins welcome**

Having a primary care physician can help you stay healthy through regular check-ups and screenings to detect health problems early. Primary care physicians get to know you and your health needs and can provide individualized advice and guidance based on your unique circumstances.

1110 S. Ben Maddox Way  
Visalia, CA 93292  
(559) 624-4800





# Partners for Children and Babies

SINCE  
2016

**Our Pediatrics and Neonatal Intensive Care Units are staffed by physicians from Valley Children's Medical Group.**

## *Our pediatric care features*

- A partnership with Valley Children's Healthcare providing pediatric physician services
- Pediatric hospitalists employed by Valley Children's Medical Group on site 24/7
- An on-site 12-bed pediatric unit
- Direct over-the-phone consultation for direct admissions from clinics
- Certified nursing staff
- Pediatric hospitalist emergency department consultations
- Outpatient newborn follow-up for weekend and holiday coverage (weights/jaundice)
- 24-hour playroom with family-friendly amenities



[KaweahHealth.org/Pediatrics](http://KaweahHealth.org/Pediatrics)



# YOUR GOALS ARE OUR GOALS.

As a medically-based fitness facility, our certified and experienced fitness professionals will design an individual fitness program specifically tailored to you and your personal goals, as often as you need and at no additional charge to your membership.



**Kaweah Health**  
**Lifestyle Fitness Center**



[TheLifestyleCenter.org](http://TheLifestyleCenter.org)

**(559) 624-3400**

5105 W. Cypress Ave., Visalia, CA 93277

**Thank you for  
allowing us  
to care for you!**

**NURSING**

**ENVIRONMENTAL SERVICES**

**FOOD SERVICES**



**OTHER TEAM MEMBERS**

**DOCTORS**

**WE WISH YOU A SPEEDY RECOVERY  
- THE KAWEAH HEALTH TEAM**

# Bienvenido



Bienvenido a Kaweah Health Medical Center. De parte de todo nuestro equipo en el Centro Médico, gracias por su preferencia al elegirnos para atender sus necesidades de salud.

Para nosotros este trabajo es un llamado de servir a la comunidad y es una oportunidad de brindar una experiencia personal, profesional, y compasiva a cada persona en cada ocasión. Nuestro sincero compromiso es ofrecer a nuestros pacientes atención médica de clase mundial y una amplitud de servicios para prácticamente cumplir con todas las necesidades de salud.

A Kaweah Health se le reconoce como un líder de atención médica en el Valle Central de California. Nos hemos comprometido a demostrar esto a todo paciente que entra por nuestras puertas. Las estadías en el hospital pueden ser estresantes para los pacientes y sus familiares, por esto hemos creado esta guía para contestar varias de sus preguntas y para que su estadía con nosotros sea la más cómoda y positiva posible.

Estamos aquí para brindarle servicios y atención médica de manera segura, de alta calidad y siempre enfocándonos en el paciente. Si tiene alguna pregunta o inquietud, por favor pida hablar con su enfermera o comuníquese con el personal de la Experiencia de los Pacientes al (559) 624-5151.

Una vez más, gracias por su preferencia al elegir a Kaweah Health y permitirnos servirle a usted. Salud es nuestra pasión. Excelencia es nuestro enfoque. Compasión es nuestra promesa.

A handwritten signature in black ink that reads "Gary K. Herbst". The signature is fluid and cursive.

**Gary K. Herbst**  
Jefe Ejecutivo  
Kaweah Health

# Nuestra misión, nuestra visión, nuestros pilares

## NUESTRA MISIÓN

Salud es nuestra pasión.  
Excelencia es nuestro enfoque.  
Compasión es nuestra promesa.

## NUESTRA VISIÓN

Ser su elección para atención médica de clase mundial, de por vida.

## NUESTROS PILARES

- Lograr excelente salud en nuestra comunidad
- Brindar un servicio excelente
- Proveer un ambiente laboral ideal
- Capacitar a través de la educación
- Mantener solidez financiera



## TELÉFONOS IMPORTANTES

<b>Teléfono principal:</b>	(559) 624-2000
<b>Administradores de casos:</b>	(559) 624-2235
<b>Servicios de capellán:</b>	(559) 624-2263
<b>Servicios financieros:</b>	(559) 624-4200
<b>Expedientes médicos:</b>	(559) 624-2218
<b>Experiencias de los pacientes:</b>	(559) 624-5151
<b>Departamento de Gestiones de Riesgo:</b>	(559) 624-2340
<b>Sitio en la red:</b>	<a href="http://KaweahHealth.org">KaweahHealth.org</a>
<b>Domicilio del Centro Médico:</b>	
400 W. Mineral King Ave., Visalia, CA 93921	

# Acercas De Nosotros



Desde 1963 Kaweah Health ha cumplido con las necesidades de salud de los residentes del Valle Central de California. Sirviendo a la comunidad con atención médica, educación, y estudios de investigación, Kaweah Health se ha extendido hasta convertirse un centro de trauma nivel III y uno de los mejores sistemas de salud integrados de California Central.

Kaweah Health se ha destacado por ser el hospital más premiado en la región, lo cual incluye a Healthgrades® que ha distinguido a Kaweah Health como uno de los mejores 100 hospitales de América™ en 2023. Los cuidados hábiles son brindados por más de 700 personal clínico y 4,800 empleados con experiencia y quienes han sido especialmente entrenados para atender a las diversas necesidades de los pacientes. Nuestro sistema de salud de 10 campus cuenta con 613 camas licenciadas para pacientes internados, ofrece un servicio integral incluyendo tratamiento para el cáncer, unidad de cuidados intensivos neonatales renovada, servicios de salud mental, cirugía cardíaca, neurocirugía, cirugía ortopédica, medicina familiar, terapia física y mucho más.

Kaweah Health se enorgullece en proveer una atención médica segura, innovadora y personalizada que mejora la salud y el bienestar de nuestros pacientes y comunidad. Kaweah Health se esfuerza por ser su elección para atención médica de clase mundial, de por vida.

