

Patient Information Guide



World-class care. Closer than you think.

Free Wi-Fi

Connect to “**MarinHealthGuest**” from your list of available wireless networks.

TV Channels		TV Channels		TV Channels		TV Channels	
2	FOX (KTVU)	26	KTSF	59	Discovery	83	Classic
3	C.A.R.E. Channel	27	APLHD	60	Disney	84	Hit
4	KRON San Francisco News	28	HISTHD	61	Big	85	Sounds
5	KPIX (CBS)	29	FXHD	62	Hallmark	86	Nature
6	HLNHD	30	NSCAHD	63	BBC	87	Soundscapes
7	KGO (ABC)	31	BRVOHD	64	Cooking	88	Jazz
8	FOODHD	32	KMTP	65	OWN	89	Classic
9	KQED (PBS)	33	FXM	66	TV	90	Pop
10	CNNHD	34	NGCHD	67	Comedy	91	Bluegrass
11	KNTV (NBC)	35	Golf	68	Disney	92	Classical
12	NBCSHD	36	KICU	69	DIY	93	Light
13	NATGEO Wild	37	TRAVHD	70	Nickelodeon/ Nick	94	New
14	KDTV (UNI)	38	A&EHD	71	Discovery	95	Pop
15	TNTHD	39	KEMO	72	NASA	96	Rock
16	TBSHD	40	FYIHD	73	Outdoor	97	Tropicales
17	CNeHD	41	NSBAHD	74	Paramount	98	Malt
18	USAHD	42	KTNC	75	MLB	99	80's
19	WEAHD	43	ESPNUHD	76	CMT	100	90's
20	KOFY (WB)	44	ESPNHD	77	HLN	101	R&B
21	KQEH	45	QVCHD	78	TLC	102	Singers
22	KBCW	46	HGTVHD	79	Science	103	Funk
23	FRFMHD	47	KKPX	80	DYI	104	Jazz
24	LMNHD	56	IDHD	81	Easy	105	DTV
25	AMCHD	57	LIFEHD	82	Soft		
		58	FS1				

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Welcome

Thanks for Choosing MarinHealth



On behalf of our entire staff, our sincere wishes for your speedy recovery. Please take a few moments to review the information provided in this handbook. It is designed to acquaint you with our hospital as well as answer many of the questions you may have about your stay.

At MarinHealth® Medical Center, we know that quality is more than clinical services and state-of-the-art technology. Quality is treating patients with care and compassion, listening to them, and using their feedback to improve our services. Every employee at MarinHealth Medical Center is committed to providing high-quality healthcare in a safe and friendly environment. In this spirit, your opinion is very important to us. After your discharge, you may receive a survey, as it will help us improve our services.

Thanks again for choosing MarinHealth Medical Center and for your help and input so that we can strive to be the best we can be.

Sincerely,

David G. Klein, MD, MBA | Chief Executive Officer | MarinHealth

Phone Directory

Medical Center Operator | 415-925-7000

Admitting/Patient Registration	415-925-7243
Behavioral Health	415-925-7663
Breast Health Center	415-461-4282
Cancer Care	888-731-9900
Care Coordination/ Case Management	415-925-7813
Child Life Specialist	415-925-0371
Diabetes Care – Inpatient	415-925-7342
Braden Diabetes Center (Outpatient Diabetes Care)	415-925-7370
Emergency Department	415-925-7203
Environmental Services/ Housekeeping	415-925-7407
Financial Counselors (while in the hospital)	415-925-7250
Financial Services/Billing (after discharge)	415-925-7070
Foundation (gift giving)	415-925-7770
Gift Gallery	415-925-7263
Hearing & Speech	415-925-7220
Integrative Wellness Center	628-336-7689

Laboratory Services (M, 7 am - 4 pm; T – F, 7:30 am – 4:00 pm) Weekends: 8:00 am – noon	415-925-7150
Lactation Services	415-925-7522
Main Lobby	415-925-7962
Medical Records	415-925-7270
Nutrition Services	415-925-7375
Palliative Care	415-925-7560
Patient Relations	415-925-7366
Physical Therapy – Inpatient	415-925-7821
Physical Therapy – Outpatient	415-925-7299
Safety & Security	415-925-7088
Smoking Cessation/ Respiratory Therapy	415-925-7471
Social Work	415-925-7214
Spiritual Care (M – F, 8:00 am – 5:00 pm) 415-925-7000 (after hours)	415-925-7147
Volunteer Services	415-925-7260

Quick Tip!

Calling from inside the Medical Center?
Just dial the last five digits!

People You May Meet During Your Stay

Caring for you is a team effort. The uniform images and job descriptions in this section should help you understand who may enter your room and their role in your care.

Care Coordinator

Meets with you to discuss your discharge plan. They are also available to assist with arrangements for homecare, long-term care facilities, or rehabilitation care.



All staff members mentioned on this page wear white lab coats.

Certified Diabetes Educator

Delivers education, consultation, and collaboration with your care team to effectively manage your blood sugars while you are in the hospital.

Dietitian

Reviews your medical record and works with you and your healthcare team to develop a nutrition plan of care. They are also available to educate you about any diet you may need to follow after discharge.

Hospitalist

Provides direction for your care during your stay. A hospitalist is an internal medicine physician who specializes in the care and needs of patients while in the hospital. They work in partnership with specialists and consultants as needed. You will be assigned a hospitalist upon admission.

Nursing Leadership

Our nursing units are run by a nurse director, nurse manager, and assistant unit manager/charge nurse. In addition, you might see a clinical nurse specialist — an expert in a particular area. This leadership team is available to help with any questions or concerns you may have.

Pharmacist

While you are in the hospital, all of your medicines are dispensed by our pharmacists.

Physician

A variety of physicians may be involved in your care while you are in the hospital, such as a hospitalist, surgeon, and/or specialists. Although you will likely not see your primary care doctor during your stay, they will receive a copy of services provided. Make sure to schedule a follow-up appointment with them after your stay.

Physician Assistant (PA), Nurse Practitioner (NP), and Certified Nurse Midwife (CNM)

Practices medicine on healthcare teams with physicians and other providers. They diagnose, treat, and prescribe medications.

Social Worker

Offers emotional support, counseling, and guidance to help patients and their families cope with their illness, hospitalization, or other psychosocial issues that impact wellness.



Admitting/Financial Counselor

Registers and coordinates your financial responsibility. If you have questions about your insurance, a team member can visit your room.

Unit Clerk

Helps answer any questions from you or your loved ones. They are located at the front desk of every unit.



Certified Nursing Assistant (CNA)/Technician

Assists registered nurses on the inpatient units and technicians in the Emergency Department. They are participants in your daily care.



Engineer

Fixes and maintains the facilities and equipment. If you should need anything fixed in your room, notify your nurse and they will send in an engineer.



Housekeeping/Environmental Services (EVS)

Cleans your room daily. In addition, they may also come in to check on supplies and empty the trash.

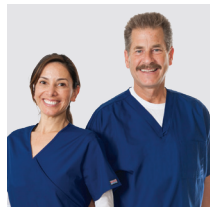


Mental Health Counselor

Works on the Behavioral Health Unit, providing direct patient care and facilitating wellness groups and daily activities.

Radiologic Technologists

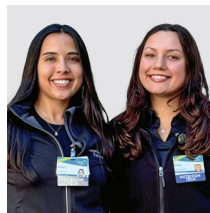
Skilled health professionals who perform and assist with radiology procedures.



Nurse

Responsible for direct patient care. Each nursing unit assigns a registered nurse to you.

Note: Nurses in the OR and Maternity Care wear blue scrubs.



Nutrition Tech

Visits your room daily to take meal requests for the next 24 hours. If you miss speaking with the nutrition tech, you will automatically receive the standard meals for the day. You can contact Nutrition Services at any time at **415-925-7375**, or dial **x57375** from a hospital phone.



Obstetrics & Operating Room (OR) Staff

Note: All care team members in Maternity Care and the OR wear blue surgical scrubs.

People You May Meet During Your Stay (cont.)



Patient Transport

Transports you around the hospital, as needed, throughout your stay.



Respiratory Therapist

Helps you breathe easier using treatments to preserve or improve pulmonary or lung functions.



Pharmacy Technician

Comes to your room and asks about the medications you currently take at home and enters those into your chart. Pharmacy technicians also prepare and deliver medications to the unit.



Safety & Security

Our Safety & Security staff is here to keep you safe.

Phlebotomist (Lab)

Performs blood draws at the bedside.



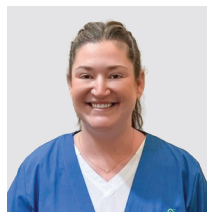
Spiritual Care Counselor

Our nondenominational spiritual care counselors are available to help you and your loved ones through difficult or stressful times by offering emotional and spiritual support and resources.



Rehabilitation Therapist (PT/OT/Speech)

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



Volunteer

You may see volunteers in our retail stores, rounding with a therapy dog, working on the unit, rolling the S.M.I.L.E. Cart, and providing directions. They love to help.

