

PATIENT GUIDE

Your guide for a comfortable & informed stay.



Scan to View
an Interactive
Map of the
Medical Center



870.207.4100



stbernards.info



St. **bernards**
MEDICAL CENTER

The Heart of Great Medicine



WELCOME

Thank You for Trusting Us

Dear Patient,

Thank you for choosing St. Bernards. It is our goal to ensure your experience at St. Bernards Medical Center meets or exceeds your expectations. As the leader in community healthcare and the most comprehensive Medical Center in the region, St. Bernards is always focused on providing you with excellent care and making your stay as comfortable as possible.

Whatever the reason for your visit, we want you to know that every member of the St. Bernards team is genuinely interested in you as our patient. Together, we strive to deliver a comfortable environment with quick responses to your needs and questions and, most importantly, the highest quality of medical care available.

We know you have many choices when selecting a healthcare provider, and we appreciate your confidence in St. Bernards Medical Center. We are a mission-driven organization, and our formal mission—To provide Christ-like healing to the community through education, treatment and health services—has been a guiding principle, which has served our community and surrounding regions for more than a century.

Thank you, again, for making us your medical center of choice. If you have any questions or concerns, I invite you to contact my office directly at 870.207.4260.

Most Sincerely,

Michael K. Givens
Administrator

OUR MISSION

The mission of St. Bernards Medical Center is ***"To provide Christ-like healing to the community through education, treatment & health services."***

This has been our guiding principle for more than a century, & we look forward to it taking us into the future.

OUR HISTORY

More Than 120 Years of Service

Olivetian Benedictine Sisters of Holy Angels Convent

St. Bernards Medical Center was founded by the Olivetan Benedictine Sisters of Holy Angles Convent on July 5, 1900. The Sisters, as Benedictines, follow a set of principles set down by Saint Benedict of Nursia, Italy in the late 6th century. Today they aspire to build on the pioneering work those dedicated Sisters achieved more than 100 years ago.

The hospital was named after Saint Bernard Tolomei, the monk who founded the Olivetan Benedictine congregation. He was also a nurse who, along with his fellow monks, cared for the sick during an outbreak of the plague in Europe in 1348. Saint Bernard died as a result of this plague while giving care to those who needed it most.

Today, that same mission of Christ-like healing that Saint Bernard offered to his patients as a healing ministry continues. We endeavor to provide the highest level of care for our patients in every way possible, such as keeping up with the latest in healthcare technology and providing you with treatment options.



St. Bernards Hospital, 1900

***When I was ill you cared for me.
Matthew 25:36, 40***

***Go into the world... these signs
will accompany those who believe
in my name... they will lay hands
on the sick, and they will recover.
Mark 16:15, 17, 18***

Support all those who seek care in our Medical Center

Excel in the level of care we provide

Respect the poor and vulnerable

Value Life from conception to natural death

Engage in their care with a servant's heart

CALLED TO SERVE

We strive to be instruments of Christ's love and healing to the sick and suffering as we **SERVE** those entrusted to our care by following the Ethical and Religious Directives for Catholic Healthcare Services, established by the U.S. Conference of Catholic Bishops.