# Conozca Los Proveedores De Salud De Su Comunidad

## EDUCACIÓN MÉDICA DE POSGRADO

El programa de Educación Médica de Posgrado de Kaweah Health comenzó formalmente en 2013. La primera clase de médicos se graduaron en junio del 2016 y celebramos el hecho de que más de 45 por ciento de los graduados han decidido quedarse en el área para practicar medicina.

Una vez que todos los programas se completen, Kaweah Health será el lugar donde, en cualquier momento, 121 doctores residentes estarán realizando su entrenamiento. Los médicos residentes reciben entrenamiento en el mejoramiento de calidad, la seguridad del paciente y la medicina basada en evidencias. Ellos se mantienen bien informados de lo más reciente y lo mejor de sus respectivos campos de trabajo. Estos médicos constituyen una ventaja importante en la atención médica que se ofrece en nuestra institución.

El programa de Kaweah Health que consta de seis partes incluye:

- Anestesiología
- Medicina de emergencia/urgencia
- Medicina Familiar
- Psiquiatría
- Cirugía general
- Año transicional

## PROGRAMA DE STREET MEDICINE (SERVICIOS DE SALUD MÓVILES)

El programa de Servicios de Salud Móviles consta de un grupo dedicado de médicos, residentes, y voluntarios de la comunidad quienes viajan las calles del condado de Tulare para alcanzar a nuestros paciente más vulnerables, los trabajadores indocumentados, y las personas sin hogar. Este grupo ofrece evaluaciones preventivas (Diabetes, HTN, VIH, Glaucoma, Fiebre del valle), curaciones, educación de salud, referencias a servicios sociales y centros de salud comunitarios.

El programa es dirigido por Omar Guzman, MD, Director de la Educación Médica para Estudiantes Universitarios, Departamento de Medicina de Emergencia en Kaweah Health.

## Definición de Street Medicine

- Atención médica que se brinda directamente a personas sin hogar.
- Todos los cuidados se hacen sin costo alguno y se llevan a cabo en el lugar donde se encuentren
- *Vayan a las personas*

QUEREMOS  
CAPACITARLO PARA  
QUE PUEDA  
TRIUNFAR DESPUÉS  
DE SALIR DEL  
HOSPITAL.



# Sus preferencias son importantes.

**¿Tiene alguna preferencia en que le podamos  
ayudar antes de que le demos de alta?**

¿Cuál farmacia prefiere usar?

---

¿Quiere que le avisemos a alguien de su  
familia acerca del plan para darle de alta?

---

¿Cómo le podemos ayudar a sentirse más  
preparado/a para ir a casa?

---

¿Necesita más educación antes de que se vaya?





# Durante Su Estadía



## LA SEGURIDAD Y PROTECCIÓN DE USTED

Para poder conservar su bienestar mientras le brindamos los mejores cuidados médicos posibles, Kaweah Health ha implementado procedimientos y prácticas de seguridad claves para reducir la posibilidad de errores de seguridad. Existen riesgos inherentes y comunes en todos los hospitales. Por favor repase estos simples consejos para evitar o minimizar estos riesgos:

## BRAZALETES DE IDENTIFICACIÓN

Una vez que usted sea hospitalizado/a se le dará un brazalete de identificación que tiene su nombre y expediente médico. Por su seguridad no remueva el brazalete hasta que haya salido del hospital.

## RECONOCER SUS MEDICAMENTOS

Las enfermeras de Kaweah Health se apegan a un procedimiento minucioso para asegurar que el medicamento correcto sea dado al paciente correcto. Todas las enfermeras le explicarán el propósito y efectos secundarios de todo medicamento nuevo. Si desconoce algún medicamento que está a punto de recibir, avísele a su enfermera. Es probable que el medicamento sea el correcto, a pesar de su apariencia. Pero, como paciente, siempre es importante mantenerse bien informado.

## CAMBIO EN SU SALUD

En cuanto a la manera en que usted se esté sintiendo, Kaweah Health toma sus inquietudes muy en serio. Si usted o su familia creen que ha habido un cambio en su condición, por favor dígame a un miembro del equipo de atención médica (cuidador/a, enfermera, médico, etc.) inmediatamente. Tenga toda la seguridad de que sus inquietudes serán atendidas.

# Durante Su Estadía

## AMBIENTE LIBRE DE TABACO

Para la seguridad, protección y comodidad de todos, Kaweah Health es un ambiente libre de tabaco dentro de todos los establecimientos y áreas de afuera, incluyendo las calles alrededor, banquetas, y estructuras de estacionamiento. También está prohibido usar todo producto relacionado con tabaco y dispositivos, tal como cigarrillos electrónicos tabaco para masticar en los establecimientos. Tenemos disponible material educativo para dejar de usar tabaco. Lo puede obtener de la enfermera. Para información y recursos adicionales puede llamar al 1-800-NO-BUTTS (1-800-662-8887).

## PREVENCIÓN DE CAÍDAS

La clave para prevenir caídas es la buena comunicación entre pacientes, visitantes y enfermeras. Los visitantes pueden ayudar a prevenir caídas al estar pendientes de las necesidades y habilidades del paciente que están visitando y al hablar con la enfermera acerca de alguna inquietud. Los pacientes deben de usar el timbre (lucecita) para pedir ayuda cuando se levanten de la cama, y deben usar calzado antideslizante cuando se estén moviendo (si es zapato, entonces debe cubrir la parte de atrás por lo menos con correa, las chanclas o pantuflas son peligrosas). Los pacientes que corren alto riesgo de caerse necesitan estar con un cuidador/a o enfermera siempre que vayan a usar el baño.

## LA LIMPIEZA

Kaweah Health tiene la expectativa de que toda persona que brinda cuidados, incluyendo médicos, enfermeras, y otro personal, deben lavar sus manos antes y después de haber llevado a cabo algún procedimiento de contacto con el paciente. Hay pruebas contundentes que nos indican que el lavado de manos es la precaución más importante que cualquier persona (incluyendo su médico o enfermera) puede tomar para efectivamente prevenir la propagación de gérmenes. Si usted nota que algún miembro de su equipo de atención médica ha olvidado lavarse las manos, recuérdelo - esto es para el bienestar de todos.