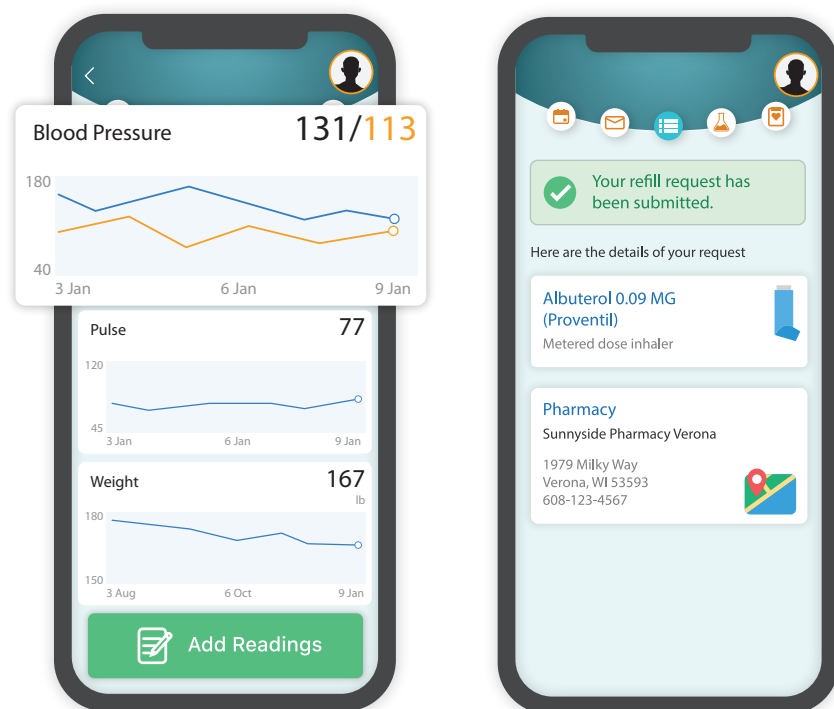
MyChart: MarinHealth's Patient Portal

You can access your health information in MyChart, our secure patient portal.

While in the hospital, you can see your care team members and test results. After discharge, you'll also be able to message your doctor and arrange follow-up appointments through the MyChart app on your phone or computer, depending on the level of care you need.

Take Care of Your Children and Other Family Members

Stay on top of test results and appointments and check in on family members who need extra help, all from your account. Parents and guardians can request **proxy access** to view health information, update insurance, and utilize self-service tools such as eCheck-In (features available by age).



MyChart



A Guide to Your Room

Calling Your Nurse

To call for help, press the red button on your television remote and a staff member will come to your room as soon as possible. This system notifies your care team that you need assistance by turning on a light outside your door and making a sound that can be heard in the hall.

Electrical Appliances

You may charge smart phones, laptops, and tablets using the white wall outlets in your room or the USB ports available on some of our beds. Please do not plug into the red wall outlets. Visitors and patients are welcome to charge personal devices in designated waiting areas, including our Creekside Café and Main Lobby.

Note: Electrical appliances, such as hair dryers, curling irons, electric razors, radios, DVD players, heating pads, personal fans, and portable heaters are not allowed to be plugged into outlets in patient rooms for safety reasons. If you have a personal medical device or appliance you need to plug in, please notify your nurse, so engineering can come evaluate the device.

Virtual Care Platform

MarinHealth is excited to be on the cutting edge, bringing virtual technology to the bedside! Cameras in patient rooms allow us to provide an extra set of eyes* to keep you or your loved one safe (such as fall prevention).

*cameras are real-time only: no recording

Hospital Bed

Hospital beds have controls on the side rails to help you adjust for comfort. You will find arrows on the buttons to indicate up and down for the head and foot of the bed. If you need assistance, please talk to one of your care team members.

Housekeeping/Environmental Services (EVS)

Housekeeping services are available 24 hours a day, seven days a week. Your room will be cleaned daily. Thank you for understanding their important role in keeping you safe. For specific service requests, please call **415-925-7407**.

Lost & Found

MarinHealth Medical Center maintains a storage system for unclaimed property. If you lose your property while at the Medical Center, please contact Safety & Security at **415-925-7088**.



Personal Belongings & Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids, and dentures can be stored in your bedside stand when not in use. Storage cases for these items are available if needed — just ask. Please do not put them on your bed or food tray, as they may get lost or damaged.

Note: Please leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. MarinHealth Medical Center cannot be responsible for replacing personal belongings, unless they are put in a safe at your request. If you want to put something in the safe, ask a care team member and he or she will contact Safety & Security.

Room Temperature

Depending on your room location, heat and air conditioning may be centrally managed or you may have settings in your room. Please speak with a care team member if you are uncomfortable, and we will do our best to adjust the temperature.

Roommates

We make every possible effort to provide patients a private room. However we may need to pair you with a roommate. Please remember that you are both healing, so please keep the volume on your TV low, noise down, and visitors at a minimum in order to maximize your healing time.

Showering & Bathing

Shower policies differ by unit, but typically the doctor writes an order stating that the patient is ok to shower. To maintain safety, a staff member may need to accompany you in the restroom.

Educational Videos & Handouts

Learn more about taking care of yourself at home and in the hospital. We have diagnosis-specific educational videos available, as well as handouts that explain the medications you are on, tips for care at home, and much more.

Just let your nurse know what you're interested in learning about, or ask them what they recommend specifically for you.

Telephone Calls

Telephones are provided in all patient rooms. Visit page 3 for our Phone Directory.

- **To dial a department within the Medical Center:**
Dial the last five digits of the number
- **To place a call outside the Medical Center:**
Dial 9, 1, the area code, then the number

Calls to patients should be directed to 415-925-7000. A Medical Center operator will connect the caller to your room, based on the first and last name provided.

Televisions

Tune in to our C.A.R.E. channel (channel 3) for beautiful nature images and instrumental music. For a complete list of TV stations, turn to the inside front cover of this guide.

Whiteboard

The whiteboard located on the wall in your room serves as a communication tool for both you and your care team members.

How to Use Your Remote

Your comfort and safety are very important to us. If you need assistance with anything, use the **call remote**, attached to your bedside by a cord for easy retrieval. The model you have in your room may not look exactly like this, but all the call buttons work the same way on our remotes. Whether you need to use the restroom, are experiencing pain or discomfort, or need help with something else, our nurses are here for you. Please don't hesitate to call.

Functions of your call remote

Calling the Nurse's Station

Simply press the large red button that says "NURSE" at the top of the call remote. You can ignore the two blue buttons just below the NURSE button.

Controlling the TV

You will likely recognize these buttons from your home TV remote and they work the same way. If you change channels and then change your mind, the arrow button across from the mute button takes you back to the channel you were just watching. The numbered keypad is for keying in your channel selections.

Additional useful tips

(may depend on the model of your remote):

LIGHT button(s)/ yellow —

allows you to control the light(s) above the headboard

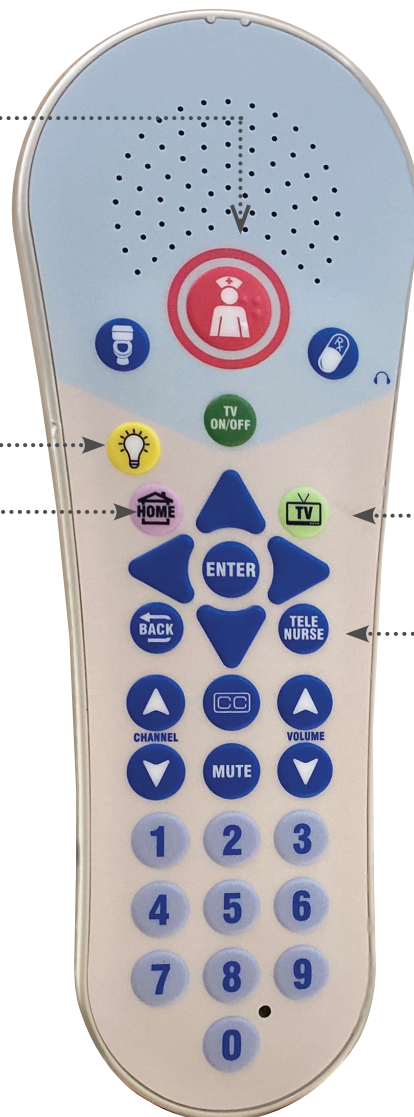
HOME button/ purple — will take you back to the Medical Center information landing "page"

TV button/ green —

returns you to the most recent channel watched

TELENURSE button/blue

— this button is non-functioning (please press the red Nurse Call Button should you require assistance.



Smoke-Free Campus

Our respiratory therapists are available for inpatient counseling on a daily basis. Call **415-925-7472** for more information or to request a list of smoking cessation resources.

DID YOU KNOW?