FIND YOUR WAY

Campus Maps

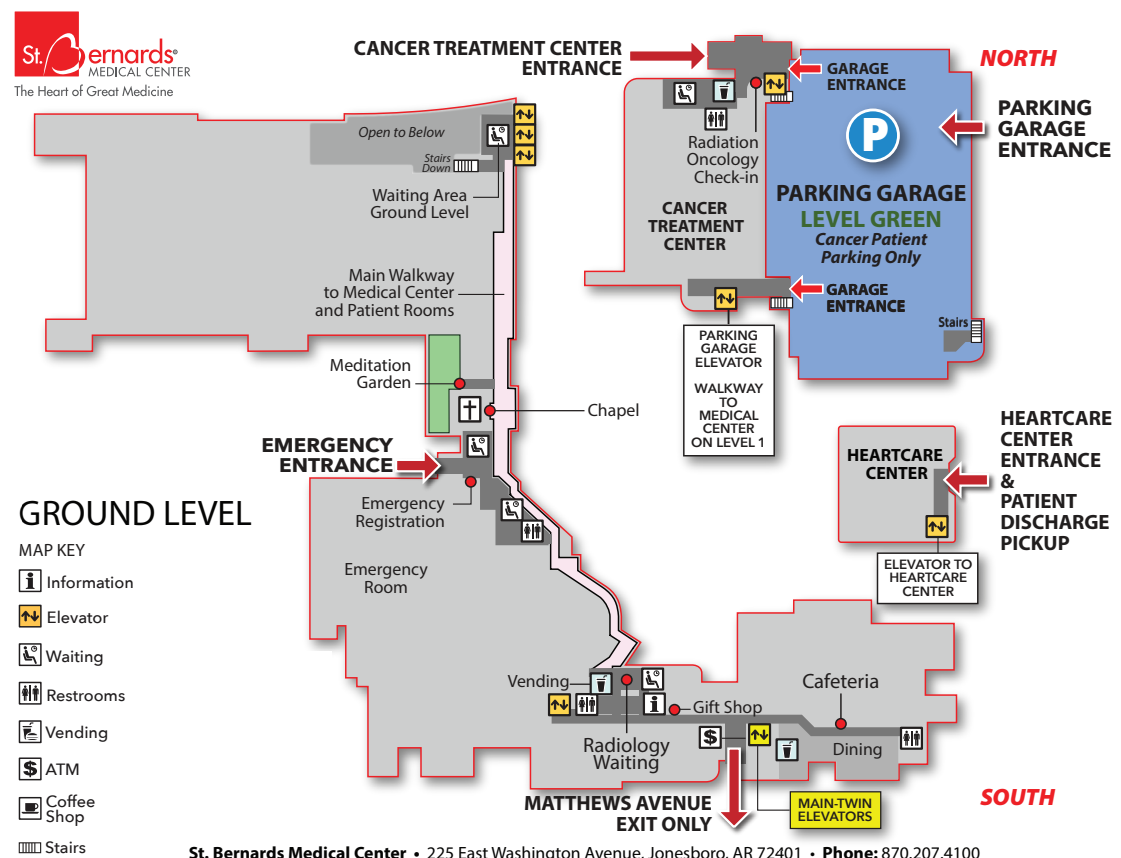
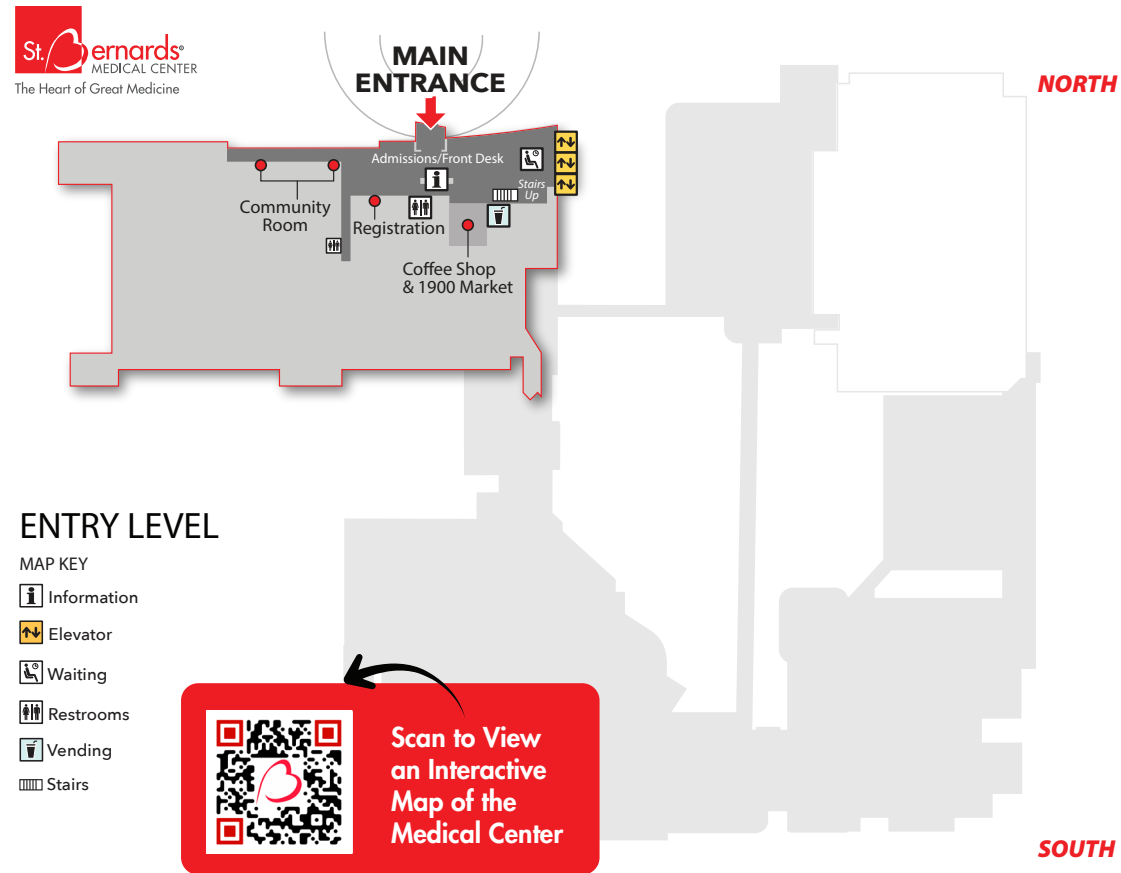


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TOP THINGS TO KNOW

During Your Stay



Room Service

We provide room service for your meals and snacks. Meals may be ordered between 7 a.m. – 7 p.m. A menu is located in your room. Use this to make your food selections by dialing **DINE (3463)** on your room phone to place your order.

Food Preferences or Concerns

If you have nutrition concerns or wish to speak with one of our registered dietitians about food options based on your diet, please call the dietitian's office at **207.4143**. We are happy to assist you with food preferences.



Your Room

Bedside rails contain controls for the bed, TV and nurse call button. You may also use the control box/remote for all these activities. If you would like the room temperature adjusted, ask any member of your healthcare team. **LEARN MORE on page 8.**

Discharge Planning

Discharge Planning starts on day one. During your stay, your doctor and Care Management team will work with you to plan for a safe transition home. You and your caregiver (family member or friend who may be helping you) are also important members of the planning team. There are tools throughout the handbook to assist you with information related to your discharge.



Medical Information

You may be asked to give information about your medical history or current condition by several members of our care team. These measures serve as a "double check" for your safety.



Find Your Way

Open the camera app on your smart phone and focus the camera on this code for a direct link to an interactive map of our Medical Center campus.



Wi-Fi

Complimentary wireless internet access is available to all patients and visitors for cell phones, tablets, and laptops. Our Wi-Fi is 'StBernards-Guest'. You do not need a password to access Wi-Fi.



Need Immediate Attention?

If you or your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away or **dial 55** on your hospital phone to contact the Medical Emergency Team & **press the call button**. This alerts nursing staff of the emergency so they can respond quickly. The Medical Emergency Team is made up of trained Critical Care RNs & Respiratory Therapists that are able to respond, assess and stabilize you quickly & safely.



Information Verification

You will be asked to verify your name and birthday, or two patient identifiers, before any procedure or medicine is given, etc. We do this to ensure we provide the right care to the right patient.



Visitor Policies

Our Visitor Policy may change periodically for the safety of our patients and employees. For the most up to date policy, use the camera on your smart phone to scan this QR code. If you do not have a smart phone, ask your nurse for a copy.