## PERTENENCIAS PERSONALES

A los pacientes se les anima a que manden sus pertenencias a casa puesto que los artículos personales dentro del cuarto del hospital son responsabilidad del paciente. Los artículos que sean encontrados serán enviados a la oficina de extraviados y encontrados y serán guardados allí por 30 días. Cualquier artículo que no sea reclamado será desechado o donado a una organización de caridad. Para artículos perdidos puede llamar al (559) 624-2044.

# Durante Su Estadía

## ENTORNO SILENCIO

Kaweah Health entiende qué tan importante es que los pacientes puedan descansar para el bienestar físico y mental. Kaweah Health promueve el ambiente de H.U.S.H., por sus siglas en inglés (ayude al apoyar la recuperación) en que los proveedores de salud, pacientes y visitantes se unen para minimizar el nivel de ruido. Dos maneras simples con las que podemos ayudar son 1) hablar silenciosamente 2) limitar la cantidad de visitantes a solamente dos visitantes a la vez. Las normas de visitación pueden cambiar debido a COVID-19.

## THE DAISY AWARD (PREMIO DAISY)

Kaweah Health se ha asociado con The DAISY Foundation para dar reconocimiento a las enfermeras sobresalientes con el premio The DAISY Award para enfermeras extraordinarias.

El premio DAISY celebra a las enfermeras que brindan cuidados extraordinarios, compasivos y hábiles diariamente. Este premio fue creado para reconocer y decirle “gracias” a las/os enfermeras que van más allá de lo que su trabajo requiere. Si usted ha recibido o a visto cuidados extraordinarios por parte de una enfermera y le gustaría nombrar a esta persona para el premio DAISY, favor de hablar con una enfermera o preguntar en la estación de enfermería por un formulario de nombramiento.

La fundación DAISY se estableció en 1999 y fue formada por la familia de J. Patrick Barnes. Barnes murió a la edad de 33 años por complicaciones de púrpura trombocitopénica idiopática (ITP, por sus siglas en inglés). Patrick fue conmovido profundamente por los cuidados que recibió de las/os enfermeras cuando estuvo hospitalizado por ocho semanas. The DAISY Foundation fue formada para honrar su vida y honrar el trabajo hábil, talentoso, y compasivo de enfermeras que están en varios lugares. DAISY es un acrónimo para enfermedades que atacan al sistema inmunológico. Más de 2,200 instituciones de atención médica a lo largo de 50 estados y en más de 15 países están comprometidos a honrar a sus enfermeras con el premio DAISY.

# Control De Dolor

## ¿QUÉ ES EL CONTROL DE DOLOR?

El control de dolor son los cuidados y medicina que se usa para disminuir su dolor y así usted pueda cuidar de sí mismo. La meta del control de dolor no es eliminar el dolor; seguido esto no es posible ni seguro. La meta es ayudarlo a que pueda respirar profundamente con más facilidad, poder voltearse en cama, caminar y mantener una vida social. Las medicinas pueden ser diferentes basadas en lo que le esté causando su dolor, el tipo de dolor y lo que ha funcionado para usted en el pasado.

Sus doctores y enfermeras le pueden ayudar para que usted entienda su tipo de dolor, cuánto dolor usted puede tener y cuánto tiempo le puede durar.

## **Las medicinas para el dolor pueden incluir pastillas, cremas, bombas, films, o inyecciones**

- Opiáceos (morfina, hidromorfona, hidrocondona, etc.)
- No-opiáceos: Acetaminofen (Tylenol), NSAIDs (ibuprofeno-Motrin, naproxen- Aleve, celecoxib-Celebrex, etc.), medicamentos para el dolor de nervios (gabapentin y pregabalin)

Su enfermera, doctor y farmacéutico le puede hablar más acerca de sus medicinas. Cada una de estas medicinas puede tener diferentes efectos secundarios y riesgos.

## ¿QUÉ MÁS ME PUEDE AYUDAR CON MI DOLOR?

Hay cosas fáciles que usted, su familia o sus enfermeras pueden hacer para ayudarlo a tener menos dolor. El descansar mucho, usar cobijas calientitas, fomentos de calor o fríos, más almohadas, el caminar una corta distancia, o moverse en cama le pueden ayudar. También puede completar rompe-cabezas, colorear libros, y usar la computadora y tabletas para ayudarlo a distraerse del dolor.

Otra estrategia que puede intentar para ayudar con el dolor es respirar profundamente para relajarse más. Intente cerrar los ojos e imagínesse que está en un lugar tranquilo. Piense en las imágenes y sonidos que a usted le gustan. Esta distracción ayudará a relajar su mente y cuerpo. La terapia ocupacional y/o física también le puede ayudar a mejorar su dolor.

# Control De Dolor

## ¿CÓMO HABLO ACERCA DE MI DOLOR CON MI EQUIPO DE CUIDADOS?

Se le preguntará muchas preguntas acerca de su dolor:

¿Qué tanto dolor tiene en la escala de dolor del 0-10?

- Por favor describa su dolor. ¿Cómo lo siente? ¿Agudo, punzante, sordo, adolorido, con ardor?
- ¿Su dolor está mejor, peor, o igual que antes?

Entre más le pueda hablar a su equipo médico acerca de su dolor, mejor le podrán ayudar.

## ¿CÓMO VA A ESTAR MI DOLOR DESPUÉS DE SALIR DEL HOSPITAL?

Recuerde que puede tener más dolor cuando se vaya a casa. Cuando regrese a su vida normal, es importante que tome sus medicinas según le hayan indicado. Siga haciendo las cosas listadas anteriormente, tal como descansar y respirar profundamente para calmar el dolor. Hable con sus médicos y enfermeras y lea las instrucciones del hospital. Considere cualquier razón por la cual usted necesitaría ir a ver al médico o a la sala de emergencias.