Lifelong Benefits of Stopping Smoking

These benefits start right away and last a lifetime:

20 MINUTES after quitting, your heart rate and blood pressure drop

2 WEEKS – 3 months after quitting, your circulation improves and your lungs work better

1 YEAR after quitting, your risk of heart disease is half that of a smoker's

5 YEARS after quitting, your risk of mouth, throat, esophagus, and bladder cancers is cut in half

10 YEARS after quitting, your risk of lung cancer is half that of a smoker's

15 YEARS after quitting, your risk of heart disease is the same as a nonsmoker's

When you quit smoking, you:

- ① Save money
- ② Breathe better and cough less
- ③ Have whiter teeth and fresher breath
- ④ Set a good example for your loved ones
- ⑤ Reduce your chances of rehospitalization

Free Services & Resources

If You Forgot Something

We want to make your stay as comfortable as possible. In addition to the amenity kit provided, let your nurse know if you need any of the following items:

- Phone charger (available for multiple types of devices)
- Ear buds (headphones)
- Eyeglasses case
- Denture case
- Hearing aid case
- Additional toiletry items

Newspapers

Newspapers are available in the Radiology Visitor Lounge (Lobby Level) and Surgery Visitor Lounge (1st Floor).

S.M.I.L.E. Cart



High school volunteers come around in the late afternoon, Monday – Friday, with a cart full of items, including Sudoku, crosswords, word puzzles, pen and paper, playing cards, lip balm, hand cream, phone chargers, emery boards, magazines, and other sundries.

If you missed the cart, call 415-925-7992 to request an item.



Free Wi-Fi

Connect to “MarinHealthGuest” from your list of available wireless networks.

Please be aware this is an unsecured network and information may be visible to others. MarinHealth Medical Center limits what can be done on the guest network to protect the Medical Center from unwanted issues and malicious activities.

Wi-Fi Troubleshooting Tips

If you experience issues connecting to the guest Wi-Fi, follow these steps:

- ① Disconnect from “MarinHealthGuest” (if Apple device, use “Forget This Network”)
- ② Turn off Wi-Fi on your device
- ③ Reboot your device
- ④ Turn Wi-Fi back on
- ⑤ Reconnect to “MarinHealthGuest”

Care Navigators

Care Navigators are available to help you navigate your healthcare journey for specific diagnoses:

Cancer (Breast, Gastrointestinal, Genitourinary)
628-336-7689

Complex Care (Multiple Chronic Conditions)
415-925-7450

Gender Affirmation
415-925-7907

Joint Replacement
415-925-7907

Palliative Care and Advance Care Planning
415-925-7450

Dog Therapy Volunteers

Volunteers and therapy dogs round each floor and are available to visit you in your room. Contact us at **415-925-7992** to schedule a visit.

Essential Oils

Essential oils have been used for centuries to reduce symptoms of mental, physical, and emotional distress. Clinical evidence has shown that the natural chemicals found in these concentrated extracts have positive effects on the body, mind, and spirit. Let your nurse know if you are interested.

Hearing-Impaired Communication

Information about the nearest Telecommunications Device for Individuals with Disabilities (TDD or TTY) is given to patients who are hearing impaired. Hearing aid-compatible phones with flashing handsets and volume control dials are available for patient rooms, and televisions are equipped with closed caption features.

In-Room Massage

To augment conventional medicine and help provide relaxation during illness and injury, our Integrative Wellness Center offers complimentary massage. Please ask your nurse to set this up if it is available and appropriate for your diagnosis.

Interpreters

All patients are entitled to interpreter services (including sign language), free of charge. Please ask a care team member to connect you with a certified interpreter through our video or audio language line service.

Spiritual Care

Our interfaith spiritual care team is available to you and your loved ones to provide spiritual and emotional support. No matter how big or little a place spirituality and faith have in your life, just having someone to talk to can be a great help, especially during hospitalization. And we're honored to help. You can request a chaplain through your nurse or by calling **415-925-7147**.



Take Charge of Your Care

① **SPEAK UP.** Ask questions and voice concerns. It's your body, and you have the right to know. If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you.

② **PAY ATTENTION.** You are part of the team.

- Tell your nurse if something doesn't seem right.
- Read and understand all medical forms before signing. Ask if you need information explained.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.

③ **FIND A SUPPORT PERSON.** A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. Don't forget to tell the staff who you've picked to be your support person. A support person can:

- Ask questions you might not think of and write down information.
- Double-check your medicines and treatments.
- Watch for signs your condition is getting worse and ask for help.

④ **EDUCATE YOURSELF.** Learn about your medical condition, tests, and treatment options so you know why following your care plan is so important.

- If your treatment involves medical equipment, practice using it with your nurse before you leave the Medical Center.
- Request drawings or illustrations to help you learn about your condition.
- Talk to your doctor and family about whether you want lifesaving actions taken.

Take Charge of Your Communication

- **Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.
- **Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- **Take Notes:** Write down any key facts your doctor tells you so you won't forget.

⑤ **KNOW YOUR MEDICATIONS.** Understand what your medicines treat, why you need them, and how to take them for the best results. See pages 20–23 for a list of common food and drug interactions and medication side effects. **Be sure your doctors and nurses know:**

- All the prescription drugs, over-the-counter medicines, and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).

⑥ **CHECK BEFORE YOU GO.** Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to [qualitycheck.org](https://www.qualitycheck.org) to learn more.

⑦ **PARTICIPATE IN YOUR CARE.** You are the center of your healthcare team. Make sure you know what's happening every step of the way — from admission through discharge. This includes checking to make sure staff confirm

your identity and that everyone who cares for you has an employee badge so you know the name and role of your care team members. If you are having surgery, this also includes asking your surgeon to check that you're the right person and are getting the right surgery, on the right body part.

- The whiteboard is your guide through your stay. **Put your goals and questions on the whiteboard and the contact number of a loved one.**

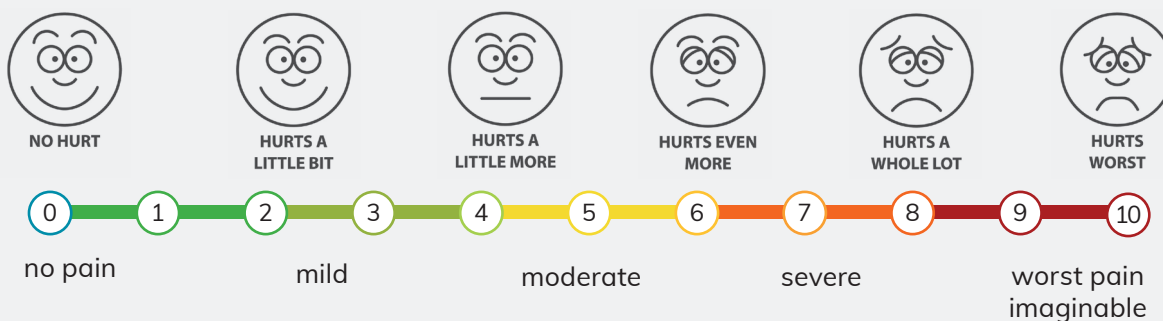
Help Us Manage Your Pain

We strive to make your stay as comfortable as possible. You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

Be Sure to Report:

- How the pain feels — sharp, dull, throbbing, burning, tingling.
- Where it hurts.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better?
- What, if anything, makes the pain feel worse?
- Does it keep you from doing things — like sleeping, dressing, eating?

How Bad Is It on this Pain Scale?



Staying Safe



Call, Don't Fall!

While you are here, you may feel dizzy or weak. Illness, procedures, medicines, or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.
- Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In an actual emergency, staff will help you exit the building.

Young Visitors

Hospital environments are prone to potential germs. If you have children visiting, please keep them safe by reminding them to wash their hands, and try your best to keep them off the floor. Our front desk patient ambassadors and volunteers have items to help keep your little ones entertained, such as stickers and coloring books.



RAPID RESPONSE TEAM (RRT)

We Want to Partner with You for Your Safety

If there is a medical emergency or you ever feel something is not right and you need immediate medical attention, please inform the nearest nurse or doctor.

If you feel your concerns are not being attended to and your condition is worsening, quickly call our Rapid Response Team by dialing x44444 from any hospital phone and inform any staff member. Our Rapid Response Team provides a multidisciplinary medical evaluation of a patient's condition and needs in emergent situations.



Advance Healthcare Directive & POLST

Do I Need an Advance Healthcare Directive?

An Advance Healthcare Directive serves as a legal record of your choices and instructions regarding your care in the event that you are unable to communicate or make your own decisions. By having an Advance Healthcare Directive, you or your loved one can feel confident that your wishes will be honored.

What Is a POLST?

Physician Order for Life-Sustaining Treatment (POLST) forms are appropriate for patients with serious or terminal illnesses. A POLST form is a medical order for the specific medical treatments you want during a medical emergency. The POLST form is completed with your doctor.

Have questions
about Advance
Healthcare
Directives or
POLST? Contact
Spiritual Care at
415-925-7147.

Hand Hygiene & Infection Prevention

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse.

Tips

- **Clean your hands often** with soap and water or alcohol-based hand sanitizer.
- **Limit your visitors** to a few family members or close friends, and **ask them to clean their hands**.
- If you are unable to clean your hands yourself, **ask the staff to help**, especially before eating and after using the restroom.
- Please **remind our staff** members to clean their hands if you don't see them doing so, and **thank them** as well.
- You and your visitors should **avoid touching** dressings, urine bags, and other equipment.