Personal Items

We recommend sending all personal items home with your family. However, personal items can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged.

TOP THINGS TO KNOW

Phone Directory

MEDICAL CENTER SERVICE DIRECTORY

Administration 870.207.4260

Billing 870.207.7222

Gift Shop 870.207.4189

Healthline 870.207.7300

Housekeeping 870.207.4512

Medical Center 870.207.4100

Medical Records 870.207.4169

Nurse by Appointment 870.207.7488

Nutritional Services/Meals 870.207.3463

Pastoral Care 870.207.4559

We're Here to Help You

Calling a number outside the hospital? **Dial 9+1 and then the number.** Long-distance calls cannot be made from the phone in your room. If you need to make a long-distance call, let your nurse know and they can assist you.

Learn More

For More information on the resources available at St. Bernards Medical Center, visit stbernards.info.

Family and Friends

If family or friends want to contact you in your room phone, they should dial **870.207+your four digit room number.**

Pastoral Care

Our Pastoral Care team is here to support all our patients, regardless of spiritual beliefs or religion. If you would like to speak with a member of our Pastoral Care team, a nurse can assist you.

ROOM GUIDE

And Call Button Guide

We want you to feel as comfortable as possible in your room. Although the appearance of rooms may vary slightly, there are a few key items that will be in all rooms. If at any time you are uncomfortable, please let us know so we can make adjustments for you.

Hand-held Call Button

1. Call Button (Request Assistance)
2. Channel Navigation
3. TV on/off

4. Volume Control
5. Manual Channel Selection
6. Mute
7. Previous Channel

ICU Room

1. Closet for Personal Items
2. Bathroom
3. Visitor Seating
4. Overbed Table
5. Bedside Monitor
6. Oxygen Flowmeter
7. Staff Computer

Inpatient Room

1. Staff Computer
2. Bathroom
3. Overbed Table
4. Oxygen Flowmeter
5. Bed Side Drawer for Personal Items
6. Visitor Seating



ICU Room



Inpatient Room



ROOM GUIDE

TV Guide

TV GUIDE

Check out our special hospital channel: 14 St. Bernards TV.

Using Your TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV.

Housekeeping Services

Your room will be cleaned daily. If you need further cleaning services, use your room phone to call Housekeeping at ext. 4512.

Personal Items

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. **Please do not put them on your bed or food tray to help avoid them being lost or damaged.** Leave valuables like jewelry or cash at home or give them to a trusted relative or friend to watch over. St. Bernards cannot be responsible for replacing personal belongings.

If you cannot send your personal items home, they may be placed in a locked area at Admissions. Your nurse can assist with this process.

- | | |
|---------------------------------|--------------------------------|
| 2 KTEJ-PBS | 53 MSNBC |
| 3 WREG-CBS | 54 BBC America |
| 5 KAIT-NBC | 55 USA |
| 6 KJNB MeTV | 56 FX |
| 7 KATV-ABC | 57 FXX |
| 8 Jewelry Television | 58 Arts & Entertainment |
| 9 KAIT-ABC | 59 History Channel |
| 10 KVTJ-HND | 60 Discovery Channel |
| 11 KJNB-CBS | 61 TLC |
| 12 WJNO-PBS | 62 National Geographic |
| 13 KJNB-FOX | 63 Freeform |
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| 16 EWTN | 66 Cartoon Network |
| 17 Trinity Broadcasting Network | 68 Animal Planet |
| 18 Arkansas State University | 69 HGTV |
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| 20 Telemundo | 71 Hallmark Channel |
| 21 KAIT-CW | 72 Hallmark Movies & Mysteries |
| 22 Hot Buy | 73 Investigation Discovery |
| 23 EVINE Live | 74 AMC |
| 24 Local Government | 75 Turner Classic Movies |
| 25 The Weather Channel | 76 Bravo |
| 26 C-SPAN | 77 E! Entertainment |
| 27 C-SPAN 2 | 78 OWN |
| 28 QVC | 79 Oxygen |
| 29 HSN | 80 WEtv |
| 30 Lifetime TV | 81 The Travel Channel |
| 31 Lifetime Movie Network | 82 SYFY |
| 32 truTV | 84 UP |
| 33 TBS | 85 WGN America |
| 34 TNT | 86 Game Show Network |
| 35 ESPN | 87 TV One |
| 36 ESPN 2 | 88 AXS TV |
| 37 Fox Sports 1 | 89 Velocity |
| 38 Fox Sports SW | 90 GAC |
| 39 Fox Sport | 91 Outdoor Channel |
| 40 SEC Network | 92 Nickelodeon |
| 41 SEC Overflow | 93 Nick Jr. |
| 43 NBC Sports | 94 TV Land |
| 44 The Golf Channel | 95 Comedy Central |
| 45 El Ray | 96 Paramount Network |
| 46 The Tennis Channel | 97 BET |
| 47 Fox Business Network | 98 MTV |
| 48 Fox News Channel | 99 VH-1 |
| 49 i24 News | 100 INSP |
| 50 CNN | 101 NFL Network |
| 51 HLN | 102 NFL Red Zone |
| 52 CNBC | |

SPIRITUAL CARE

Pastoral Care & Spiritual Needs

Pastoral Care Department

St. Bernards Pastoral Care Department participates in total patient care, ministering to the spiritual needs of patients and their family and all involved in their care, including guardians and staff in a variety of settings and circumstances.

Pastoral Care is staffed by a Catholic Priest Chaplain, pastoral care associates, designated Palliative Care Chaplains and Hospice Chaplains. We visit patients on a regular basis during their hospital stay. Sacraments are available and administered upon request by the patient.

Our service also includes a broadcasted morning prayer, pastoral/spiritual counseling (face to face, by telephone or Zoom) and Tea for the Soul on the last Wednesday of the month in front of the chapel. Holy Mass is celebrated by the Chaplain every Monday, Wednesday, Thursday and Friday at noon in the chapel.

