

Patient Information



Cape Coral Hospital



Gulf Coast Medical Center



HealthPark Medical Center



Lee Memorial Hospital

Patient Satisfaction

Accommodations

Visiting Hours

Guest Services

**Patient Rights and
Responsibilities**

Gift Shops

Advance Directives

Hospital Maps and More...

LANGUAGE ASSISTANCE

We know communication between you and your health care team is necessary to provide quality health care services. If you need language assistance, including assistance of a sign language interpreter, please let your nurse know.

This patient guide also is available in Spanish.

AYUDA CON EL IDIOMA

Nosotros reconocemos que la comunicación entre el equipo del hospital y los pacientes es vital mientras se proveen los servicios del cuidado de la salud. Si usted necesitara ayuda con el idioma, incluyendo asistencia de un interprete de lengua de señas, por favor, déjele saber a su enfermera(o).

Además, esta guía para el paciente está disponible en inglés.

Welcome

With caring hearts and knowing hands, the Lee Memorial Health System team strives to provide first-class care to all of our patients. Every patient who walks through our doors is treated with individualized care that is part of our service.

Please don't hesitate to ask us any questions. Our physicians, nurses, technicians and administrative staff will make sure that you are comfortable and well-informed throughout your stay, as well as any care you may receive afterward.

Our staff is routinely recognized for their caring and dedication to their patients. More than 10,500 employees and 4,500 volunteers are part of the Lee Memorial Health System family— we are caring people, caring for people.

Rest easy while you are here. You are in good hands.



Jim Nathan
 Jim Nathan
 President and CEO

Donna Gianuzzi
 Donna Gianuzzi, RN
 Chief Nursing Officer

Lee Memorial Health System • Board of Directors

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 Marilyn Stout

DISTRICT 3
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DISTRICT 2
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DISTRICT 4
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Lee Memorial Health System

Caring People, Caring for People

Lee Memorial Hospital has seen many changes since it opened in 1916.

Today, Lee Memorial Health System is the largest, community-owned health system in the area. Since the beginning our mission has remained the same. We strive



to meet the health care needs of the community and improve the health status of the people in Southwest Florida.

You are the reason we exist. We are responsible for the community we serve.

Lee Memorial Health System is governed by a 10-member board of directors.

These members are elected by the residents of Lee County. Lee Memorial Health System is one of the largest public, not-for-profit health care systems in Florida. We do not receive direct tax support from the government. All income after expenses is given back to the community in the form of programs, services, education and equipment designed to improve the health of the residents of Southwest Florida.

Our commitment to the community is far-reaching. This is seen in the millions of dollars in unpaid care we provide to those unable to pay. It also shows in our support of local organizations. We offer community health education programs. A large focus is on the growth and development of the area's children and helping older adults live full, productive lives.

Table of Contents

Welcome and Board of Directors.....	3
Your Safety	6
Your Satisfaction	7
Your Admission	7
Accommodations.....	7
Your Telephone.....	8
Hospital Mini-Directory.....	9
Your Television.....	10
Smoking Policy.....	10
Hearing Impaired.....	10
Visitors.....	10
Personal Belongings/Valuables.....	11
Financial Arrangements/Insurance	11
Food Service.....	12
Your Hospital Team	14
Patient Rights and Responsibilities	16
We Care When It Hurts.....	17
Filing Grievances (Complaints).....	18
Ethics Consultation.....	19
Making Medical Decisions/Living Wills.....	20
Protective Services.....	20
Amenities.....	21
Mail and Flowers	21
Medical Libraries	21
Gift Shops and Thrift Stores.....	22
Going Home.....	24
Your Medical Records.....	25
Continuing Your Care - Outpatient Programs/Services	25
Lee Memorial Health System Foundation.....	27
Hospital Maps.....	28
Advance Directives	32

Your Safety

Patient safety is our No.1 goal. We will always do our best to work together to make sure that you receive the best and safest care. Some examples of the patient safety practices you will experience during your hospital stay include:

Pass Me SafeLee

This is a communication process we use to share important information about your care. This information is shared between you, your family, physicians and members of your health care team.

Medication Scanning

The pharmacy uses an electronic process to make sure that all of our patients get the right medication. This is done using an electronic scan of your wristband and medication bottle.

Safety Alarms

Your bed may have a motion sensor alarm that adds another layer of safety because it acts as a reminder to remain in bed and use the nurse call button for help. Many pieces of equipment in your room also have alarms and may sometimes go off. Please rest easy because your nursing staff knows each alarm sound and how to respond.

Patient Safety Rounds

For your comfort and safety, our staff makes many visits, also known as rounds, to make sure that your personal needs are met. We will check on the following:

Pain – We will make sure you are as comfortable as possible.

Potty – We will help you get to the bathroom.

Position – Please let us know if there is anything we can do to make you more comfortable.

Placement – We will make sure that everything you need, like phone, water and call light, are within your reach.

Tubes, IV Lines and Catheters

Please do not tamper with, move or remove any tubes, IV lines or catheters that may be attached to you. Nonclinical staff, patients and visitors are not permitted to reconnect these, and should seek clinical assistance if a problem develops.

It Takes 2

Patient safety takes two—you (the patient) and the caregiver. Our goal is to keep you safe, so we will match your identity using two pieces of

information, including your name and one of the following:

- Your date of birth – month, day and year
- Your Epic contact serial number – this is from your medical record
- Your account number

We ask that you and your family:

- Understand and not be annoyed when we keep asking for this information.
- Be active in your identification and ask questions about your care.
- Be concerned if we do not ask to verify your identity. In fact, please hold up two fingers to remind us that it always takes two.

Personal Safety and Security

We are committed to providing a safe environment for patients, employees and visitors. This includes nonphysical violence (threats, harassment, intimidation, disruptive behavior), as well as physical violence. Lee Memorial Health System does not tolerate any acts or threats of violence or other disruptive behavior from patients, visitors or employees. Contact Security or any staff member if you experience or witness violence or disruptive behavior.

Your Satisfaction

Patient satisfaction is important to us. Please let us know if we can better serve you during your stay. We are always looking for ways to improve our services. We welcome any comments and ideas you may have to help us in our mission. Please share your ideas with your care team or call Guest Services at the phone number listed on Page 9.

After you go home, you may receive a survey and a call that asks about your hospital stay. We hope you complete and return it so that we can use your ideas to make our services better.

Your Admission

If you have not already been to our admissions office, you will soon be asked to answer some questions. These questions are important to your admission and care. You also will be asked to show your identification and insurance cards and fill out some forms.

Accommodations

Your Room

We make every effort to honor your requests about room preferences, depending on room availability. Please keep in mind that during busy periods, we may not be able to fulfill your request.