For your safety, Housekeeping/Environmental Services (EVS) will clean your room daily, including frequently touched surfaces to reduce the spread of germs. We also use our **Xenex LightStrike™ Robot**, and **Tru-D UV Light Disinfection Robot** after some standard room cleanings that kills bacteria, spores, fungi, and viruses to achieve complete room disinfection.

When Should I Clean My Hands?

- Before eating food (wipes are provided on patient meal trays).
- Before touching your eyes, nose, or mouth.
- After using the restroom.
- After blowing your nose, coughing, or sneezing — try to cough and sneeze into your elbow.
- After touching hospital surfaces, such as bed rails, bedside tables, doorknobs, remote controls, or the phone.



It's OK
to ask me if
I cleaned
my hands.

How Should I Clean My Hands?

With soap and water:

- ① Wet hands with warm water.
- ② Dispense a quarter-sized amount of soap into the palm of your hand.
- ③ Work up a lather: Rub your hands together for 20 seconds (make sure to cover all surfaces of your hands and fingers, and rub your fingernails on the opposite palm).

Tip: Need a timer? Imagine singing the "Happy Birthday" song twice!

- ④ Rinse hands well under running water.
- ⑤ Dry your hands using a paper towel
Tip: Use the towel to turn off the faucet.

With an alcohol-based hand rub:

- ⑥ Dispense one pump (quarter-sized amount) into the palm of your hand.
- ⑦ Rub hands together until dry (covering all surfaces, including fingers and fingernails).

Getting Rest

It is important to remember that you are here in the hospital to be monitored and for us to keep an eye on you. You will hear alarms, people, machines, and our lighting may be brighter than you have at home. These are in place to keep you safe and help you get better.

Rest is important to the healing process. To Help Us Support Healing (HUSH), we will do our best to keep the noise down, especially at night.

Quiet Time

From 10:00 pm to 6:00 am we will dim the lights, minimize our activity and conversations, and do our best to bundle your care. You will hear an overhead announcement at 10:00 pm that signals our staff to prepare the unit for quiet time.



What You Can Ask For

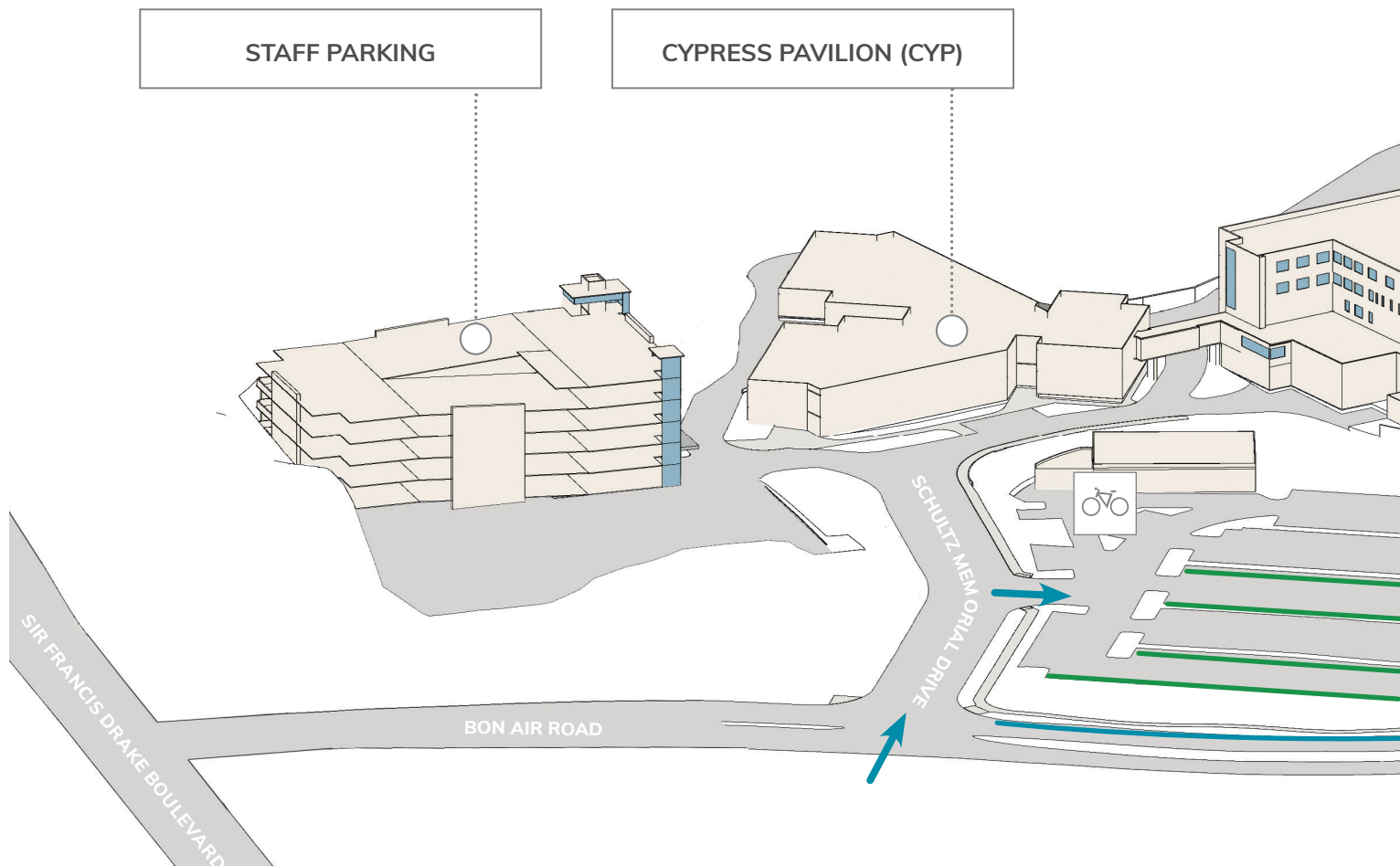
- Ear plugs (in your bedside amenity kit)
- Eye mask (in your bedside amenity kit)
- Essential oils (ask your nurse)
- Close the door (ask your nurse)
- Close the blinds (ask your nurse)
- Turn your lights off (ask your nurse)

Help Us Create a Quiet Environment

- Turn the TV off an hour before bedtime, to help prepare your body for sleep.
- Use ear buds when watching TV or your personal electronics (ask your nurse for a pair).
- Encourage your visitors to keep their noise low, especially at night.

Let us know if there is anything else you need, and we will do our best to create a sleep plan for you.