## ¿QUÉ DEBO HACER CON LAS MEDICINAS EXTRAS QUE TENGO EN CASA?

Mantenga las medicinas en un lugar seguro y manténgalas fuera del alcance de otros (niños, amigos, familia, visita).

Evite dejar medicamentos o envases de pastillas en el mostrador, la mesa, o la mesa de noche en plena vista

Ponga seguro a los estuches de viaje cuando viaje con medicina recetada.

NO tire medicinas en la tasa del baño - la excepción a esto son los parches, por ejemplo, Duragesic (fentanyl) o Butrans (buprenorphine).

### **Tire las medicinas extras en la basura**

1. Remueva o tache su nombre y el nombre de la medicina en la etiqueta.
2. Mezcle medicina con agua o refresco y añada una sustancia indeseable como arena para gatos, tierra, especies en polvo, o granos de café

# Control De Dolor

3. Cierre y selle los frascos de medicina con una cinta fuerte.
4. Ponga los frascos sellados en una caja o bolsa que no sea transparente.
5. Tire la bolsa al basurero un poco antes de que recojan la basura.

## **Lugares en la comunidad que recibirán sus medicinas**

Por favor comuníquese con cada lugar antes de llevar sus medicinas para asegurarse que aceptarán sustancias controladas.

Ubicación de buzón:

Walgreens • 100 W Walnut Ave., Visalia, CA 93277, (559) 635-7810.

Eventos de recolección de medicina:

En un sábado de abril y octubre cada año la administración para el control de drogas (DEA, por sus siglas en inglés) de los Estados Unidos realiza el evento “Got Drugs”. Llame al departamento de policía de Visalia (559) 734-8116 o a la ciudad de Visalia al (559) 713-4531 para más información.

## **Si usted vive fuera del área de Visalia, aquí puede encontrar el lugar más cercano al cual pueda entregar sus medicinas o mandar por correo**

Número telefónico de DEA Office of Diversion: 1-800-882-9539

En la red: [DeaDiversion.usdoj.gov/DrugDisposal/TakeBack/](https://DeaDiversion.usdoj.gov/DrugDisposal/TakeBack/)

National Safety Council: 1-800-621-7615

En la red: [NSC.org/DisposalResources](https://NSC.org/DisposalResources)

# Conozca Al Personal De Su Hospital



En Kaweah Health todo personal, incluyendo los médicos, enfermeras, residentes médicos y empleados usan su gafete de identificación de manera muy visible. Aunque los establecimientos del hospital son seguros, si usted ve a alguien sin identificación entrar a su cuarto de hospital o sala de examen, primeramente, debe informarle a la enfermera usando su timbre antes de hacer preguntas a la persona que haya entrado. Kaweah Health Medical Center es un centro médico académico y un hospital educativo, así que usted será atendido por un equipo de médicos, y puede ser que vea a varios médicos.

Mientras esté aquí recibiendo atención médica usted mirará a muchas personas. Todo miembro del personal, incluyendo a médicos, deben presentarse, informarle cuál es el rol que desempeñan en sus cuidados, lo que tiene planeado hacer, cuándo lo va a hacer, cuál es el efecto que usted tendrá, y lo que debe esperar enseguida. Si tiene alguna pregunta, por favor no dude en preguntarnos.

Los **médicos** son su equipo de doctores dirigidos por un médico encargado el cual está a cargo de su atención médica. Puede ser que los médicos, incluyendo a su médico encargado, hagan rotación y en ocasión estén a cargo de sus cuidados y en otras ocasiones no. En otras palabras, los residentes y su médico encargado pueden cambiar durante su estadía y, como resultado, usted puede recibir tratamientos de otros doctores. Los médicos nuevos se le presentarán según vayan formando parte de su equipo de atención médica. Cada médico en su equipo de cuidados ayuda con su atención médica.

Los **residentes** son médicos que recientemente se graduaron de la escuela médica. Ellos trabajan bajo la dirección de un médico encargado. Como paciente usted está contribuyendo a la educación y entrenamiento de aquellos que serán médicos en el futuro.

# Conozca Al Personal De Su Hospital



Las **enfermeras** son un vínculo fundamental entre el paciente y el equipo de atención médica. Además de ayudar con sus cuidados, las enfermeras comunican sus necesidades a sus doctores y otros miembros del personal y le mantienen informado/a acerca de sus medicamentos, tratamientos dentro del hospital y los

cuidados a seguir después de que salga del hospital. Las enfermeras también se encargan de otros cuidadores, para asegurar que estemos cumpliendo con sus necesidades de comodidad e higiene.

Las **enfermeras encargadas** tienen un rol de liderazgo en el funcionamiento de la unidad de enfermería. Ellas le pueden ser un recurso en caso de que usted necesite más ayuda.

Los **gerentes/directores de enfermería** son líderes que son responsables por los resultados clínicos y el servicio que se presta en la unidad. Ellos brindan dirección, supervisión, y apoyo para el personal clínico.

Los **farmacéuticos** son miembros importantes de su equipo de atención médica. Ellos preparan sus medicamentos y observan la terapia medicinal minuciosamente para asegurar la efectividad, posibles efectos secundarios, alergias y posibles interacciones entre los alimentos y medicamentos.



Los **capellanes** son parte de su equipo de atención médica y están disponibles para venir a verle y atender a sus necesidades espirituales durante su estadía. Los capellanes escucharán sus inquietudes, sus batallas en la fe, le ayudarán a usted y su familia a encontrar la paz y fortaleza interna. Ellos también le traerán pasajes bíblicos y escrituras santas de su fe tradicional particular. Ellos pueden ayudar con acceder/recibir sacramentos religiosos, ayudar a ponerle en contacto con líderes religiosos de su fe tradicional, y ayudarle con otras necesidades espirituales. Si quisiera ser visitado/a por un capellán en su unidad, avísele a su enfermera o llame al Departamento de Servicios de



# Conozca Al Personal De Su Hospital

Capellán al (559) 624-2263.