Your Bed

To make sure you are comfortable and safe, your bed has individual touch controls and side rails. You may change both the foot and head of your bed to a position that you like. Please do not lower the side rails without first asking your nurse.

Calling Your Nurse

If you need help at any time during your stay, push the call button.

Linen Service

Fresh towels, washcloths and gowns are given to you daily. Bed linens are changed as needed for cleanliness and comfort.

Your Telephone

Local calls may be made from your bedside phone at any time for free. Public courtesy telephones can be found throughout the hospital. Incoming calls from friends and relatives may be made directly to your room through our automated system between 7 a.m. and 10 p.m. To make sure that patients can rest, incoming patient calls that come into the main hospital switchboard between 10 p.m. and 7 a.m. are not transferred to patient rooms.

TO PLACE A CALL:

Within the hospital: Dial the last five digits of the number.

Outside the hospital, local: Dial 9 followed by the number.

Outside the hospital, long-distance: Dial 0 to be connected to the hospital switchboard. You then will be connected to 1-800-COLLECT.

Long-distance calls must be made collect, billed to your home telephone or charged to a credit card. Long-distance calls cannot be billed to your room. 1-800-COLLECT is our long-distance carrier. There is a charge for each long-distance call.

CELLULAR PHONES AND WIRELESS COMMUNICATION DEVICES

Cell phones and wireless communication devices can interfere with some medical equipment. Please ask your nurse whether they can be used on your unit.

Hospital Mini-Directory

CAPE CORAL HOSPITAL

Main Number	424-2000
Gift Shop	424-2219
Guest Services	424-2393
Dietitian	343-0779

GULF COAST MEDICAL CENTER

Main Number	343-1000
Gift Shop	343-0106
Guest Services	343-0401
Dietitian	343-0779

HEALTHPARK MEDICAL CENTER

Main Number	343-5000
Gift Shop	343-5615
Guest Services	343-5314
Dietitian	343-0779

LEE MEMORIAL HOSPITAL

Main Number	343-2000
Gift Shop	343-2615
Guest Services	343-2421
Dietitian	343-0779

THE REHABILITATION HOSPITAL

Main Number	343-3900
Guest Services	343-2421
Dietitian	343-0779

SYSTEM-WIDE SERVICES (ALL LOCATIONS)

Home Health	418-2900
SHARE Club	424-3765
Spiritual Services	343-5199

Your Television

TVs and channel guides are in every patient room at no charge. We ask that you think of those around you by keeping the volume on your TV to the lowest possible level, especially at night.

Temperature Control

You are able to control the temperature in your room. The temperature of the other hospital areas is centrally controlled.

Smoking

Smoking is not allowed on the grounds or within any Lee Memorial Health System facility. Please speak with your care team about our tobacco-free policy.

Assistance to Deaf or Hard of Hearing Patients

To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language interpreter, TTYs, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, and closed caption decoders when requested. Please ask your nurse or other hospital personnel for assistance.

Visitors

Visitors are welcome at all Lee Memorial Health System hospitals. Seeing your friends and family can be important in helping you get better. We ask that you limit in-room guests to two at a time. There are visitor waiting areas in the hospital near most patient care and surgical areas. Visitation will not be denied due to race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

Visiting hours vary, but generally end at 8 p.m. Please ask your nurse for the visiting hours on your unit. Your physician or nurse will let you and your family know of any reasons that would affect visiting. We will gladly place a "No Visitors" sign on your door if you do not wish to receive company.

We ask that visitors follow these guidelines:

- Do not smoke
- Check with the nurse before bringing gifts of food or drink
- Leave the room during patient tests or treatments, if requested
- Do not visit when sick with a cold or other contagious illness
- Do not bring medications unless asked by the nurse

Leaving the Unit

To keep you safe, Lee Memorial Health System does not want you to leave the nursing unit for any reason other than going for tests. You cannot be properly watched while you are off the unit alone. Adult patients who leave the unit do so at their own risk. They should tell their nurse when they leave the unit.

Recording Devices

To ensure and protect confidential patient information and the rights and privacy of patients and hospital staff, Lee Memorial Health System prohibits the use of recording devices such as cameras (including cell phone cameras), video recorders, audio recorders or any other type of equipment used to capture or record images and/or sound on its premises with the exception of the Women's Services Unit and the Neonatal Intensive Care Unit. Please check with those departments for specifics on acceptable usage. Please respect the privacy of others and speak with a staff member if you have any concerns.

Valuables

Please do not keep jewelry, credit cards, cash or any other valuables in your room. Please send valuables home with a friend or family member. If you are not able to send your valuables home, please let your nurse know. Our security department will make a list of the items and place them in the hospital safe. You will receive a copy of this list. Show the list and a photo ID to claim your valuables when you go home. If you were admitted through the emergency department, your valuables may have been placed in the safe at that time.

Medications brought to the hospital should be sent home or given to the nurse.

Please keep in mind that the hospital is not responsible for any lost, broken or missing items. These items include eyeglasses, contact lenses, hearing aids and dentures. If you have any of these items, please tell your nurse. We provide denture cups and other protective containers. We ask you to place these items in your nightstand when they are not in use.

Financial Arrangements

We work with most major insurance companies, Medicare and Medicaid. We will work with your insurance plan to determine how your bill will be paid.

It is important that you understand the terms of your insurance coverage, as your plan may have special requirements. These requirements include a second surgical opinion or pre-certification for certain tests or procedures. It is your job to make sure these special requirements have been met.

If you do not have insurance coverage, you or a family member needs to call to discuss a payment plan. Our representatives work with programs such as Medicaid, Vocational Rehabilitation and other resources to assist with your financial needs.

During Your Hospital Stay

A member of our business office may call you or a family member if information is needed beyond any information that was obtained at the time of admission.

You can contact a representative between 8 a.m. and 4:30 p.m. at the following hospital locations:

Cape Coral Hospital	424-3195
Gulf Coast Medical Center	343-0575
HealthPark Medical Center	343-5412
Lee Memorial Hospital	343-2897

After Your Hospital Stay

We will file your primary insurance claim. Once we receive your insurance company’s payment or denial, we will automatically file claims under any other policies given to us during your hospital stay. Our business office will keep you informed of your account activity through a letter or statement until your account is paid in full. Should you have questions or concerns, please contact our Central Business Office at 242-6000.

Doctor Bills

You will get a separate bill from your doctor, as well as any other doctors who took care of you. During your admission, if you had X-rays, laboratory tests or surgery, you will get a separate bill from the doctors who read the X-rays (radiologist), provided lab services (pathologist) or put you to sleep (anesthesiologist). If you were admitted through the emergency department, that doctor will send a separate bill. If you receive a bill from any doctor(s) related to your stay contact their office(s) about their bill(s) or your payment responsibilities.