The Pastoral Care team is available for all patients, regardless of their faith or denomination. If a patient requests a visit from someone from their home church or denomination, we strive to make that connection. Pastoral Care staff members are available after hours and weekends in case of emergency only.



Patients may request additional spiritual or religious support through their nurse, by calling Pastoral Care at **870.207.4559**, or by dialing 0 and asking the switchboard operator to be transferred.

The hospital chapel is located on the ground level of the corridor between the surgical tower and the Emergency Department, and it is open 24/7 for quiet prayer and solitude. The Prayer Garden is also open to everyone from 6:00 am to 6:00 pm.



MEDICAL CENTER AMENITIES

Resources for You and Your Family

On-campus Dining & Beverage Options

St. Bernards Cafeteria (Ground floor of Main Hospital)
6:00 AM - 8:00 PM

Variety of food options including a salad bar, hot food line & rotating local food vendors

The 1900 Market (Entry level of Surgical Tower)

7:00 AM - 12:00 AM

Shadrachs Coffee & Drinks • Pastries
Pizza • Sandwiches • Grab & Go Items

Patient Meals & Snacks

Ordered between 7:00 AM - 7:00 PM

Use the menu in your room to order & have selections ready when calling DINE (3463). Guest meals are available for an additional fee charged to your credit/debit card.

There is a coffee pot located near the nursing desk of each unit, available for family members.

Vending machines are available 24/7, conveniently located throughout the Medical Center including the cafeteria.

Transportation

Shuttle Services

6:00 AM - 7:30 PM

A shuttle is available to take your family member to and from their car to the front entrance of the Medical Center. To request a pick-up, please call **870.207.4468**.

Free On-site Parking

Parking is available in the lot in front of the Medical Center and in the parking garage, located on the west end of the Medical Center.

ICU Amenities

ICU Nourishment Room

Contains a refrigerator, microwave, coffee and fresh water for families and visitors to use.

ICU Bathrooms & Shower

Family members can ask a nurse for assistance locating the designated ICU public restrooms and shower.

Other Amenities

Guest Cots

Family members can request a cot from a nurse or staff member. Cots are available on a first come, first serve basis.

Discounted Hotel Rates

Several local hotels offer discounted rates for family members and visitors of patients during your stay in our Medical Center. You may ask a nurse or unit leader for more information

Pet Therapy Program

Trained therapy dogs and handlers are available to visit patients meeting the criteria. If you are interested in this service, please let your case manager know.

Gift Shop (Ground Floor, Near Cafeteria)

Our gift shop sells a variety of items from gifts to clothing items. All proceeds are donated directly back to the Medical Center through the St. Bernards Auxiliary. For gift shop hours, visit stbernards.info.

Spiritual Care

Members of our Spiritual Care team make rounds throughout the week. Additional support can be requested by calling **870.207.4559**. For additional information, see page 10.



St. Bernards Health & Wellness Institute

1416 E. Matthews Ave. | 870.207.7700 | StBernardsWellness.com

To focus on improving the health of our valued community members, we offer a 50,000 square foot premier fitness facility in Northeast Arkansas. Our facility offers group fitness classes, personal training, an indoor pool, cardio equipment, free weights & so much more!

USE THIS COUPON FOR ONE FREE PASS

**One time use only — terms & conditions apply. See website for details.*

JOIN OUR TEAM

Start Your Career with Us

BENEFITS YOU EXPECT & So Much More

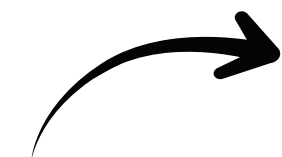
St. Bernards offers health insurance, paid time off, retirement plans and all the other benefits you expect plus so much more.

- On-site Shadrachs Coffee
- Free Financial Wellness Program
- St. Bernards & Other Local Discounts
- Flexible Work Schedules
- Mental Health Support
- Credit Union Membership

More benefits on our website, stbcareers.com.

ARE YOU CALLED TO SERVE?

- S** – Supporting Our Mission with a Servant’s Heart by Providing Christ-like Healing
- E** – Excel in all pillars: Quality, Safety, Service, People & Cost
- R** – Respect for All Individuals as if They Were Our Own Family
- V** – Value Our Time and the Organization’s Resources
- E** – Engage Our People and Community to Improve the Health of Our Region



Scan to See All Open Positions

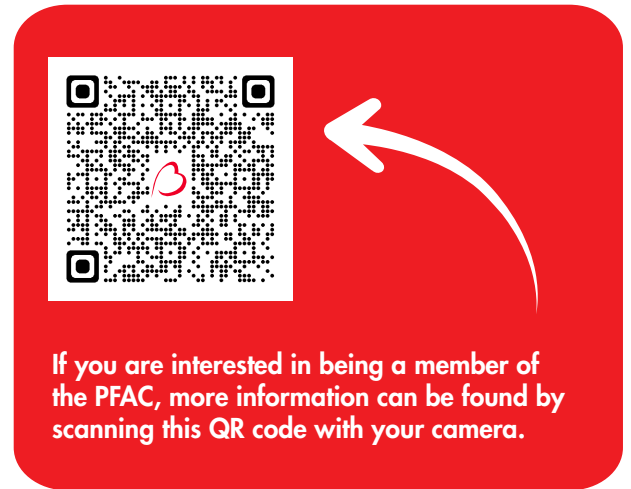


PATIENT FAMILY ADVISORY COUNCIL

Opportunities to Get Involved

St. Bernards has had an active Patient Family Advisory Council (PFAC) since 2016. **We are focused on Patient and Family Centered Care which is a partnership between patients, their families, doctors, nurses and the entire team of St. Bernards employees, students and volunteers who care for and interact with them.**

Our goal is to have a diverse PFAC consisting of patients and/or family members who have had both positive and negative experiences so that we are continuously striving to improve outcomes for overall patient experience as well as quality and safety.