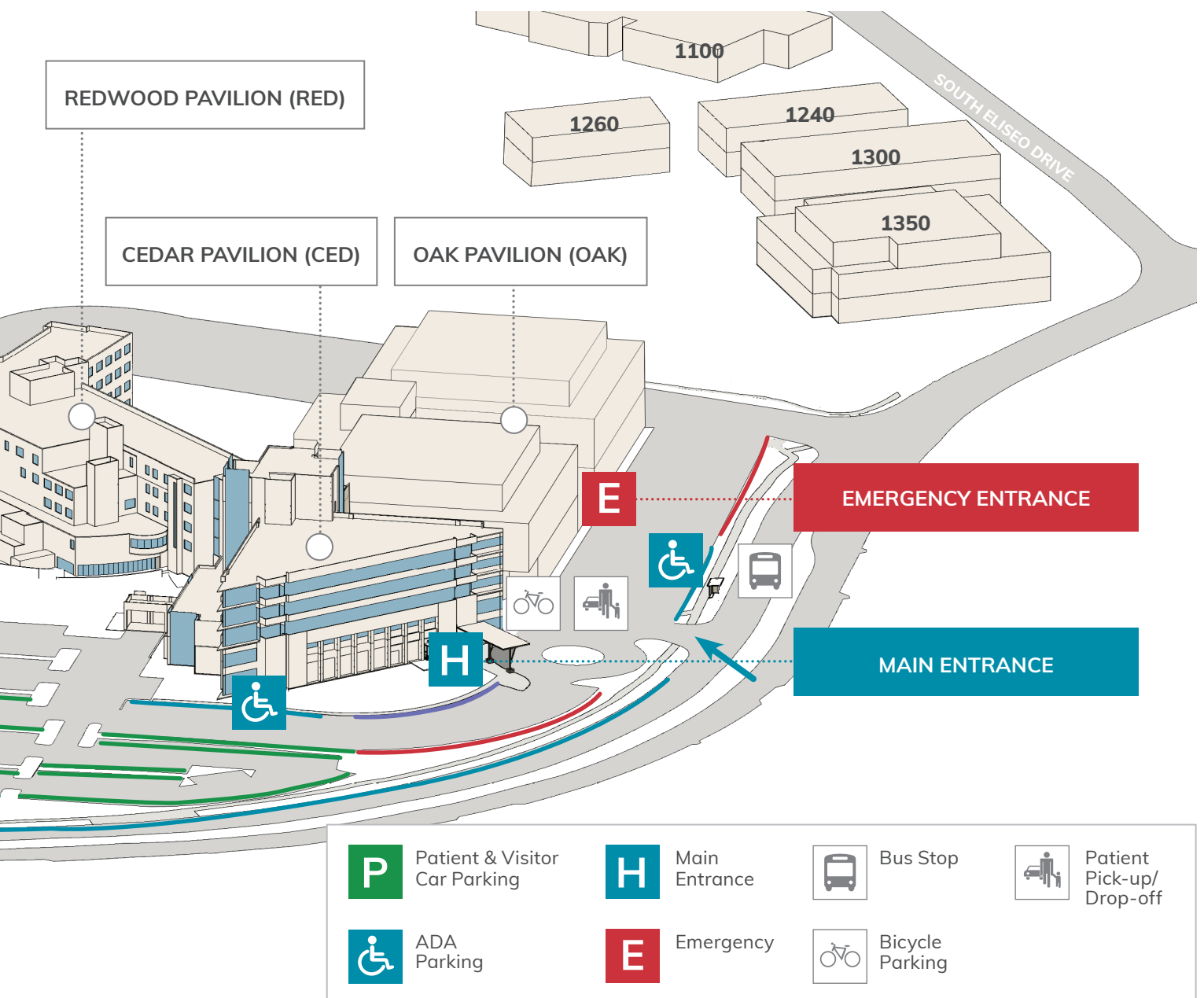
Campus Map



DEPARTMENT	PAV Floor
Administration	RED 2
Behavioral Health	CYP 1, 2
Cardiac Care	CED 2, 3, 4
Conference Center	CED Lobby
Creekside Café	RED 1
Emergency & Trauma	OAK Lobby
Financial Counselor	RED 2
Gift Gallery & Baby Nook	CED Lobby
Imaging & Radiology Check-in	OAK Lobby
Imaging & Radiology Extension	RED 2
Intensive Care (ICU)	OAK 1, CED 2
Inverness Room	OAK Lobby
Laboratory	OAK Lobby

DEPARTMENT	PAV Floor
Larkspur Room	RED 1
Magnolia Room	CED Lobby
Marin County Crisis Stabilization Unit	CYP 2
Maternity Care	OAK 3
Lactation Services – Inpatient	OAK 3
Lactation Services – Outpatient	RED 4
Neonatal Intensive Care Unit (NICU)	OAK 3
Medical & Surgical Care	OAK 4, RED 5
Meditation Garden	OAK Lobby
Outpatient Infusion	RED 5
Pediatric Care	OAK 3

DEPARTMENT	PAV Floor
Pre-Admission Center (PAC)	CED Lobby
Progressive & Metabolic Care (PMC)	OAK 3
Sausalito Room	CYP 2
Surgery & Procedures Check-in	OAK 1
Surgery Extension	RED 3
Tamalpais Room	OAK Lobby
Volunteer Services	CED Lobby
RESTROOMS	
Gender Specific Restrooms	ALL Lobby, 1, 2, 3, 4, 5
Gender Neutral Restrooms	CED 1, 2, 3, 4, 5



DEPARTMENT	SOUTH ELISEO DRIVE
Braden Diabetes Center	1100
Cancer Care	1350
Hearing & Speech – Outpatient	1350
Outpatient Imaging Center	1240
Integrative Wellness Center	1350
Outpatient MRI	1260
Physical Therapy – Outpatient	1350
Vascular Testing	1100

ADDITIONAL LOCATIONS NOT SHOWN ON MAP	
Breast Health	100A Drakes Landing Road Suite 140, Greenbrae
Patient Financial Services	3950 Civic Center Drive Suite 200, San Rafael
Medical Records	MyMarinHealth.org/records

For a complete list of all locations, including administrative offices, physician offices, and other hospital services, visit [MyMarinHealth.org](https://www.marinhealth.org)

Visitor Information

Baby Changing Stations

Baby changing stations are provided throughout the hospital. See map on page 20–21 for a list of locations.

Gift Gallery & Baby Nook

The Gift Gallery offers clothing, jewelry, stuffed animals, books, candy, fresh flowers, robes, artisan gifts, reading glasses, toiletries, seasonal items, and more. All proceeds from the Gift Gallery benefit patient care and healthcare education scholarships for staff and volunteers.

LOCATION:	Main Entrance
HOURS:	Monday – Friday: 10:00 am – 4:00 pm
	Weekends and holidays: Closed

Hotels

MarinHealth Medical Center partners with local hotels. If you are from out of town and need a place to stay, please go to the Patients & Visitors section of [MyMarinHealth.org](https://www.marinhealth.org).

Medical Center Hours

The Main Lobby is open from 5:30 am – 7:30 pm (weekdays) and 7:30 am – 6:00 pm (weekends and holidays). If you need to enter outside of those hours, please enter through the Emergency Department.

Parking

Please see map on page 20–21 for patient and visitor parking.

Public Restrooms

Public restrooms are located in each unit and throughout the building. Visitors should not use the bathrooms in patient rooms; they are reserved for patients in order to protect their health.

Smoke-Free Campus

We are committed to providing patients, visitors, and employees with a smoke-free environment. Smoking is not permitted inside or outside properties owned by MarinHealth.

Waiting Rooms

Waiting rooms are provided for loved ones at all nursing units and surgical areas. Please be mindful and courteous of other visitors in waiting areas. If you plan to have a large gathering, please talk to a care team member and we will work to accommodate you.

Special Advice for Visitors

Clean your hands with alcohol-based hand sanitizer or soap and water when entering and leaving your loved one's room.

You can help your loved one clean his or her hands if he or she is unable to. Please be sure to clean your own hands again afterward.

Visitor Dining & Snacks

Cafeteria: Creekside Café

Creekside Café features gourmet packaged salads, fresh dough pizzas, entrees, soups, and hot sandwiches, all created in-house daily. Juices, smoothies, and yogurts are available in our grab-and-go coolers, along with fresh-brewed coffee and a variety of convenience items.

LOCATION:	First Floor, Redwood Pavilion
HOURS:	Monday – Friday: 6:30 am – 7:00 pm
	Saturday and Sunday: 7:30 am – 7:00 pm
Closed daily between 10:00 am – 10:30 am to prep for lunch	

Restaurants / Grocery Stores

A number of restaurants and grocery stores are located within a mile of the Medical Center in Larkspur, Greenbrae, and Kentfield. Talk to our front desk ambassadors for more information about local options.

Vending Machines

Vending machines containing cold drinks, snacks, and light dining options are available outside the Emergency Department (lobby level) and by the Library (second floor).

Patients, call 57375 to
order your meals.



Medications

Side Effects and Food & Drug Interactions

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Antibiotics	<ul style="list-style-type: none"> - Augmentin (amoxicillin) - Cipro (ciprofloxacin) - Vibramycin (doxycycline) - Levaquin (levofloxacin) - Keflex (cephalexin) - Bactrim, Septra (sulfamethoxazole-trimethoprim) - Flagyl (metronidazole) - Zithromax (azithromycin) - Ampicillin - Penicillin 	<p>Diarrhea or constipation, nausea, intestinal cramping, rash, photosensitivity, dry mouth, overgrowth of yeast.</p> <p>See your doctor if you experience an allergic reaction or severe diarrhea.</p>	<p>Avoid antacids or products containing calcium for at least 2 hours when taking doxycycline. Avoid alcohol, especially when taking Flagyl. Avoid direct sun exposure. Practice good oral hygiene. May reduce the efficacy of birth control pills — use back up method for contraception.</p> <p>Take antibiotics until the bottle is empty, even if you feel better. Antibiotics should be taken with probiotics. Ask your doctor for recommendations.</p>
Antipsychotics	<ul style="list-style-type: none"> - Abilify (aripiprazole) - Haldol (haloperidol) - Eskalith (lithium) - Seroquel (quetiapine) 	<p>Weight gain, headache, dizziness, drowsiness, blurred vision, rash, skin sensitive to sunlight, swelling, dry mouth, sexual dysfunction, constipation.</p>	<p>Avoid drinking alcohol, eating/drinking grapefruit products, and direct sunlight. Wear sunscreen. Drink plenty of water. Keep intake of both caffeine and salt the same as usual (avoid excess). Weigh yourself daily. Do not suddenly stop taking medication, even if you feel fine.</p>
Anti-inflammatories NSAIDs	<ul style="list-style-type: none"> - Aleve (naproxen) - Celebrex (celecoxib) - Motrin, Advil (ibuprofen) 	<p>Upset stomach, diarrhea, dizziness, thinned blood, easy bruising, heartburn.</p>	<p>Take with food to avoid upset stomach.</p>