Food Service

Patient Meals

We offer a variety of menu selections that are customized to follow the diet ordered for you by your physician. Our Food and Nutrition staff will make every effort to obtain your selections and accommodate personal meal preferences as needed for your diet.

Meal service is scheduled by floor and should occur between the following times at Cape Coral Hospital, Lee Memorial Hospital and HealthPark Medical Center:

Breakfast	6:30-9:30 a.m.
Lunch	11:30 a.m.-1:30 p.m.
Dinner	4:30-7 p.m.

Meal service is scheduled by floor and should occur between the following hours at Gulf Coast Medical Center:

Breakfast	7-9:30 a.m.
Lunch	11 a.m.-1:30 p.m.
Dinner	4-6:30 p.m.

Late meals based on current diet orders are available for patients who must be out of their room for therapy, tests or treatment during regularly scheduled meal service or for those who prefer their meals at different times.

Guest Meals

Visitors who wish to eat with you in your room are welcome to do so. They can buy guest meals through the cafeteria cashier located on the first floor.

Cafeteria Meals

The cafeteria is located on the first floor of each hospital and offers a wide variety of freshly prepared products. Food is available from our grill, steam table, salad bar, deli, dessert, beverage and snack areas during the following hours of operation at Cape Coral Hospital, Lee Memorial Hospital and HealthPark Medical Center:

Breakfast	6-10 a.m.
Lunch	10:30 a.m.-2 p.m.
Dinner	4:30-7:30 p.m.

Selections are available during the following hours of operation at Gulf Coast Medical Center:

Breakfast	6:30-10 a.m.
Lunch	11 a.m.-2 p.m.
Dinner	4:30-7 p.m.

Extended hours of operation may be available at some facilities.

Your Hospital Team

Physician

The physician who admitted you will guide your care and treatment in the hospital. Questions you have about the illness or condition should be directed to this doctor while you are in the hospital.

Nurses and Patient Care Staff

Our hospital team provides 24-hour patient care. A nursing director manages the nursing care on your unit and directs members of your health care team. This team includes professional registered nurses, licensed practical nurses, certified nurse assistants and patient care liaisons.

Therapists

Depending on your condition and medical needs, you may be seen by our therapists. We have a variety of therapists on staff whose expertise include physical, speech, occupational, respiratory and cardiac therapy. They provide individualized care and are vital to your recovery.

Guest Services

If you or your family has questions or concerns at any time during your stay, please contact Guest Services at your hospital by calling the number listed on Page 9.

Chaplain

Clergy of all religions and faith groups are welcome to visit if you or your family so desire. Lee Memorial Health System also offers spiritual care through our Spiritual Services department. Board certified chaplains are available to care for your spiritual and emotional needs. They can be reached by calling 343-5199.

Dietitian

Our registered dietitians work closely with you and your physician to make sure that your food needs are met. They also can speak with you about your current and future food needs.

Pharmacist

Our pharmacists work closely with your physician and nurses. Together they provide medication for you based on your condition. The pharmacy supplies all of the medications for you in the hospital. They also monitor drug therapy for possible drug interactions. When you go home you will get a food and drug interaction book made by our pharmacists and dietitians. This book gives you major potential food and drug interactions. If you have any questions about food and drug interactions, be sure to ask a member of your health care team.

Case Manager and Medical Social Worker

Case managers and medical social workers help arrange health care services after discharge. Case managers work closely with you, your family and your physician. They monitor your care, provide information to your insurance company, if necessary, and assist in setting up home health and rehabilitation services. Medical social workers provide counseling, coordinate nursing home care and make referrals to other community services.

Let your nurse know if you want to talk to a case manager or medical social worker. Their services are free of charge.

Volunteers

Lee Memorial Health System is lucky to have a large staff of volunteers. Their compassion and skills make them cherished team members. These special members of our community provide a variety of services within each hospital. These services include answering phones, staffing information desks, and delivering patient mail and flowers. They make an important difference in the lives of patients, physicians and other hospital staff.

Your Rights and Responsibilities

You may be a patient in the hospital, but you are an individual first. As a result, we make every effort to protect your needs and rights. Federal and state laws require that the hospital or health care provider recognize your rights while you are receiving medical care. The information listed below is an abbreviated list of your rights. A complete list of your rights was provided to you or your representative upon admission. The list that you received upon admission also provides you with a list of patient responsibilities. Understanding your responsibilities is important in making your health care visit a successful one.

You may request a copy of the full text of the laws from the hospital or your health care provider.

Decision-making

A patient or their representative (as allowed under state law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

Making Medical Decisions/Living Wills

What would happen if you were so ill or weakened that you could not make decisions about your medical care? How would you decide whether or not to have life-sustaining medical treatment withheld or withdrawn? With a document known as an "Advance Directive," you can make your wishes for medical care in advance. The most common advance directives include living wills and durable health care powers of attorney, although other legal documents are available for consenting to or refusing specific medical treatments, and for naming health care surrogates.

Advance Directive information and forms are available in this book on pages 32-38. Additional copies are available on your nursing unit. Please ask your nurse if you would like more information.

While it is extremely important to discuss your wishes with your family, you should also consult an attorney about your individual situation and legal rights. If you already have this documentation, bring a copy with you to the hospital so it can be placed in your medical record.

A patient has the right to receive care in a safe setting and be free from all forms of abuse and harassment.

A patient has the right to be free from restraint and seclusion not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, staff member or others and must be discontinued at the earliest possible time.

A patient has the right to decide whether they want visitors or not during their stay in the hospital. The hospital may need to limit or restrict visitors to better care for you or other patients. You have the right to be made aware of any such clinical restrictions or limitations. (See page 10).

A patient has the right to know what patient support services are available, including whether an Interpreter is available if he or she does not speak English.

Patient Information Confidentiality

Lee Memorial Health System keeps patient medical records based on state and federal laws. Lee Memorial Health System also follows accrediting and regulatory requirements. We have policies and procedures in place to protect the confidentiality of your medical records. Medical records may not be released or shared, unless it is in agreement with these policies and legal requirements. Federal Privacy Rules require that we protect the privacy and confidentiality of your health information.

YOUR HEALTH INFORMATION RIGHTS

Your medical record is the physical property of the hospital or health care provider that created it, but the information belongs to you. Under the Federal Privacy Rules, 45 CFR Part 164, you have the right to know how it will be used and who we will share it with. You have the right to look at and have a copy of your medical record or ask that your health record be changed.

Lee Memorial Health System promises that your health information will be private and limited to those who need to know for treatment, payment and regular health care operations.