CORE CONCEPTS DIGNITY AND RESPECT

We listen to patients and families and honor their choices.



INFORMATION SHARING

We communicate openly and honestly and share information in ways that are useful and empowering.



PARTICIPATION

We create opportunities for patients and families to participate in decisions about their care at the level they choose.



COLLABORATION

We work with patients and families to develop policies, programs, facility design, educational materials, and processes for delivery of care.



WHAT TO EXPECT

The Hospital Routine

It is difficult to define routine in the hospital. Life is far from routine when you or your loved one is hospitalized. That said, here are some common hospital practices that will help provide relative structure during your stay.

MEDICAL ROUNDS - How are medical rounds performed here? Throughout the day providers, such as hospitalists and doctors, try to visit possible discharges in the morning which may push back patients who are staying longer to later in the day for their provider visit. Consulting providers, such as cardiology, orthopedics, surgeons, etc., make rounds based on their procedural schedule, so they may come any time of the day.

NURSING CARE - In most situations, nurses will come into patient rooms to give medication; check vital signs (temperature, blood pressure, heart rate); provide physical and emotional comfort (bathing, linen changes and conversation); and change bandages. Most often you or your loved one will be assigned 2-3 different nurses in a 24 hour period. Since they are at the bedside many times each day, the nurse is often the best link between you and the many other services received while in the hospital. Your nurse will often have a Patient Care Tech (PCT) that helps them with these tasks as well, other than giving medication.

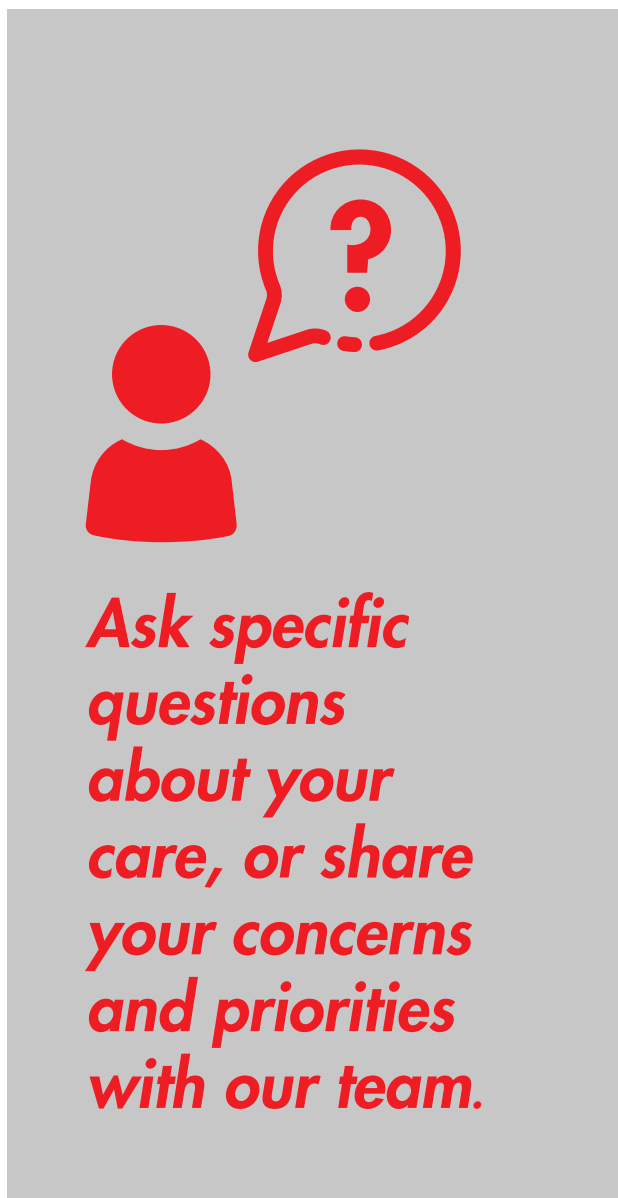
NURSE-TO-NURSE REPORTS AT CHANGE OF SHIFT - Nurse-to-nurse hand-off communication on patients often occurs at your bedside or just outside your room during shift change. The goal of shift change reporting is to provide a brief but accurate exchange of information to help ensure the delivery of safe care to you or your loved one. We encourage you to join this conversation if you would like. Let your nurse know so they can ensure the exchange occurs at your bedside. This is a great way to meet the incoming nurse and to hear about progress and the plan of care. Staff will return after a report has been completed on all patients to answer further questions and provide care.

BATHING - Please communicate to your nurse or patient care tech if you need assistance bathing. We strive to keep your routine as close to your daily routine as possible. While baths are usually given during the daytime hours you may request one at any time.

BLOOD DRAWS - Routine blood tests are fairly common in the early morning hours. Timely review of those laboratory tests during morning rounds is critical for safe and efficient patient care.

DISCHARGE - Once all providers (Hospitalists and Specialists) agree that you are safe from all aspects of your medical care to go home, they will enter discharge orders. Once these orders have been placed by your physicians, it may take up to 3 hours for you to leave the hospital. This is because we need to ensure your discharge plan of care is complete and we can safely discharge you. You may be taken to the Discharge Lounge on the 1st floor to complete your discharge paperwork. For more information about discharge, please refer to page 21.

ROOM CLEANING - All high touch surfaces in your room will be cleaned and sanitized each day by one of our highly trained housekeepers. If you have additional housekeeping needs, please let your nurse know or call the Environmental Services Department at **870.207.4512**.



Ask specific questions about your care, or share your concerns and priorities with our team.