Los **administradores de casos** trabajan con usted, su familia, y su equipo de atención médica para coordinar su hospitalización. Ellos también pueden ayudar con planear y coordinar su transición del hospital a su casa o a otro local de enfermería. Llame al Departamento de Contabilidad – Pacientes (Patient Accounting Department) al (559) 624-2235.

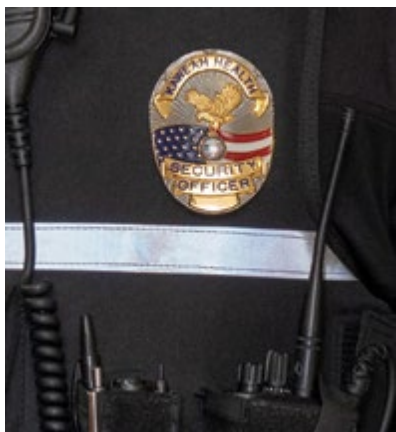
Los **intercesores del alta** trabajan juntamente con los administradores de casos para ayudarle en su transición a un local de enfermería continua o a su casa. La meta de ellos es lograr que su salida del hospital sea exitosa y también de ayudarle a mejorar su salud.

Los **trabajadores sociales** le pueden ayudar a usted y su familia con cualquier problema o dificultad personal, emocional, y/o familiar que tenga a causa de su enfermedad o lastimadura. Podemos coordinar grupo de apoyo individual, familiar, y para enfermedad repentina, separación del hogar o del trabajo, duelo, y otros asuntos. También podemos darle referencias para recursos comunitarios.

Las **dietistas** trabajan cercanamente con su equipo de atención médica y aseguran que usted esté recibiendo el equilibrio adecuado de comidas nutritivas durante su estadía.



# Su Comodidad



## **SEGURIDAD** **(559) 624-5597**

Si usted tiene preguntas o inquietudes acerca de la seguridad mientras está visitando a un paciente, por favor comuníquese con el departamento de seguridad.

## **CASA DE DESCANSO** **(559) 624-2396**

Para los que tienen a un ser querido hospitalizado y no tienen donde quedarse, estos familiares pueden calificar para alojamiento y así quedarse cerca del centro médico, gracias a una asociación con Visalia Rotary Clubs y Kaweah Health. Comuníquese con un trabajador social para ver si hay disponibilidad.

## **SERVICIOS FINANCIEROS** **(559) 624-4200**

Estamos comprometidos en cumplir con nuestra misión de brindar servicios de atención médica de alta calidad, orientados al paciente y financieramente sólidos que cumplen con las necesidades de quienes servimos. Por favor llame a nuestros servicios financieros si usted tiene preguntas acerca de coberturas, ayuda financiera, o para saber cómo puede pagar su factura.



## **EXPEDIENTES MÉDICOS** **(559) 624-2218**

Un paciente, o representante legal puede inspeccionar y/u obtener una copia de sus expedientes médicos, o pedir mandar copias de sus expedientes médicos a otros locales. Por favor llame al departamento de expedientes médicos para más información.

## **INTÉRPRETES** **(559) 624-5902**

# Su Comodidad

Los diferentes lenguajes nunca deben ser una barrera para obtener atención médica de calidad. Tenemos disponible personal para más de 150 lenguajes que representa a los pacientes sin costo alguno.

## ACCESO A INTERNET

Kaweah Health ofrece Internet inalámbrico. Para acceder a la Internet, busque la red con nombre guest. No necesita contraseña.

## HORARIO DE VISITAS

**Horario diario de visitas:** 9 AM – 9 PM. Las horas pueden cambiar.

Los niños menores de 13 años no son permitidos en unidades donde se atienden a los pacientes. Puede pedir que se haga una excepción al comunicar al departamento de seguridad.

## FARMACIA MINORISTA (559) 624-4880

La farmacia minorista de Kaweah Health está ubicada a unos pasos del hospital para que pueda surtir sus recetas convenientemente.

**Horario:** Lunes – Viernes: 9 AM – 7 PM • Sábado: 9 AM – 4 PM • Domingo: 10 AM – 4 PM



## COMIDA INFORMAL Cafetería

**Ubicada:** Primer piso de la ala Mineral King

## The Siren Grill

**Ubicación:** Siren Grill se encuentra en el lado oeste de la entrada Acequía al lado del sur del estacionamiento.

# Su Comodidad

## SERVICIOS DE AMAMANTAMIENTO/LACTANCIA

Para recibir ayuda individual con el amamantamiento, por favor llame al (559) 624-6012.

**Ubicación:** Kaweah Health Medical Center, Unidad Madre Bebé, 305 W. Acequia Ave., Visalia, CA 93291

Los servicios de lactancia ofrecen ayuda para las dificultades para prenderse, aumento de peso lento, cuando el bebé no ha regresado al peso de nacimiento a las dos semanas, pezones doloridos, disminución en la producción de leche, estancamiento severo y revisión de peso.

La Academia Médica de Pediatría recomienda continuar amamantando durante por lo menos los primeros seis meses del nacimiento y por el tiempo que quieran ambos, madre y bebé. Su bebé recibe beneficio de la cantidad de amamantamiento que usted pueda dar.

# Planificación De Cuidados Por Adelantado

Kaweah Health quiere asegurar que sus valores y preferencias sean lo que dirige la atención médica que usted recibe mientras está aquí. La planificación de cuidados por adelantado es el proceso de hablar de sus valores respecto a su atención médica y establecer metas para sus cuidados de salud. Esto forma una parte importante de comunicación entre el médico y los pacientes. Puede completar una directiva de atención médica anticipada en la cual se registra sus valores y preferencias e indica cuál persona usted quiere que responda por usted, en caso de que usted no pudiera responder por sí mismo/a. Pida una directiva de atención médica a su doctor, enfermera, trabajadora social para completar si usted no tiene una.