Your Hospital Discharge and Medicare Appeal Rights

Date of Discharge: When your doctor or Plan determines you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think you are being asked to leave

the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day, at 800-MEDICARE (800- 633-4227), or TTY/TTD: 877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by Noon of the day after you receive a non-coverage notice, you will not be responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan). OMB Approval No. 0938-0692. Form No. CMS-R-193 (January 2011)

Filing Grievances (Complaints)

Lee Memorial Health System has a process for the quick resolution of patient grievances. A “patient grievance” is a formal complaint or concern, written or verbal, reported by a patient or on a patient’s behalf. A patient grievance is filed when a concern cannot be taken care of immediately by the health care provider. Our goal is to address patients’ reasonable expectations of care and services in a timely, fair and consistent manner. We encourage you to submit any patient concerns to our Customer Service Department by sending a letter to Lee Memorial Health System, P.O. Box 2218, Fort Myers, FL 33902, or emailing via www.LeeMemorial.org/CustomerService/ContactUs.asp.

You may also register a grievance with the following state agency directly, regardless of whether you use our grievance process. If you have a grievance against a hospital or ambulatory surgical center, call the Consumer Services Unit health facility grievance hotline at 888-419-3456, or write to the: Agency For Health Care Administration, Consumer Services Unit 2727 Mahan Drive, Mail Stop #49, Tallahassee, Florida 32308

If you have a grievance against a physician, call the Consumer Services Unit at 850-245-4339 or write the address below: Florida Department of Health, Consumer Services Unit 4052 Bald Cypress Way, Bin C75, Tallahassee, Florida 32399-3275

The public may contact DNV Healthcare Inc. (Det Norske Veritas Healthcare, Inc.) to report any concerns or register grievances about a DNV-accredited health care organization by either calling 866-523-6842 or e-mailing hospitalcomplaint@dnv.com.

Medicare/Medicaid patients with concerns about quality of care or early discharge can contact:

FMQAI (Florida Medical Quality Assurance, Inc) 5201 W. Kennedy Blvd Suite 900, Tampa FL 33609-1812 800-844-0795

For General Information about your Hospital Stay

Should you need information about or have questions about your hospital stay, please contact the hospital at the numbers listed below.

Cape Coral Hospital.....	424-2000
Gulf Coast Medical Center	343-1000
HealthPark Medical Center	343-5000
Lee Memorial Hospital	343-2000

Protective Services

Your rights as a patient include guaranteed access to protection against abuse, insurance fraud and other types of mistreatment. If you have concerns about your care while you are hospitalized, please contact the supervisor in charge of your nursing unit. The supervisor welcomes your input. We will investigate and follow-up on any complaint you may have.

There are many local, state and national agencies available to help patients at no charge. These organizations and services include:

Agency for Health Care Administration.....	888-419-3456
Area Agency on Aging Elder Helpline	866-413-5337
Det Norske Veritas Healthcare, Inc. (DNV).....	866-523-6842
Florida Abuse Hotline	800-962-2873
Florida Adult Protective Services	800-962-2873
Florida Medical Quality Assurance.....	888-419-3456
Florida Dept. of Financial Services	800-342-2762

We Care When It Hurts

At Lee Memorial Health System we believe pain control is an important part of patient care. We are committed to creating a partnership with each patient for effectively managing pain. All of our staff has been trained to help in finding the most effective treatment possible for pain.

You have the right to expect:

- Information and answers to questions about pain and pain relief
- That staff cares about your pain and pain relief
- A quick response from medical staff when you complain of pain
- The best available pain relief treatments
- A consult with a pain specialist, if necessary
- That complaints of pain are believed by your doctor or nurse

We believe a partnership in patient care can make a difference. Please feel free to ask a physician or nurse for information related to pain management.

Ethics Consultation

Sometimes, making health care decisions magnifies the philosophical, moral and ethical differences between patients and their families or health care providers. Should conflicts occur, you can request a review or consultation with the Ethics Consultation Group.

This group consists of doctors, nurses, social workers, administrators, legal counsel, chaplains and others who have been trained to deal with these issues. The group does not make official "rulings." It provides those in need with a valuable resource for exploring their options.

Any patient or family member may request an ethics case review. Please ask your nurse to assist you or your family member, or call the Ethics Consult Request phone line at 239-343-5049.

Amenities

At each hospital location, Lee Memorial Health System provides a variety of services designed to enhance your stay with us.

Mail and Flowers

Volunteers bring mail, gifts and packages to patient rooms daily. Outgoing mail is picked up at that time. Floral deliveries also are made daily to patients, except in Intensive Care Units (ICU). Flowers are not permitted in the ICU. The hospital will attempt to send any postal items that arrive after your discharge.

Floral deliveries for discharged patients will not be accepted.

Web Well Wish

You may want to let your family and friends know they can send email to you while you are in the hospital through our website www.LeeMemorial.org. Click on "Contact Us" under the services tab and go to "Send a Get Well Card to a Patient" for the link to Web Well Wishes. Our guest service coordinator will print and deliver messages to you the next business day (Monday through Friday).

Medical Libraries

You and your family are invited to visit any of our medical libraries for the most up-to-date, accurate information available in print and non-print media. Our libraries have books, journals, audiovisual collections and extensive computer-based data on virtually any medical topic. A professional medical librarian, library assistants and volunteers are on staff to help you.

Hours of operation vary according to location. Please call your library of choice for more information at these numbers:

MEDICAL LIBRARY LOCATIONS

Cape Coral Hospital	424-2204
First Floor, Main Hallway	
HealthPark Medical Center	343-6367
First Floor, Atrium	
Lee Memorial Hospital	343-2410
First Floor, Medical Office Center	
Gulf Coast Medical Center	343-0708
First Floor, off Women's Services Entrance	

Chapels

Lee Memorial Health System takes an overall approach to the well-being of patients and family members, focusing on more than just their physical, mental and social needs. We offer interfaith chapels at every hospital location. The chapels are open at all times for meditation and prayer.

Cape Coral Hospital

Bonner Chapel - located on first floor near the main lobby

Gulf Coast Medical Center

Located in main lobby next to the gift shop

HealthPark Medical Center

Peters Memorial Chapel - located in first floor atrium next to the west elevators

Lee Memorial Hospital

Crump Chapel - located on sixth floor north patient tower near elevators

Gift Shops and Thrift Stores

The Cape Coral Auxiliary, Gulf Coast Medical Center and Lee Memorial Auxiliary run gift and thrift shops as a way to raise funds for Lee Memorial Health System. Whether you're a patient or visitor, our gift shops will brighten your day. Each carries a variety of unique gifts, fresh flowers and practical items for people of all ages. In addition to cards, newspapers, magazines and books, you'll find toiletries, toys, jewelry, candy, postal services and more. Delivery to patient rooms is available.

Days and hours of operation vary by location. Please call your location of choice for more specific information.