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Blood Pressure Medications	<ul style="list-style-type: none"> - Coreg (carvedilol) - Cozaar (losartan) - Prinivil, Zestril (lisinopril) - Norvasc (amlodipine) 	Low blood pressure, headache, changes in blood pressure, dizziness.	Take at the same time every day. Avoid excess intake of salt. Change position slowly. Monitor blood pressure and heart rate daily. Take Coreg with food. Do not suddenly stop taking medication, even if you feel fine.
Blood Thinners Anticoagulant and Antiplatelet Drugs	<ul style="list-style-type: none"> - Aspirin - Brilinta (ticagrelor) - Coumadin (warfarin) - Effient (prasugrel) - Eliquis (apixaban) - Lovenox (enoxparin) - Plavix (clopidogrel) - Pradaxa (dabigatran) - Savaysa (edoxaban) - Xarelto (rivaroxaban) 	Bruises, nosebleeds, bleeding gums, bleeding may take longer to stop.	Do not use straight razors. Use a soft toothbrush for oral hygiene. Ask your doctor for list of foods to avoid if taking Coumadin. Check with your physician regarding frequency of blood tests. Report any sudden color changes of urine, stool, or vomit. Limit alcohol and cranberry juice. Avoid NSAIDs like ibuprofen and naproxen.
Cholesterol-Lowering Medications	<ul style="list-style-type: none"> - Crestor (rosuvastatin) - Lipitor (atorvastatin) - Mevacor (lovastatin) - Zocor (simvastatin) 	Loose stools, joint pain. Call your doctor if you notice unexplained muscle aches or weakness.	Avoid eating/drinking more than ¼ of a grapefruit per day. Do not eat oat bran within 2–4 hours of taking medicine.
Heart Medications	<ul style="list-style-type: none"> - Cardizem (diltiazem) - Cordarone, Pacerone (amiodarone) - Inderal (propranolol) - Lopressor/Toprol XL (metoprolol tartrate, metoprolol succinate) 	Fatigue, dizziness, low blood pressure, nausea, skin sensitive to sunlight, headache, changes in blood pressure.	Avoid eating/drinking grapefruit. May take with or without food, but take at the same time every day. Avoid direct sun exposure. Wear sunscreen. Change position slowly. Monitor blood pressure and heart rate daily. Do not suddenly stop taking medication, even if you feel fine.

This material is for your educational use only. Talk to your clinicians before making any lifestyle or treatment changes.

Medications (cont.)

Side Effects and Food & Drug Interactions

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Immunosuppressants	<ul style="list-style-type: none">- Neoral, Sandimmune (cyclosporine)- Prograf (tacrolimus)- Rapamune (sirolimus)	<p>Cyclosporine: abnormal hair growth, upset stomach, headache, flushing.</p> <p>Tacrolimus, sirolimus: appetite changes, constipation, diarrhea, belly pain, insomnia, joint pain, acne.</p>	Avoid eating/drinking grapefruit. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach).
Insulins	<ul style="list-style-type: none">- Lantus (insulin glargine)- Novolog (insulin aspart)	Low blood sugar, burning/rash at injection site, weight gain.	Always carry glucose tablets with you in case of emergency. Check your blood sugar regularly and keep a log.
Nausea Medications	<ul style="list-style-type: none">- Compazine (prochlorperazine)- Phenergan (promethazine)- Reglan (metoclopramide)- Zofran (ondansetron)	Drowsiness, dizziness, constipation, dry mouth, headache, skin sensitivity to sunlight, changes in blood pressure.	Avoid alcohol and direct sunlight. Wear sunscreen. Change position slowly.

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Pain Relievers	<ul style="list-style-type: none"> - Norco, Vicodin (acetaminophen/hydrocodone) - Oxycodone - Percocet (acetaminophen/oxycodone) - Tylenol (acetaminophen) 	Drowsiness, dry mouth, constipation, nausea, headache, rash, itchiness, changes in blood pressure.	Change position slowly. Be sure to discuss ways to prevent constipation with your care team. Take with food to prevent stomach discomfort. Avoid alcohol. Do not take more than 3,000 mg of acetaminophen in 24 hours.
Seizure Medications	<ul style="list-style-type: none"> - Dilantin (phenytoin) - Keppra (levetiracetam) - Solfoton (phenobarbital) 	Dry mouth, constipation, blurred vision, drowsiness, fatigue, muscle pain, headache, changes in appetite.	Avoid alcohol consumption. Use birth control while taking these medications. Take at the same time every day. Avoid taking calcium and antacids at the same time as Dilantin to avoid drug interaction. Do not suddenly stop taking medication, even if you feel fine.
Steroids	<ul style="list-style-type: none"> - Medrol (methylprednisone) - Prednisone 	Insomnia, stomach upset, nervousness, fluid retention and weight gain, high blood sugar.	Take with breakfast to avoid stomach upset and insomnia.

This material is for your educational use only. Talk to your clinicians before making any lifestyle or treatment changes.

Day of Discharge—What to Expect

Discharged patients should expect to be leaving MarinHealth Medical Center before 11:00 am, unless other specific arrangements have been made. To contact the Care Coordination/Case Management team, call **415-925-7813**.



What Will Happen on Your Day of Discharge?

- ① Your doctor will decide that you are ready to leave.
- ② Your doctor will write a discharge summary of your hospitalization, a list of the medications you will be taking, instructions for activity, diet, and follow-up appointments, and the actual “discharge” order. These will be put in your Patient Passport folder for you to take with you.
- ③ Your nurse will review all of the discharge instructions and medications with you and with your family as needed to confirm that you understand how to take care of yourself after you leave.

This process usually takes 2 – 3 hours. If you have any questions or are unsure about anything, please ask. We want you to be confident and comfortable when you leave the Medical Center.

Your nurse, case manager, and social worker are available to help with any discharge arrangements and answer questions you may have about your discharge plan.

After You Leave the Hospital

Everyone recovers differently after a stay in the hospital, based on age, diagnosis, and other contributing factors. **Be gentle on yourself and allow yourself time to recover.**

Be sure to **pick up your medications**, and **make a follow-up appointment with your doctor** as soon as possible. Remember to bring your Patient Passport folder (particularly your medication records) along with you to your doctor's appointment.

After your stay you may receive a phone call from one of our post-discharge support nurses to make sure you understand your discharge instructions and medications and answer any questions you may have. Please make sure to pick up the phone when they call.

You may also receive a survey asking about your care. These surveys are important to us. Please be honest and let us know how we did. Our staff loves getting positive feedback and constructive comments to help us improve. Remember, please let us know during your stay if anything is unsatisfactory—we appreciate the opportunity to address any concerns before you leave. Our goal is that we exceed your expectations.



Patient Passport

Keep this folder with you during your stay, and take it with you to your follow-up appointments.

Place Patient Label Here

Additional Resources

Behavioral Health

We are Marin's largest community-based psychiatry program, offering crisis intervention, evaluation, and treatment 24 hours a day, seven days a week. Call **415-925-8808**.

Braden Diabetes Center

Braden Diabetes Center is an innovative outpatient care center for adults and pediatric patients that offers comprehensive education, treatment, and support to those living with type 1, type 2, gestational, and pre-diabetes. Call **415-925-7370**.



Quick Tip!

Contact your health insurance, Medicare, or Medicaid to find out what care and services are covered as part of your plan. You also can talk to your care coordinator or social worker for help finding the right after-hospital care.



Breast Health

Our Breast Health Center exemplifies our dedication to personalized, patient-centered care. We provide comprehensive care backed by state-of-the-art technology in an environment designed for comfort and convenience.

Appointments: **415-925-7301**

Office: **415-461-4282**

Cardiac Rehab

Patients are offered the choice of two distinct, evidence-based approaches: traditional cardiac rehab and Dr. Ornish's Program for Reversing Heart Disease. Call **415-927-0666**.

Concussion Management

Following your discharge home, you may experience trouble concentrating, remembering what you hear and read, and be very sensitive to light and sound which can impact your safe return to home, school, and work.

Our Speech Pathologists can help. For complete details call **415-925-7220**.

Healing Podcast

We offer informative podcasts from MarinHealth experts on a variety of healthcare topics, from prevention and wellness to care for illness and injury. **Search “MarinHealth” in your preferred podcast app to subscribe.**

Health Connections Newsletter

Our free monthly e-newsletter, Health Connections, features health articles, recipes, invitations to MarinHealth events, and more! To join, visit **[MyMarinHealth.org/healthconnections](https://www.marinhealth.org/healthconnections)**.

Imaging & Radiology

We have imaging centers located throughout Marin County. For a list of locations, contact details, and services offered visit **[MyMarinHealth.org/imaging](https://www.marinhealth.org/imaging)**.



Integrative Wellness

Our Integrative Wellness Center provides a holistic approach to healing through a variety of services including Medical Nutrition Therapy, acupuncture, massage, and more. Call **628-336-7689**.

MarinHealth Medical Network

Primary and specialty care clinicians are conveniently located throughout the North Bay. View a list of clinic locations on page 39. If you are in search of a doctor, call **888-627-4642** or visit **[MyMarinHealth.org/medicalnetwork](https://www.marinhealth.org/medicalnetwork)**.