## OTROS PUNTOS IMPORTANTES

- Asegúrese saber cuál doctor está a cargo de sus cuidados. Esto es particularmente importante cuando varias personas están participando en sus tratamientos.
- Pregunte cuando tenga una duda o inquietud. Usted tiene derecho a saber de su atención médica y de hacer preguntas a cualquier miembro del personal que le está atendiendo.
- Si le hacen un análisis, siempre pídale a su doctor que le diga los resultados.
- Cuando se haga una cirugía, manténgase informado. Asegure que tanto usted, como su doctor y su cirujano estén de acuerdo exactamente en todo lo que se necesite hacer.
- Tenga una persona que interceda por usted. Pídale a un familiar o amigo en quien usted confía que sea su intercesor para proteger sus intereses, especialmente cuando usted pudiera estar distraído/a con el estrés de la enfermedad.

Si necesita ayuda adicional con sus cuidados, por favor pida hablar con la enfermera a cargo, o gerente. También puede comunicarse con el departamento de Experiencia de los Pacientes al (559) 624-2340.

## FUNDACIÓN KAWEAH HEALTH

La Fundación Kaweah Health fue establecida en 1979 como una corporación sin fines de lucro para cumplir con las necesidades filantrópicas de Kaweah Health. Cada año la fundación recibe subsidios, donaciones y legados, lo que brinda fondos para el equipo y tecnología nueva, expansiones y renovaciones de instalaciones del hospital y ayuda con los servicios de atención médica de calidad. La fundación es dirigida por una mesa de voluntarios, quienes prestan su servicio sin recibir paga. Durante los últimos 40 años los voluntarios de la fundación han recaudado más de \$60 millones para ayudar con los avances de tecnología médica, servicios e instalaciones de Kaweah Health.

# Derechos Del Paciente

## USTED TIENE DERECHO A

- 1.** Recibir atención considerada y respetuosa y a estar cómodo. Que se respeten sus preferencias culturales, psicosociales, espirituales, valores personales, creencias y preferencias.
- 2.** Que se notifique oportunamente a un familiar (o algún otro representante de su elección) y a su propio médico respecto a su admisión al hospital.
- 3.** Conocer el nombre del practicante de salud con licencia que está funcionando dentro del alcance de su licencia y que tiene la responsabilidad primaria de coordinar su atención médica. También conozca los nombres y la asociación profesional de los que le atenderán tanto los médicos como los que no son médicos.
- 4.** Recibir información acerca de su estado de salud, diagnóstico, pronóstico, curso de tratamiento, perspectivas de recuperación y resultados de la atención (incluyendo resultados no anticipados) en términos que usted pueda entender. Tiene derecho a una comunicación eficaz y a participar en el desarrollo y la implementación de su plan de cuidado. Tiene derecho a participar en las cuestiones éticas que puedan surgir durante el curso de su cuidado, incluyendo asuntos relacionados con la resolución de conflictos, el no prestar servicios de resucitación y la omisión o interrupción del tratamiento para mantenerlo con vida artificial.
- 5.** Tomar decisiones relacionadas con su atención médica y recibir información acerca del tratamiento o procedimiento propuesto según lo necesite, con el fin de dar un consentimiento informado o rechazar un curso de tratamiento. Excepto en casos de emergencia, esta información deberá incluir una descripción del procedimiento o tratamiento, los riesgos médicos significativos que existan, cursos alternativos al tratamiento o no tratamiento y los riesgos que existan en cada uno y el nombre de la persona que llevará a cabo el procedimiento o tratamiento.
- 6.** Solicitar o rechazar tratamiento hasta el grado que lo permita la ley. Sin embargo, no tiene derecho a exigir tratamientos o servicios médicos inadecuados o innecesarios. Tiene derecho a salir del hospital, aun contra los consejos del personal médico, hasta el grado que lo permita la ley.
- 7.** Que le avisen si el hospital/practicante de salud que está funcionando dentro de su alcance de su licencia profesional propone participar o realizar experimentos en humanos que afecten el cuidado de su salud o tratamiento. Usted tiene el derecho a negarse a participar en dichos proyectos de investigación.
- 8.** Respuestas razonables en cuanto a cualquier solicitud razonable de servicio.

# Derechos Del Paciente

- 9.** Evaluación y control adecuado de su dolor, información acerca de su dolor, medidas para aliviar el dolor y a participar en las decisiones referentes al control del dolor. Usted puede pedir o rechazar el uso de cualquiera o todas las modalidades para aliviar el dolor, incluyendo medicamentos de opiáceos, si sufre de un dolor grave crónico no tratable. El médico puede negarse a recetarle el medicamento opiáceo, pero de hacerlo, deberá informarle que existen médicos que se especializan en el tratamiento de dolor con métodos que incluyen el uso de opiáceos.
- 10.** Formular directivas anticipadas. Esto incluye nombrar a una persona que tomará las decisiones por usted, si usted queda incapaz de entender un tratamiento propuesto o no puede comunicar sus deseos respecto a su atención médica. El personal del hospital y los profesionales que prestan servicios en el hospital deben cumplir con estas directivas. Todos los derechos del paciente aplican a la persona que tiene la responsabilidad legal para tomar decisiones sobre la atención médica en nombre usted (el paciente.)
- 11.** Que se respete su privacidad personal. La discusión del caso, consultas, los exámenes y tratamiento son confidenciales y deben llevarse a cabo discretamente. Tiene derecho a que le digan la razón de la presencia de cualquier individuo. Tiene derecho a que los visitantes salgan antes de un examen y cuando se platicuen temas de su tratamiento. Se utilizarán cortinas para su privacidad en los cuartos semi- privados.
- 12.** Trato confidencial de todas las comunicaciones y registros relacionados con sus cuidados y con su hospitalización. Aparte, recibirá un “Aviso de Prácticas de Privacidad” que le explique sus derechos de privacidad en detalle y la forma en que podríamos usar y divulgar la información de su salud protegida.
- 13.** Recibir atención en un entorno seguro, libre de abusos mentales, físicos, sexuales o verbales, negligencia/descuido, explotación o acoso. Tiene derecho a tener acceso a servicios de protección y representación del paciente, incluyendo a denunciar casos de negligencia/descuido o abuso ante las agencias gubernamentales.
- 14.** No ser sometido a métodos de contención y reclusión utilizados como medios de coacción, disciplina, conveniencia o venganza de parte del personal.
- 15.** Una continuidad de cuidados razonable y a saber con anticipación la hora y el lugar de sus citas y también la identidad de las personas que lo atenderán.
- 16.** Ser informado por el médico, o una persona asignada por el médico, sobre la necesidad de continuar los cuidados médicos y opciones después de haber salido del hospital. Usted tiene derecho a participar en el desarrollo

# Derechos Del Paciente

e implementación de su plan para darle de alta. Si usted lo solicita, esta información puede ser compartida con un amigo o familiar también.