Cape Coral Hospital

Coral Tree Gift Shop424-2219

Open Daily

Medical Supply Store424-3677

Auxiliary Thrift Store772-4443

609 Del Prado Boulevard, Cape Coral (across from Cape Coral Hospital)

Monday — Saturday

Gulf Coast Medical Center

Heart & Hands Gift Shop343-0106

Open Daily

HealthPark Medical Center

- Bright Ideas Gift Shop343-5615
- Bright Ideas for Uniforms343-5665
- Open Daily

Lee Memorial Hospital

- Bright Ideas Gift Shop343-2615
- Open Daily

ATMs (Automated Teller Machines)

For your banking needs, ATMs are available on the first floor at each hospital location.

- Cape Coral Hospital Main lobby
- Gulf Coast Medical Center Main lobby
- HealthPark Medical CenterOutside the cafeteria
- Lee Memorial HospitalCafeteria

Notary Public

Notary Public services are available at each hospital, 8 a.m.-4:30 p.m., Monday through Friday, and may be arranged by calling Guest Services at the number listed on Page 9.

SHARE Club

SHARE Club is a membership program for people age 50 and older who want to stay healthy, active and involved. SHARE Club offers a wealth of benefits, including health screenings, discount prescription and vision programs, lectures and computer classes. For membership information, call 424-3765.

Going Home

Your Discharge

The most common question many patients ask is, “When can I go home?” So that you and your family members can plan accordingly, your health care team will discuss your expected discharge date with you.

On the day you go home, after being cleared by your doctor, you will be given home care instructions. If you are unable to leave the hospital at the time of discharge, you will be able to wait comfortably for your ride in our Discharge Lounge.

To make sure your discharge goes smoothly, we recommend that you make plans for your transportation home prior to discharge.

Your nurse will discuss specific information with you about care instructions, diet, medication(s) and any necessary follow-up appointments.

Please check your room, bathroom and closet for personal items, to ensure that you do not leave anything behind. If the hospital is holding your valuables, please make arrangements with your nurse to pick them up.

Your Prescriptions

Patients at Lee Memorial Hospital and HealthPark Medical Center can get the prescriptions they need for recovery at home before leaving the hospital. The pharmacists at Lee Pharmacy also have access to your medical record so they know which medications you are already taking, which helps make sure that you are safe. They also can review side effects and answer any questions you may have. Lee Pharmacy, a full-service retail pharmacy located in the lobby, can fill prescriptions at discharge—eliminating the extra trip to the drug store.

The pharmacy is open 9 a.m.-7 p.m., Monday through Saturday. For more information log on to www.LeeMemorial.org/pharmacy, or call them at:

- Lee Pharmacy at Lee Memorial Hospital239-343-2800
- Lee Pharmacy at HealthPark Medical Center239-343-5100

Your Medical Records

You may request copies of your medical records from the Health Information Management department at the hospital where you were a patient. Office hours at all locations are 8:30 a.m.-4:30 p.m., Monday through Friday. A completed release form signed by you or by your legal guardian is required. You may get this form from the nursing unit, the Health Information Management department or by visiting www.LeeMemorial.org/him/obtain_rec.asp. Click on the form and fill it out completely. You may mail or fax the form to the facility where you were a patient. You may email questions to HIM@LeeMemorial.org. Photo identification will be required to pick up records. Copies for personal use are available for a fee.

Continuing Your Care

After discharge, you may still require special medical attention. Lee Memorial Health System offers a broad range of assistance through various services, programs and departments.

Primary Care appointments are available through:

Lee Physician Group	239-481-4111
Lee Physician Group Community Health Centers:	
Cape Coral.....	239-424-2757
Fort Myers.....	239-343-4910
North Fort Myers.....	239-652-4111

The Rehabilitation Hospital

The Rehabilitation Hospital is a comprehensive, interdisciplinary, inpatient rehabilitation program designed to restore a patient to a more independent level of functioning. The care includes medical/nursing management and an intensive multidisciplinary therapy program for patients with traumatic/non-traumatic spinal cord injuries, traumatic/non-traumatic brain injuries, major orthopedic injuries/surgeries, stroke and other neurological disorders, amputation, and cardiac, pulmonary or major multiple traumas.

The Rehabilitation Hospital is accredited by DNV Healthcare; the Commission for Accreditation of Rehabilitation Facilities (CARF) for comprehensive inpatient rehabilitation program (pediatrics, adolescents and adults) with Stroke Specialty Program Certification; and the State of Florida, Brain and Spinal Cord Injury Program. For more information, call 343-3900.

Outpatient Rehabilitation Services

Licensed therapists provide comprehensive physical, occupational and speech therapy programs designed to help patients prevent injury and recover after illness, injury or surgery. Outpatient Rehabilitation Services also have many specialty programs, including Adapted Driver's Evaluation and Training, The Balance Clinic, Lymphedema Therapy, VitalStim® Swallow Therapy, Hand Therapy and Women's Health Rehabilitation.

Appointments can be scheduled by calling Central Scheduling at 424-1499.

Outpatient rehabilitation is available at:

Lee Center for Rehabilitation and Wellness	418-2000
The Children's Rehabilitation Center	
Fort Myers	343-6690
Naples	254-4260
Lee Center for Sports Medicine and Rehabilitation	
Cape Coral	424-2317
Gulf Coast Medical Center Outpatient Rehabilitation	343-1645
Outpatient Center at HealthPark Commons	432-3244
Outpatient Center at the Sanctuary	343-9460
Riverwalk Sports Medicine & Rehabilitation Clinic	432-0500

Home Health

Home Health provides important health care services in the privacy of your own home. The skilled professional staff includes registered nurses, physical therapists, occupational therapists, speech therapists, medical social services staff and home health aide services. For more information, call 418-2900.

House Calls

For patients who are homebound because of illness or have difficulty moving because of an illness or a disorder, Lee Memorial Health System provides House Calls. Once patients are approved to leave the hospital, we determine if the House Calls program is the best option for the patient.

This program is best for the sickest, most fragile patients.

HealthPark Care and Rehabilitation Center

This 112-bed skilled nursing home focuses on rehabilitation. Its goal is to have residents enjoy as normal a lifestyle as possible, perhaps even enabling them to return home or progress to a retirement community. For more information, call 343-7300.

Pain Management Centers

The Pain Management Centers offer outpatient treatment to those living with pain. Treatments are designed to relieve pain, teach you how to manage pain, and increase your ability to work and enjoy life.

Cape Coral Hospital	424-3492
Outpatient Center at HealthPark Commons	343-6108
Outpatient Center at the Sanctuary	343-9430

Lee Memorial Health System Foundation

Charitable gifts to Lee Memorial Health System, a not-for-profit system, provide many benefits to the people of Southwest Florida. For example, contributions help cancer patients, give tiny babies a chance at life, provide support for cardiac patients and help stroke patients. To learn more about giving opportunities, please call 343-6950, or visit the Foundation’s website at www.LeeMemorial.org/foundation.