ACRONYMS TO KNOW

Medical Terminology

During your time in our care, you may hear or see abbreviations and acronyms you are unfamiliar with. **Feel free to ask a member of your care team what they mean or refer to this list below.**

ABG	Arterial Blood Gas	HOH	Hard of Hearing
ADHD	Attention Deficit Hyperactivity Disorder	HR	Heart Rate
ADL	Activities of Daily Living	Ht	Height
A/O	Alert and Oriented	HTN	Hypertension
ASAP	As Soon As Possible	Hx	History
BP	Blood Pressure	ICU	Intensive Care Unit
Bx	Biopsy	ID	Identification or Infectious Disease
CAT/CT	Computerized Tomography	IDDM	Insulin Dependent Diabetes Mellitus
CBC	Complete Blood Count	I/O	Intake/Output
CHF	Congestive Heart Failure	IV	Intravenous (into a vein)
CNS	Central Nervous System	LOC	Loss of Consciousness/Level of Consciousness
c/o	Complaints of	MI	Myocardial Infarction
CPAP	Continuous Positive Airway Pressure	MRI	Magnetic Resonance Imaging
CPR	Cardiopulmonary Resuscitation	NPO	Nothing by Mouth
CSF	Cerebral Spinal Fluid	OTC	Over-The-Counter
CVA	Cerebral Vascular Accident	PHI	Personal Health Information
Dx	Diagnosis	PT	Physical Therapist/Therapy
ED	Emergency Department	Rx	Prescription
EEG	Electro Encephalogram	SOB	Shortness of Breath
EKG	Electro Cardiogram	SW	Social Work
ENT	Ear, Nose and Throat	Tx	Therapy, Treatment
FHx	Family History	VS	Vital Signs
GI	Gastrointestinal or Glycemic Index	WBC	White Blood Cells, White Blood Count
Hb, Hgb	Hemoglobin	Wt	Weight
h/o	History of		



CARE TEAM BREAKDOWN

Who Plays a Role in Your Care

Physicians, Advanced Practice Providers & Nurses

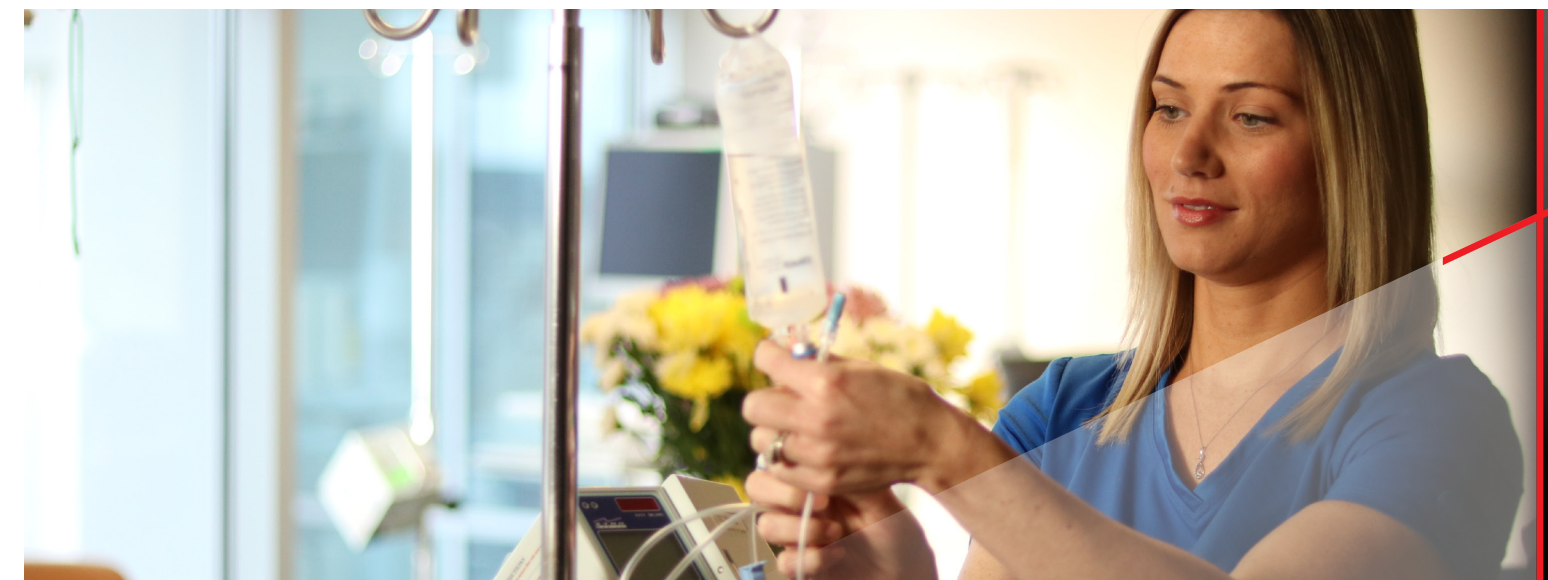
Attending (MD/DO)	An experienced physician in charge of the medical team & patient care
Hospitalist (MD/DO)	An experienced, staff physician that specializes in the care of patients staying in the hospital, often the attending.
Fellow (MD/DO)	A physician who has graduated from medical school, completed a residency & is specializing in one particular area of medical care
Resident (MD/DO)	A physician-in-training who has graduated from medical school & completed an internship. All residents are supervised by a fully licensed senior physician in their particular field.
Intern (MD/DO)	A physician-in-training who has graduated from medical school
Medical Student (SD)	A student in medical school
Physician Assistant (PA)	Although not physicians, PAs have advanced education & work under the supervision of physicians, performing some of the same functions as MDs or DOs
Nurse Practitioner (NP)	A registered nurse who has advanced training & education enabling them to provide a broad range of healthcare services under the supervision of a physician
Radiologist Assistant (RA)	Although not a radiologist, RAs have advanced education & work under the supervision of radiologists, performing some of the same functions as radiologists.
Nursing Director (RN/APRN)	A registered nurse or APRN with around-the-clock responsibility for a group of nursing units
Patient Care Manager (RN)	A registered nurse with around-the-clock & ultimate responsibility for unit operations
Nurse Supervisor/ Head Nurse (RN)	A registered nurse who is responsible for the daily management of the unit, serves as a resource to other staff nurses & reports to the nurse manager, the charge nurse may change on a daily basis
Registered Nurse (RN)	A professional who is educated & licensed by the state to provide nursing care
Clinical Nurse Specialist (CNS)	A registered nurse with advanced education who has clinical leadership responsibilities related to nursing care of patients, education & quality improvement
Certified Registered Nurse Anesthetist (CRNA)	Advanced practice nurse who specializes in anesthesia care
Head Unit Coordinator (HUC)	A staff member who can assist you with non-medical needs, such as items, services, requests & connecting you with resources