**17.** Saber cuales reglas y políticas del hospital aplican a su conducta mientras sea un paciente.

**18.** Designar una persona de apoyo y los visitantes que usted prefiera recibir, si usted es capaz de tomar decisiones, ya sea que el/la visitante se relacione, o no, por lazos familiares o matrimoniales, o estado de pareja doméstica registrada, a menos que:

- No se permiten visitantes.
- El personal de las instalaciones determinen razonablemente que la presencia de un visitante en particular podría poner en peligro la salud o seguridad de un paciente, de un miembro del personal del centro de salud o de algún otro visitante a las instalaciones de salud, o interrumpiría considerablemente las operaciones de las instalaciones.
- Usted le haya dicho al personal de las instalaciones de salud que ya no quiere que lo visite una persona en particular. Sin embargo, las instalaciones de salud pueden establecer restricciones razonables para las visitas, incluyendo restricciones al horario de visitas y al número de visitantes. El local de atención médica debe informarle a usted (a su persona de apoyo, si es apropiado) acerca de sus derechos de visita, incluyendo alguna restricción o limitación. El local de salud no puede restringir, limitar, o de otra manera negar los privilegios de visita a base de raza, color, origen nacional, religión, sexo, identidad de género, orientación sexual, o incapacidad.

**19.** Que se consideren sus deseos, si no tiene la capacidad para tomar decisiones, para fines de determinar quién lo puede visitar. El método de esta consideración cumplirá con las leyes federales y será revelado en la política del hospital respecto a las visitas. Por lo mínimo el hospital incluirá cualquier persona que esté viviendo en su casa y persona de apoyo conforme a la ley federal.

**20.** Examinar y recibir una explicación de la cuenta del hospital, independientemente de la fuente de pago.

**21.** Ejercer estos derechos sin importar sexo, estado económico, antecedentes educativos, raza, color, religión, ascendencia, origen nacional, orientación sexual, identidad/expresión de género, incapacidad, condición de salud, estado matrimonial, estado de pareja doméstica registrada, información genética, ciudadanía, lengua materna, condición migratoria (a menos que lo requiera la ley federal) o la forma de pago por la atención médica.



# Derechos Del Paciente

**22.** Presentar una queja. Si desea presentar una queja ante este hospital, puede hacerlo por escrito o mediante una llamada telefónica (nombre, domicilio, y número telefónico del hospital):

## **Kaweah Health Patient Experience Department**

400 W. Mineral King Ave., Visalia, CA 93291

Teléfono: (559) 624-5151

El comité de quejas examinará cada queja y le proporcionará una respuesta por escrito dentro de 30 días. La respuesta por escrito incluirá el nombre de una persona del hospital con quien comunicarse, las medidas tomadas para investigar la queja, los resultados del proceso de la queja y la fecha de finalización de dicho proceso. Además, las preocupaciones relacionadas con la calidad de los cuidados o el darle de alta prematuramente serán dirigidas a la organización adecuada: Utilization and Quality Control Peer Review Organization (PRO, por sus siglas en inglés).

**23.** Presentar una queja ante el Departamento de Servicios de Salud Pública (Department of Public Health) del Estado de California, aunque usted use, o no, el proceso de presentación de quejas del hospital. El teléfono y domicilio del Departamento de Servicios de Salud Pública es

## **California Department of Public Health**

4540 California Avenue, Suite 200

Bakersfield, CA 93309

Teléfono: (661) 336-0543

## **The Joint Commission, Division of Accreditation Operations, Office of Quality Monitoring**


One Renaissance Blvd., Oakbrook Terrace, IL 60181

Teléfono: (800) 994-6610 • Fax: (630) 792-5636

Correo electrónico: [complaint@jcaho.org](mailto:complaint@jcaho.org)

*Estos derechos del paciente combinan el Título 22 y otras leyes de California, The Joint Commission y los requisitos para las condiciones de participación de Medicare. (3/17)*

California Hospital Association, 1215 K St.,  
Suite 800, Sacramento, CA 95814  
(916) 443-7401 • [www.CalHospital.org](http://www.CalHospital.org)



# Home is where the health is.

Providing world-class  
healthcare to  
small town living.

Kaweah Health Rural Health Clinics give people who live in the rural areas of Tulare County better access to exceptional health care in the communities where they live, work, and play. With clinics close to home offering convenient health services for the young and the young at heart, families can see a primary care physician, and often a specialist, just miles from their doorstep. Regular doctor visits help people get the preventative care they need to stay healthy year round.



EXETER WOODLAKE LINDSAY DINUBA TULARE



[KaweahHealth.org/Clinics](https://www.KaweahHealth.org/Clinics)

# Do I need to go to the emergency room?



Emergency Room	Urgent Care	Primary Care
Difficulty breathing Chest, arm, or jaw pain	Cold, flu, or COVID symptoms	Less urgent medical problems
Severe burn or electric shock	Ear or eye infections	Routine check-ups
Seizures or head injuries with confusion or fainting	Nausea, vomiting, or diarrhea	
Deep wounds with heavy or uncontrolled bleeding	Minor cuts or burns	
Severe allergic reactions	Sprains, strains, or broken bones	
Possible poisoning	Rashes, animal bites, or insect stings	
Severe abdominal pain associated with chest trauma, pain, or pressure		

# Services Of A Home Health Agency

Sometimes recovery after a surgery or an illness may take more time and may need the services of a skilled nurse. Prolonged nursing home or hospital-based care can be expensive in the long term.