We Want Your Stories!

Tell us about your experience with Lee Memorial Health System.

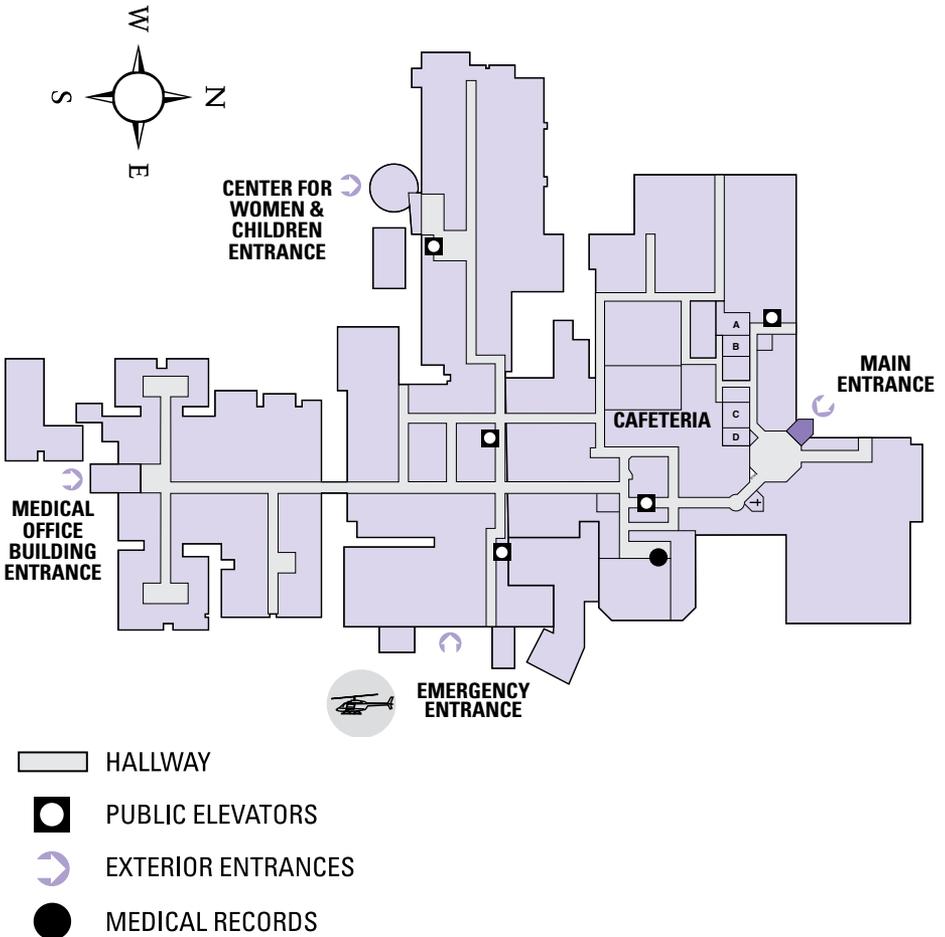
Did a nurse or doctor save your life? Did an employee or volunteer help to make your hospital stay a little easier? We want to know your story! Here is your chance to share your experience with the community.

Your story might help others learn about new treatment options or positive patient experiences.

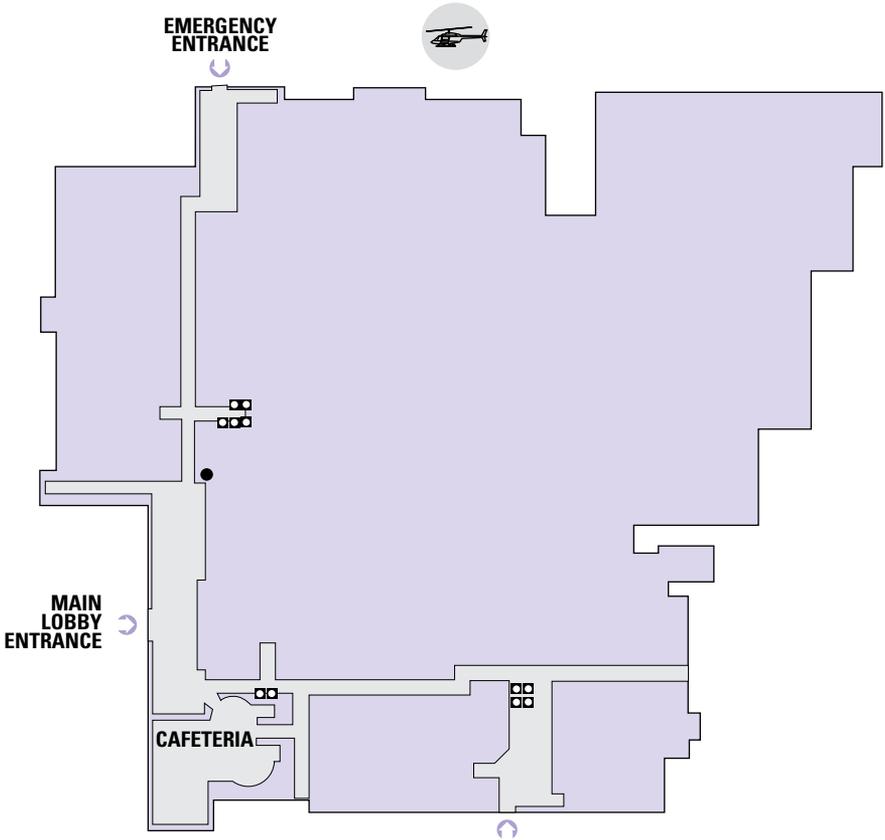
Email us at ShareYourStories@LeeMemorial.org