CARE TEAM BREAKDOWN

Who Plays a Role in Your Care

Therapists & Other Caregivers

Certified Pharmacy Technician (CPht)	A professional responsible for preparing & delivering medications & assisting pharmacists & nurses with administering medication
Clinical Pharmacist (RPh or PharmD)	A professional with advanced education in medication use who works with your physician on appropriate medications & dosing for you or your loved one
Clinical Psychologist (PhD)	A professional who provides mental, emotional & social healthcare
Clinical Researcher	A professional who is involved in research studies aimed at improving health & medical care
Dietitian (RD)	A professional who assesses a person's special nutrition needs & designs diet plans to meet those needs
Discharge Planner	A professional who coordinates equipment needs & ongoing treatments for patients returning home or entering long-term care facilities
Environmental Services/ Housekeeping	A professional who cleans patient rooms & public spaces
Occupational Therapist (OT)	A professional who helps maximize a person's ability to care for themselves with therapy & medical devices
Occupational Therapy Assistant (OTA)	A professional that works under the supervision of the occupational therapist to help carry out the treatment plan created
Patient Care Tech (PCT)	Unlicensed staff member who assist nurses & medical professionals in your care
Physical Therapist (PT)	A professional who treats injury or dysfunction with exercises, therapy, & medical equipment to improve movement & strength
Physical Therapy Assistant (PTA)	A professional that works under the supervision of the physical therapist to help carry out the treatment plan created



SAFETY

Fighting & Preventing Infection

Staying clean is one of the easiest and most effective things you can do to help protect yourself from getting infections while in the hospital. This includes taking a shower or bath, brushing your teeth and washing your hair. St. Bernards has many products and staff available to help you achieve cleanliness. If you are unable to perform these activities on your own, please feel free to ask for help. All hygiene supplies are available in your room. Hand hygiene is the most important way we can help protect you and your health. **We will use hand sanitizer or wash our hands any time we enter or exit your room. We ask visitors to wash theirs as well to help protect against germs and infections.**

WHAT YOU CAN DO

WHY & HOW

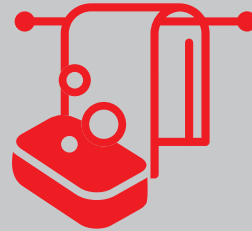
Take a Bath or Shower

It is important to remove any germs that may be growing on the skin to help prevent them from entering your body, especially if you have medical devices or wounds that germs love to infect.

Showers are available in most patient rooms if you are able to bathe yourself. If you need assistance bathing, a nurse or nurse aide will give you a bath in your bed using soap, water and washcloths or wipes*.

For certain high-risk patients, additional antimicrobial wipes* (called CHG) will be used to help kill germs on the skin.

Wipes SHOULD NOT be flushed down the toilet. Please dispose of them in the trash.



Brush Your Teeth

The mouth is full of germs. It is important to brush your teeth so that those germs do not enter your lungs or get on your skin.



Wash Your Hair

Overall cleanliness is important and the hair often gets missed. If you are unable to wash your hair, your nurse or nurse aide will be able to assist.



Wash Your Hands

Either washing your hands or using hand sanitizer before eating is important to not transmit germs from the environment into your mouth. It is important for families/visitors to also wash their hands to prevent bringing germs into your room.



SAFETY

Fall Prevention

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem. 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. Please use your call button for assistance. **Our goal is to keep you safe. Please call. Don't fall.**

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 (use hospital 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.



BEFORE YOU LEAVE

Care Management

What is care management, and who is on my care management team?

The care management team is led by a registered nurse, case manager and a social worker. They will partner with you and your family as needed, working with care providers to improve the coordination of your hospitalization (or that of a loved one) and ensure a safe discharge. We will begin to work on your transition to a safe discharge upon admission to the hospital.

What services does the care management team help to coordinate?

The care management team is available to connect you with services and agencies that can support you and your loved one during the hospital stay and after discharge, including:

- Working with your insurance carrier for coordination of your benefits and obtaining authorizations for your hospital stay and post-acute care needs
- Counseling related to how illness, disability and grief can impact you and your family
- Problem-solving social and financial barriers that impact medical care
- Providing community resources, information and referrals
- Hospice and Palliative Care
- Home Care (visiting nurses, physical therapy, occupational therapy, speech therapy and private duty nurses)
- Out of Hospital Placement Referrals (skilled nursing facilities, acute rehab facilities)
- Post Hospital Infusions (IVs and Tube Feeding)
- Durable Medical Equipment (wheelchairs, oxygen, medical supplies)

BEFORE YOU LEAVE

Discharge Checklist

Once all physicians on your care team agree that you are medically safe to go home, they will initiate discharge orders that let your nurse know that you are ready to be discharged.

What is a Discharge Lounge?

It's the final stop before going home. Our lounge is staffed by registered nurses (discharge nurses) and patient care techs (discharge coordinators). This spacious area provides comfortable seating, restrooms, TVs and vending machines as you wait to go home.