Give a Gift of Gratitude to Support MarinHealth

MarinHealth Foundation is proud to partner with our donors, patients, and the community to support lifesaving programs and services. Some recent initiatives made possible by philanthropic support include new state-of-the-art medical equipment and technology along with expansion of services and programs such as Behavioral Health, Cancer Care, Cardiovascular Medicine, Diabetes Care, Emergency & Trauma Services, and the New Graduate Nurse Residency Program. For more information about fundraising priorities or ways to support MarinHealth, please contact MarinHealth Foundation at **415-925-7770** or donate online at **[MyMarinHealth.org/foundation](https://www.marinhealth.org/foundation)**.

Become a MarinHealth Volunteer!

Volunteers provide support throughout our organization and give thousands of hours each year to enhance the care of patients and their families. To learn more, contact the manager of Volunteer Services at **415-925-7992**.

Additional Resources (cont.)



Pregnancy & Childbirth Classes

We offer prenatal and infant care classes as well as breastfeeding and postpartum support groups. Visit [MyMarinHealth.org/pregnancyclasses](https://www.marinhealth.org/pregnancyclasses) for details.

National Respite Network and Resource Center

Respite is planned or emergency care provided to a child or adult with special needs in order to provide temporary relief to family caregivers who are caring for that child or adult. Visit [archrespite.org](https://www.archrespite.org)

Rehabilitative Services

We offer preventive, restorative, and rehabilitative services—providing physical, occupational, and speech, swallow, cognitive therapy to patients of all ages.

Occupational/Physical Therapy: **415-925-7821**

Speech and Audiology: **415-925-7220**

Support Groups

A variety of support groups are available to patients and their loved ones—cancer, diabetes, joint replacement, and beyond. To find a group, visit [MyMarinHealth.org/events-calendar](https://www.marinhealth.org/events-calendar).

Supportive Care

Our specially trained team includes a doctor, advance practice nurse, social worker, and spiritual counselor who provide relief from pain, side effects, and stress that can accompany serious illness. The service offers an extra layer of support and aims to improve quality of life for patients with cancer, dementia, and other neurologic diseases, and advanced heart, lung, liver, or kidney disease. Call **415-925-7450**.



Understanding Your Bill


The bill you receive from MarinHealth Medical Center will reflect the charges associated with your hospital stay (for example: your room, procedures, exams, nursing care, and medication). If you are in the hospital and have questions about your insurance coverage, please contact our Financial Counselors at **415-925-7250**. If you have questions about your bill after you have been discharged from the hospital, please contact Patient Financial Services at **415-925-7070**.

This is your **account number**. Please refer to it when contacting MarinHealth Medical Center about your account.

This is a **summary** of your charges and any payments or adjustments applied.

This is the **balance** due and is payable upon receipt of your statement.

Please call the **phone number** printed on your statement if you have any questions about your account.



Page 1 of 3

Statement Date: 8/24/2022
Responsible Party: Infusion Mhmctest
Guarantor Account Number: **100015160**
Due Date: 9/3/2022

Thank you for choosing MarinHealth for your healthcare needs.


SUMMARY STATEMENT

Guarantor Account Summary

Guarantor Name: Infusion Mhmctest
Guarantor Account Number: 100015160
Statement Date: 8/24/2022
Guarantor Account Balance: \$ 0.00
Total Amount Due: \$ 529.80
*Please see back for Summary of Charges

This bill is a summarized statement of your hospital account. A complete itemized statement is available upon request. Please note that your physician will bill separately for their professional services.


For help managing your medical expenses go to www.mymarinhealth.org.



Payment and Other Information

For information about payment options, financial assistance and policies, visit www.mymarinhealth.org/billing.

To contact PFS call 1-415-925-7070, M - F, 7:30 am - 4:30 pm (PST), or email us at pfs@mymarinhealth.org.







250 BON AIR ROAD
GREENBRAE, CA 94904

MAR15S 3147667 230144223
Infusion Mhmctest
123 ABC ST
SAN FRANCISCO, CA 94103


Pay By Mail

Guarantor Account #: 100015160

Amount Due	Due Date	Amount Paid
\$ 529.80	9/3/2022	\$



Pay by Credit Card online at www.mymarinhealth.org/billing or call 1-415-925-7070.

MARINHEALTH MEDICAL CENTER
LB#7000179986
PO BOX 45089
SAN FRANCISCO, CA 94145


Your Patient Rights & Privacy

Questions or Concerns About Your Care

We Are Here to Help!

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If your issue is still not resolved, please contact Patient Relations:

MarinHealth Medical Center Patient Relations

250 Bon Air Road | Greenbrae, CA 94904

415-925-7366 | patientcare@mymarinhealth.org

Call 415-925-7270
for copies of your
medical records or visit
[MyMarinHealth.org/records](https://mymarinhealth.org/records)

You Have the Right to the Best Care

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your stay.

You have the right to:

- Receive considerate ethical behavior and respectful care in treatments, services, and business practices. You have the right to be made comfortable and be treated with dignity.
- Be free of discrimination and exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, physical or mental disability, medical condition, genetic information, marital status, sex, sexual orientation, gender, gender identity, gender expression, citizenship, primary language, immigration status, and/or the source of payment for care.
- Have your privacy, confidentiality, and security needs respected by the organization.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- Know the name of the physician who has primary responsibility for coordinating your care and other care team members.
- Receive information about your health status, course of treatment, prospects for recovery, and outcomes of care, including unanticipated outcomes, in terms you can understand.
- Participate in making your end-of-life care decisions.
- Receive information regarding any proposed treatment or procedure based on identified healthcare needs. In addition, you have the right to give informed consent or to refuse a course of treatment.
- Be informed of continuing healthcare requirements following discharge from the hospital and the right to receive reasonable continuity of care.
- Request or refuse treatment, to the extent permitted by law.

- Be advised if the hospital or physician 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.
- Provide or decline consent for recordings or filming made for purposes other than identification, diagnosis, or treatment.
- Receive effective communication and responses to any reasonable requests made for services.
- Receive appropriate assessment and management of your pain, information about pain, pain relief measures, and to participate in pain management decisions.
- Make an Advance Healthcare Directive.
- Designate a person of your choice, including an unmarried partner, as your medical decision-maker.
- Have personal privacy respected.
- Confidentiality regarding care and stay in the hospital.
- language assistance services at no charge 24 hours a day, seven days a week, if the patient is Limited English Proficient or hearing-impaired.
- Access information contained in your medical record within 14 days after a request has been made.
- Receive care in a safe setting, free from verbal or physical abuse or harassment.
- Know which hospital rules and policies apply to your conduct while a patient.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
- Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger anyone in the building or significantly disrupt the operations of the facility.
 - You have told the hospital staff that you no longer want a particular person to visit.
 - MarinHealth Medical Center establishes reasonable visitation policies, including the hours of visitation and number of visitors.
 - Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit.
 - Examine and receive an explanation of the hospital's bill regardless of the source of payment.
 - Have your complaints/concerns, or that of your representative, heard and addressed in a respectful manner as soon as possible.
 - File a grievance or complaint verbally, by phone, or in writing to a staff member, unit director, or the Patient Relations Department. You may file a grievance or complaint with MarinHealth or any of the agencies listed below whether or not you use the hospital's complaint/grievance process.

MarinHealth Patient Relations

250 Bon Air Road | Greenbrae, CA 94904

415-925-7366

patientcare@mymarinhealth.org

California Dept. of Public Health

2170 Northpoint Parkway

Santa Rosa, CA 95404

866-784-0703 | 707-576-6775

Your Patient Rights & Privacy (cont.)

The Joint Commission

Office of Quality & Patient Safety

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

800-994-6610

patientsafetyreport@jointcommission.org

jointcommission.org

Office of Civil Rights

U.S. Dept. of Health & Human Services

50 United Nations Plaza

Room 322

San Francisco, CA 94102

800-368-1019

Medical Board of California

2005 Evergreen Street, Suite 1200

Sacramento, CA 95815

800-633-2322

webmaster@mbc.ca.gov

mbc.ca.gov

Department of Fair Employment and Housing

2218 Kausen Drive, Suite 100

Elk Grove, CA 95758

800-884-1684

contact.center@dfeh.ca.gov

dfeh.ca.gov



Upon receipt of a grievance or complaint, the Patient Relations coordinator will send a letter to the patient or patient representative within seven days acknowledging receipt of the grievance.

All issues will be investigated and resolved by the department directors/managers in collaboration with the Patient Relations Department. Other departments will be involved as appropriate in resolving the underlying issue or concern. Every effort will be made to resolve complaints within 30 days of receipt, and the patient or patient representative will be notified by letter. There are occasions when resolution will take longer than 30 days, in which case an extension letter will be sent to the patient or patient representative.

You are responsible for:

- Providing staff with available documents relating to your health (e.g., Advance Healthcare Directive).
- Providing, to the best of your knowledge, an accurate and complete description of your present condition and past medical history.
- Understanding your healthcare needs and asking your physician or other care team members for information relating to your treatment.
- Reporting any changes in your condition to your physician or other care team members.
- Informing those who treat you if you want to permit or decline a specific treatment.
- Taking responsibility for your well-being if you do not follow the practitioner's instructions or refuse treatment.
- Following the hospital's policies which affect patient care and conduct.
- Abiding by local, state, and federal laws.
- Keeping appointments and cooperating with your physicians and care team members.
- Meeting your financial commitment to MarinHealth Medical Center as soon as possible.
- Being considerate of other persons and upholding the rights of all patients.