Facility Maps

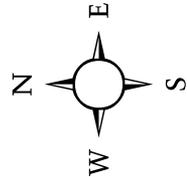
Cape Coral Hospital



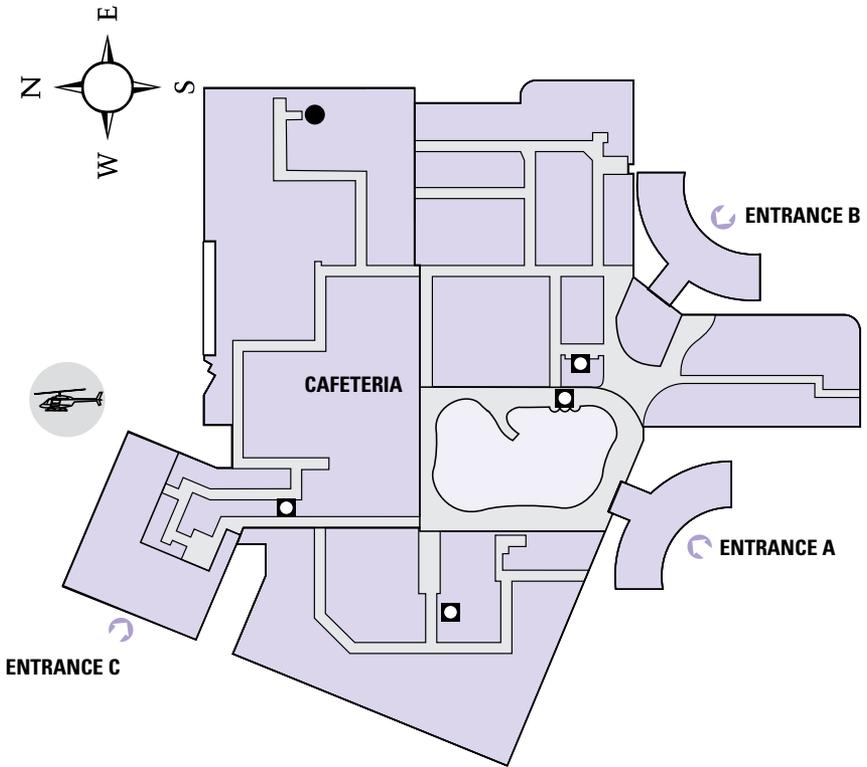
Gulf Coast Medical Center



-  HALLWAY
-  PUBLIC ELEVATORS
-  EXTERIOR ENTRANCES
-  MEDICAL RECORDS

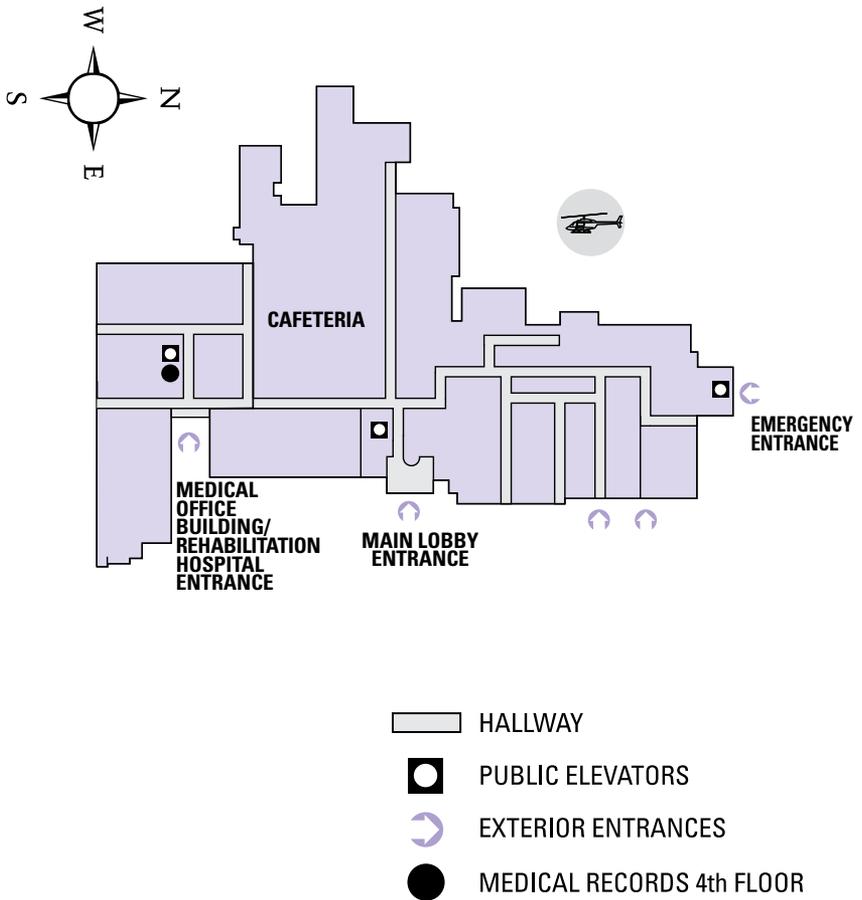


HealthPark Medical Center



-  HALLWAY
-  PUBLIC ELEVATORS
-  EXTERIOR ENTRANCES
-  MEDICAL RECORDS

Lee Memorial Hospital



Advance Directives

Important information on health care decision-making: You Have the Right to Decide

The documents provided in this package are presented to you in accordance with the Federal Patient Self-determination Act, the Health Care Advance Directives Statute of Florida and as a public service of Lee Memorial Health System.

Frequently Asked Questions Concerning Advance Directives

Who needs to be concerned about advance directives?

All adult patients (age 18 years and older) should understand advance directives. Federal law requires that certain facilities, including hospitals, nursing homes and home health agencies provide written information about an individual's rights to make decisions about medical care. This includes the right to accept or refuse medical or surgical treatment and the right to make advance directives. The facilities must keep records in the individual's current medical record whether or not there is an advance directive. Every adult patient in a Lee Memorial Health System facility must be asked whether they have a written advance directive. Advance directives are not required to receive care, but are provided for you to be able to document your wishes about treatment.

Why does Lee Memorial Health System provide this information?

In 1990, the United States Congress passed a law called the "Patient Self-determination Act". This law requires that all health care organizations provide written information to patients about their rights to make their own medical care decisions. This includes the right to accept or refuse medical or surgical treatment.

What is an advance directive?

An advance directive is a written set of instructions you have prepared about your medical care. The instructions describe what treatment you do or do not want. They serve to share your wishes with your family and the medical team in the event you are not able to tell them yourself.

Who can be a witness to a living will?

Any adult can be a witness, but it is better that they not be related to you. Only one of the witnesses can be your spouse or a blood relative. The

second witness should be someone who is not related to you. The person you name as your surrogate (stand-in) should not be one of the witnesses.

What is a living will?

A living will is specific instructions about medical care you desire should your heart stop beating or you stop breathing. It also contains specific instructions about withholding or withdrawing life-prolonging procedures in the event you have a terminal condition, an end-stage condition or are in a persistent vegetative state.

What is a Designation of Health Care Surrogate (DHCS)?

A DHCS is a document you sign allowing a person (surrogate/stand-in) you trust to make health care decisions for you if you are temporarily or permanently unable to do this yourself. It is important you talk with your surrogate about your wishes for medical care and treatment. Your surrogate will then be able to make the decisions based upon your desires.

When does my living will or other advance directive actually go into effect?

After evaluating your condition, your physician will call in another physician for a second opinion. Your living will goes into effect if both physicians determine that you have a terminal condition, an end-stage condition or are in a persistent vegetative state. If you have designated a surrogate and your physician determines that you do not have the “capacity” or ability to make your own decisions, your surrogate would be asked to provide consent for you.