A more affordable alternative is to continue to recover at home with the help of registered and licensed healthcare practitioners.

Home health agencies offer skilled nursing care for people who are home-bound and require long term healthcare assistance and monitoring.

Home Health Agency (HHA) meets the regulations set by the state and federal agencies. The agency can be a not-for-profit organization, a public or a private, profit making one. The HHAs are engaged in providing skilled nursing services and speech, physical and other therapies.

Medicare covers the home-based care, provided your doctor has authorized the same and the care required is not a constant one.

The agency employs skilled, registered nurses and physicians who monitor the patient's health and also maintain their clinical record.

## **HOME HEALTH AGENCIES PROVIDE A RANGE OF HEALTHCARE ASSISTANCE**

- Monitoring of vital parameters such as blood pressure, blood sugar, heart rate.
- Care for pressure ulcers, surgical wound dressing.
- Nutrition therapies including tube feeding or intravenous support.
- Administering other medications and injections prescribed by the doctor.
- Patient education.
- Monitoring of unstable health conditions.
- Act as care coordinators by communicating with doctors and other healthcare providers.



*A community of Home Health professionals,  
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**Services Offered:**

- ✓ Home Nursing RN/LVN
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# Palliative & Hospice Care

Hospice care involves providing compassionate end-of-life care to a person, not expected to live for six months or less. The focus of hospice care is on providing maximum care and comfort to the patient in the last phase of life.

Hospice care begins when the physician and the family make the decision to stop the curative treatment for an incurable condition.

The care can be provided at home or at a hospice center.

## **HOSPICE CARE IS MANAGED BY AN INTERDISCIPLINARY TEAM THAT USUALLY INVOLVES**

- Family or personal physician
- Hospice physician
- Social workers
- Home health aides
- Therapists including psychotherapists, occupational or speech therapists as needed
- Clergy or spiritual counselor

## **THE RANGE OF SERVICES PROVIDED BY THE HOSPICE TEAM INCLUDES**

- Management of symptoms
- Pain management
- Emotional support
- Spiritual counseling to deal with faith and death
- Support for the family on caring for the patient
- Provision of special therapies as required including physiotherapy, speech and swallowing
- Arranging meetings with the family to explain the condition
- Bereavement counseling for family
- Inpatient facilities if required when the symptoms cannot be managed at home
- Coordination of care by all providers

## **HOW IS HOSPICE DIFFERENT FROM PALLIATIVE CARE?**

Hospice care is end-of-life care that is focused on providing maximum comfort when the patient's illness cannot be cured. Hospice care is also given when the patient or the family have chosen not to pursue treatment either because of lack of benefits or side effects.

Palliative care refers to treatment that can be both curative and management of symptoms. The illness in palliative care may not be terminal and the care can be given at any point during the treatment.

Hospice care is covered under Medicare and a certification by a physician as to the life expectancy being less than six months is required. Palliative care is covered by private insurance or by charity.





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- ✓ Therapists – Physical, Occupational
- ✓ Hospice Aides
- ✓ Counselors/Chaplains
- ✓ Medical Social Workers
- ✓ Bereavement Specialist



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- CAROLYN HILL

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How you spend the first 60 minutes after a stroke could determine how you spend the rest of your life. Carolyn suffered a stroke in the middle of brunch but thanks to an immediate 9-1-1 call, her brain was spared from major damage. Minutes matter and Carolyn is alive and well today to prove it.

<b>B</b>	<b>E</b>	<b>F</b>	<b>A</b>	<b>S</b>	<b>T</b>
<b>BALANCE</b> Sudden loss of balance	<b>EYES</b> Sudden change in vision	<b>FACE</b> Sudden facial droop	<b>ARM</b> Sudden arm or leg weakness	<b>SPEECH</b> Sudden speech difficulty	<b>TIME</b> to call <b>911</b>



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# Skilled Nursing & Rehab Facilities

Skilled nursing facilities are licensed by the Department of Health Services and have to meet the inspection and regulation requirements.

After a major surgery or treatment at a hospital for an illness, the patients are referred to a skilled nursing facility for rehabilitation.

## **SOME CONDITIONS THAT REQUIRE A TRANSFER TO A SKILLED NURSING FACILITY OR REHAB INCLUDE**

- Stroke or brain injuries
- Knee or leg surgeries
- Joint replacement surgeries for hip, shoulder or knee
- Other medical conditions including Alzheimer's or Parkinson's

Any illness that leads to loss of mobility or surgery related care that cannot be managed at home can lead to transfer to a skilled nursing facility. When illnesses have a long recovery period and the patient does not have help at home, or certain chronic conditions including breathing problems, can also necessitate the use of rehab facilities.

Skilled nursing facilities involve trained specialists who can assist in rehabilitating the patient.

## **SOME SERVICES INCLUDE**

- Wound care, dressing and medicine management
- Physiotherapy to strengthen muscles and aid in regaining mobility. Certain brain injuries require relearning activities like climbing, walking, sitting or eating.
- Occupational therapy
- Specialized therapists to assist in problems with speech or swallowing

## **FACTORS TO CONSIDER WHEN CHOOSING A NURSING CARE FACILITY**

- Check for licenses and certification to provide Medicare coverage.
- Location of the facility
- Number of specialists, their qualifications and expertise
- The kind of services provided by the facility
- Check for cleanliness of the surroundings, linen and other equipment
- Ask if food is provided according to the dietary requirements.
- Check if the facility has a quality assurance program and protocols in place.
- See if the facility has well maintained rooms with all amenities.
- Check if the facility focused on getting you back on your feet as soon as possible.

The best skilled nursing facility is one which helps you get back to your normal routines as quickly and comfortably as possible.



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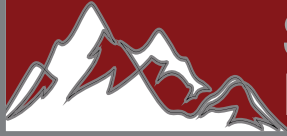
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