Your Patient Rights & Privacy (cont.)

You have privacy rights under a federal law that protects your health information. This law sets limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other healthcare providers and their vendors.
- Health insurance companies, HMOs, and most employer group health plans.
- Certain government programs that pay for healthcare, such as Medicare and Medicaid.

What information is protected?

Information your doctors, nurses, and other healthcare providers put in your medical records:

- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer's computer system.
- Billing information about you at your clinic.
- Most other health information about you held by those who must follow this law.

Under the rights you have over your health information, you may:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

Questions?

If you have questions about your patient rights and responsibilities, contact Admitting at **415-925-7243**.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

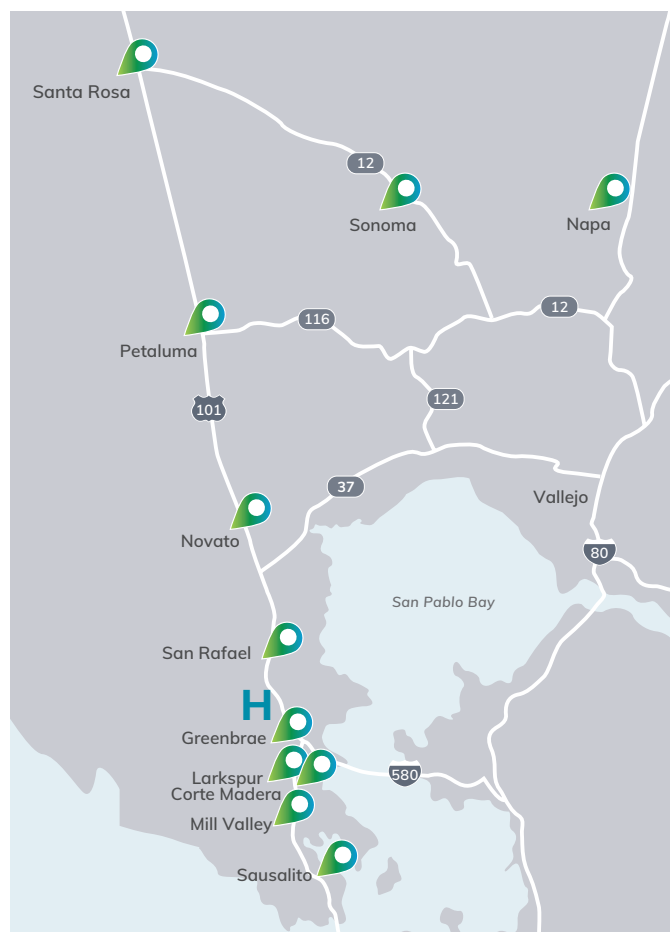
- For your treatment and care coordination.
- To pay doctors and hospitals for your healthcare.
- With your family, relatives, friends, or others you identify who are involved with your healthcare or your healthcare bills, unless you object.
- To make sure doctors provide good care and nursing homes are clean and safe.
- To protect the public's health, such as by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.

Without your written permission, your provider cannot:

- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes.
- Share private notes about your mental health counseling session.

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SANTA ROSA

ENT/Head & Neck Surgery
Vascular Surgery

PETALUMA

Cardiovascular Medicine
Internal Medicine
OB/GYN & Midwifery
Orthopedic Care
Urology

SONOMA

Cardiovascular Medicine
Orthopedic Care
Pediatric Care
Primary Care
Vascular Surgery

NAPA

Cardiovascular Medicine
Urology

NOVATO

Cardiovascular Medicine
Cardiovascular Performance
Dermatology
Endocrine & Diabetes Care
Family Medicine
Gastroenterology
General & Colorectal Surgery
Internal Medicine
Neurology
OB/GYN & Midwifery
Orthopedic Care
Pediatric Care
Physical Therapy
Primary Care
Psychiatry
Rheumatology
Urogynecology
Urology
Vascular Surgery

SAN RAFAEL

Dermatology
Orthopedic Care
Pediatric Care
Plastic Surgery
Podiatric Sports Medicine
Primary Care
Rheumatology
Spine Institute
Urgent Care

GREENBRAE

Breast Surgery/Breast
Feeding Medicine
Cancer Care
Endocrine & Diabetes Care
Gynecologic Care
Infectious Disease
Internal Medicine
Nephrology
OB/GYN & Midwifery
Supportive Care
Urogynecology
Urology
Vascular Surgery

LARKSPUR

Cardiovascular Medicine
Critical Care & Pulmonology
General & Colorectal Surgery
Infectious Disease
Pediatric After-Hours Care
Physical Therapy
Primary Care
Spine Institute

CORTE MADERA

Gastroenterology

MILL VALLEY

Internal Medicine

SAUSALITO

Neurology
Primary Care



Puzzles Are Fun and Healthy!



So is joining Health Connections!

Marin is one of the healthiest communities in America — and MarinHealth wants to keep it that way! That's why we've created Health Connections, our FREE e-newsletter with health tips, events, MarinHealth updates, and more!

Sign up at MyMarinHealth.org/HealthConnections

Word Search

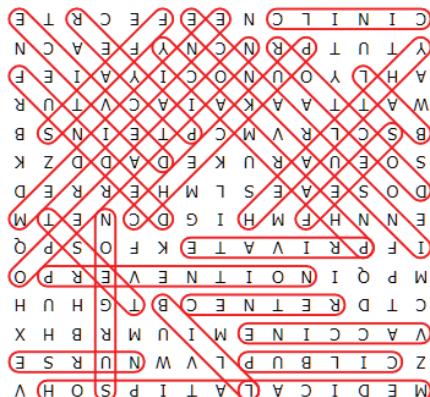
Find all the hospital-related words.

BILL	MEDICINE
CENTER	NURSE
CHECK UP	OPERATION
CLINIC	PAYER
DEVICE	PHARMACY
DOCTOR	PREVENTION
FEES	PRIVATE
FUNDED	PUBLIC
HEALTHY	STAFF
HOSPITAL	SURGEON
INSURANCE	TEST
LAB	VACCINE
MEDICAL	

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

How did you do?

Check your answers here.



Sudoku

Fill in the blank squares so that each row, each column, and each 3-by-3 block contain all of the digits 1 through 9.

EASY #1

		4	9	7				
	5	8	4			2	3	
							7	
4	1		3					
	7			5		1		
				4			8	5
		2		9	5			4
	8	1					3	2
		7			1			8

EASY #2

2	1	3			8		7	9
7	9		3		5		6	8
						3		1
			6		1		8	
5			9					
				7				
6		5			3	7		
			8	5				
3			1		7		5	

MEDIUM #1

	5				8			4
2								
		9						
								8
	7	1		6	4			3
3	9			5				
								5
1				2	5		9	
	2	3	1				8	

MEDIUM #2

5	6							9
			7	4				
		2	9				4	1
3			4	6				
			1			4	3	
							9	6
				9	1			5
6			2					
2				3		1	7	

How did you do?

Check your answers here.

4	7	1	5	3	9	6	9	8	2
3	8	6	4	7	2	5	1	9	6
5	9	2	1	6	8	7	3	4	4
9	6	8	3	2	5	1	7	4	7
2	3	4	7	1	8	9	5	6	6
7	1	7	5	6	9	4	8	2	3
1	3	4	9	5	6	2	7	8	8
8	5	9	2	4	7	3	6	1	9
6	2	9	8	1	3	4	9	6	5

MEDIUM #2

6	8	4	9	7	1	3	5	2	3
7	9	3	5	2	9	4	8	7	1
5	2	1	3	8	4	7	9	6	6
1	6	4	1	9	7	8	2	3	9
3	2	5	4	9	6	1	7	8	4
8	7	6	2	1	3	5	4	9	6
2	5	8	6	3	7	9	1	4	8
9	6	1	7	4	5	8	3	2	7
4	3	8	1	9	6	2	5	7	3

MEDIUM #1

6	5	8	7	1	4	9	3	2	9
2	3	6	9	5	8	7	1	4	7
3	8	2	1	6	3	7	4	1	4
9	1	3	2	7	5	8	4	6	9
7	4	6	1	9	2	3	5	8	6
5	8	4	9	6	1	3	7	2	5
1	6	3	7	2	4	5	8	9	6
8	5	9	4	1	6	3	2	7	8
2	7	6	5	3	1	4	8	9	7

EASY #2

5	4	7	2	3	1	6	9	8	8
9	8	1	7	6	4	5	3	2	6
3	6	2	5	7	1	4	8	9	3
2	9	6	1	4	7	3	8	5	9
8	7	3	6	5	2	1	4	9	6
4	1	5	3	8	6	2	7	9	4
1	3	9	5	2	8	4	6	7	1
7	5	8	4	1	6	9	2	3	8
6	2	4	9	7	3	8	5	1	9

EASY #1



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