What if I have not made an advance directive or cannot sign my name on a living will?

You can give verbal instructions to your physician and family. However, it is more helpful for you to put your wishes in writing.

What if I change my mind and want to delete all or part of my living will?

Your advance directive can be changed at any time by doing one or more of the following: a) signing a written statement saying that you revoke it; b) physically tearing up the directive or have someone else tear it up in your presence; c) orally expressing that you revoke it; d) executing another advance directive that is different than the previous one. The most important thing to remember is to tell your doctor, family or friends what you want. It also is important that you have the newest version on file with the hospital and your health care provider.

Can my life insurance company cancel my life insurance for saying I want life support withheld or withdrawn?

No. Florida law states that no life insurance policy will be cancelled if you make these choices. You cannot be required to have an advance directive as a condition for getting insurance or being admitted to a hospital.

I signed a living will in another state. Is it valid here?

Florida will recognize an advance directive executed in another state provided that it meets Florida state requirements.

Where should I keep my advance directive?

Your advance directive is your “voice” and should serve to give your instructions if you cannot. It is important that it be easily found and that your surrogate, family and your health care providers all have a copy of it. You should also bring a copy with you each time you are admitted to the hospital, or ask someone to bring it for you.

Where can I get an advance directive?

There is a form included in this booklet that you are free to use. There are other versions of living wills available. This one is the example provided in the Florida Statutes. You may use another version of a living will, but it may be advisable to make sure that it meets Florida law requirements.

Do I need a lawyer to make a living will or designate a health care surrogate?

No. You can execute a living will or health care surrogate designation without a lawyer. However, if you need to prepare documents related to financial decision-making, such as a Durable Power of Attorney, you would be wise to ask for the assistance of an attorney. The information in this packet is only related to health care decision-making.

Lee Memorial Health System hopes that this section has helped answer questions about living wills and advance directives. If you have further questions or would like more assistance, please feel free to call us at:

- Medical Social Work, Department of Care Management 343-2940
- Spiritual Services Department 343-5199
- Older Adult Services 424-3765
- Q-Life/Palliative Care 343-9560
- Guest Services — Please refer to Page 9 for each hospital’s Guest Services phone number

Living Will

(Please print your name)

(A life-prolonging procedure means any medical procedure, treatment, or intervention, including artificially provided sustenance and hydration, which sustains, restores or supplants a spontaneous vital function.)

(You should give your physician, family members or a close friend a copy of the document.)

Over to complete

Declaration made this _____
day of _____, 20_____

I, _____, willfully and voluntarily make known my desire that my dying not be artificially prolonged under the following circumstances, and I do hereby declare:

If at any time I am incapacitated and:

- _____ I have a terminal condition, or
- _____ I have an end-stage condition, or
- _____ I am in a persistent vegetative state

Initial all that apply

and if my attending or treating physician and another consulting physician have determined that there is no reasonable medical probability of my recovery from such condition, I direct that life-prolonging procedures be withheld or withdrawn when the application of such procedures would serve only to prolong artificially the process of dying, and that I would be permitted to die naturally with only the administration of medication or the performance of any medical procedure deemed necessary to provide me with comfort care or to alleviate pain. It is my intention that this declaration be honored by my family and physician as the final expression of my legal right to refuse medical or surgical treatment and to accept the consequences for such refusal. In the event that I have been determined to be unable to provide express and informed consent regarding the withholding, withdrawal, or continuation of life-prolonging procedures, I wish to designate the following person as my surrogate to carry out the provisions of this declaration.

Living Will

(You may wish to give special consideration to cardiopulmonary resuscitation, ventilators for breathing, artificial tube feedings or fluids given by tubes, kidney dialysis, surgery or antibiotics.)

YOU SIGN HERE ➔

(If you are unable to sign, a witness must sign your name at your direction and in your presence).

WITNESS SIGN HERE ➔

(Must be signed in the presence of two (2) witnesses, one of whom is neither a spouse nor a blood relative.)

WITNESS SIGN HERE ➔

Name _____

Address _____

City _____

State _____ Zip Code _____

I understand the full import of this declaration, and I am emotionally and mentally competent to make this declaration.

Additional instructions (optional):

Signed _____

Witness _____

Address _____

City _____

State _____ Zip Code _____

Phone _____

Witness _____

Address _____

City _____

State _____ Zip Code _____

Phone _____

Designation of Health Care Surrogate

Name _____

In the event that I have been determined to be incapacitated to provide informed consent for medical treatment and surgical diagnostic procedures, I wish to designate as my surrogate for health care decisions:

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

If my surrogate is unwilling or unable to perform his/her duties, I wish to designate as my alternate surrogate:

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

I fully understand that this designation will permit my designee to make health care decisions, except for anatomical gifts, unless I have executed an anatomical-gift declaration pursuant to law, and to provide, withhold, or withdraw consent on my behalf; to apply for public benefits to defray the cost of health care; and to authorize my admission to or transfer from a health care facility.

Additional instructions (optional) _____

Over to complete

Designation of Health Care Surrogate

I further affirm that this designation is not being made as a condition of treatment or admission to a health care facility. I will notify and send a copy of this document to the following persons other than my surrogate, so they may know who my surrogate is:

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Signed _____ **Date** _____

Witness #1 _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Witness #2 _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Television Channels

channels are subject to change

- 2 NBC – WBBH (20) Fort Myers
- 3 PBS – WGCU (30) Fort Myers
- 4 FOX – WFTX (36) Fort Myers
- 5 CBS – WINK (11) Fort Myers
- 6 CNN – Cable News Network
- 7 ABC – WZVN (26) Fort Myers
- 8 TWC – The Weather Channel
- 9 CW Television Network
- 10 Baby First TV
- 11 HTV – Healthcare Television Network
- 12 EWTN – Eternal Work Television Network
- 13 USA Network
- 14 Oxygen TV
- 15 TLC – The Learning Channel
- 16 TBS – WTBS (17) Atlanta
- 17 OWN – The Oprah Winfrey Network
- 18 TNT – Turner Network Television
- 19 ESPN
- 20 ESPN2
- 21 ESPN Classic
- 22 ESPNNews
- 23 ESPNU
- 24 ESPN Deportes
- 25 UNIV – Univision Spanish Channel
- 26 Fox News
- 27 Bloomberg Financial News
- 28 C-SPAN
- 29 Hallmark Channel
- 30 DSC – The Discovery Channel
- 31 Documentary
- 32 Music
- 33 Music

Golisano Children's Hospital

- 34 Kid & Teens TV
- 35 Cartoon Network
- 36 Nicktoon
- 37 Disney Channel
- 38 Swank Movie Channel - English
- 39 Swank Movie Channel - Spanish

**LEE MEMORIAL
HEALTH SYSTEM**

www.LeeMemorial.org