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Teach-back Method

Try the teach back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

- Discharge Instructions**
This includes why you were at the hospital, who cared for you, your procedures and medicines.
- Medicine List**
This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also, make sure you know why, how and when to take each one.
- Prescriptions**
Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- Follow-up Care**
Beyond medicine, these can include:
 - Foods or activities to avoid
 - Tests or appointments
 - How to care for incisions or use equipment
 - Warning signs to watch for
 - Daily living (like how to get into bed)
 - Who to call with questions
- After-hospital Services**
Know how much support you'll need in these areas:
 - Personal care – bathing, eating, dressing, toileting
 - Home care – cooking, cleaning, laundry, shopping
 - Healthcare – taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- Local Resources**
Ask your discharge planner for help finding local after-care services or other support groups.



BEFORE YOU LEAVE

Questions to Ask

1. **What's the status of my medical condition?**

2. **What should I expect during my recovery?**

3. **What medications should I take, when should I start taking them after I'm discharged and what medication schedule should I follow at home?**

4. **What activities am I allowed to do, or what activities should I avoid?**

5. **Do I have any dietary restrictions or nutritional requirements?**

6. **What medical equipment will I need at home?**

7. **Do I have follow-up medical appointments, and when are those?**

8. **What resources are available to help with my care at home?**

9. **What red flags or changes in my condition should I watch for?**

10. **How do I properly care for wounds and incision sites?**

11. **How do I reach medical personnel if I have a complication?**

12. **I need clarity on something else.**

BEFORE YOU LEAVE

Understanding Your Bill & Using the Patient Portal

OUR NEW **PATIENT PORTAL** IS HERE

Use our new patient portal to view your health information, message your provider securely, request an appointment or prescription refill and more.

How to Download

1. Download "Meditech MHealth" App (available on Android & Apple)
2. Allow MHealth to use your location. Click "Allow Once"
3. Choose a Portal - Select "St. Bernards Healthcare"
4. Click Sign-up
5. Enter Patient Info
6. Click Submit

Learn more at stbernards.info/portal-information.



Managing Healthcare Finances

It is very important to understand your health plan regarding benefit coverage information (covered and non covered services). Your insurance benefits are based on the contract that you or your employer holds with the insurance carrier.

If you have questions regarding any of your out-of-pocket expenses, please contact our **Patient Financial Services department at 870.207.7200**. **Patient Financial Counselors** are also available Monday-Friday 8:00 a.m. - 4:30 p.m. Please call **870.207.7222** for assistance.

Financial Assistance

If you do not have medical insurance, you may be eligible for governmental assistance. For more information, please call **First Source at 980.938.0501**, Monday-Friday from 8:00 a.m. - 4:30 p.m.

We also offer payment plans. Please contact our **Customer Review Services at 870.972.4666** to discuss options.

Commonly Used terms

- **Deductible** – The amount you owe each year before your insurance begins making payments.
- **Co-Payment** – A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance** – The portion of your medical expenses that you're personally responsible for paying.

PRESSURE INJURY PREVENTION

Simple Tips to Prevent Skin Breakdown

SPEAK UP
Ask Questions

What is a Pressure Injury?

A pressure injury is an area of damage to the skin and underlying tissue that results from too much pressure to the area. The first sign that a pressure injury may be forming is usually discolored skin, which may get progressively worse and eventually lead to an open wound. The most common places for pressure injuries to occur are over bony prominences (where bones are close to the surface of the skin).

What to Expect When You Are Admitted to the Hospital

To assess your risk of developing pressure injuries, a member of your healthcare team will examine your skin when you are admitted and ask you some questions. This will help us to identify whether you require specialized equipment or other forms of care.

Skin Inspection During Your Time in the Hospital

During your time in the hospital your skin will be examined by a nurse for early signs of damage in all of the areas that are at risk of developing pressure injuries. This visualization is important because damage can often be seen before it is felt and because there are some areas of the body which you are unable to see yourself (such as the bottom and back). By regularly examining your skin, it may be possible for us to pick up problems that you're not aware of yet and act promptly to address them. If damage is identified early, we may be able to prevent worsening. How often your skin is assessed depends on your risk level and general health.

What you can do to help avoid pressure damage

Keep moving! It is important to keep moving as much as possible. If able, you should reposition yourself every two hours. If you need help, let your nursing team know. Sit out in your chair for a maximum of two hours at any one time before getting on to the bed, tilted to one side to relieve pressure. We have chair cushions available if needed.

Eat well and stay hydrated: eating and drinking well is important for everyone, but especially for those at risk of developing pressure injuries. Make sure you eat a healthy, balanced diet and drink plenty of fluids. Extra protein may help. Meat, fish, eggs, and beans are all good sources of protein. If you are concerned about your nutrition, please talk to a member of your nursing team. You may be referred to a dietitian. If you are concerned about developing any pressure damage, you should inform a member of your healthcare team immediately.

Prevention

One of the best ways of preventing a pressure injury is to **reduce or relieve pressure** on the areas at risk **by moving around and changing positions as much as possible**. If you already have a pressure injury, lying or sitting on the injury should be avoided as this will make it worse. At this hospital, if you are assessed as being at risk for pressure injury, you may be placed on a specialty mattress and assisted or prompted to turn every two hours. Your heels

may be bridged off the mattress or a footrest with pillows or special boots. You may even receive a special dressing to bony areas to help prevent developing a pressure injury. **Changing position every two hours** ensures the blood flow to the area under pressure has enough time to return to normal. If you are sitting in a chair for long periods, you will also need to turn or reposition frequently.



We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.

SPEAK UP is a patient safety campaign by The Joint Commission, a nonprofit organization that accredits and certifies healthcare organizations, to encourage you to help us prevent medical errors in the delivery of your care as well as play an active role in patient care.



SPEAK UP if you have any questions. If you don't understand, ask again.



PAY ATTENTION to the care you are receiving. Always make sure you are getting the right treatments and medications. Don't assume anything.



EDUCATE yourself so you fully understand your diagnosis and treatment.



ASK a trusted family member or friend to be your advocate (healthcare partner).



KNOW what medications you take and why you take them. Medication errors are among the most common healthcare mistakes.



USE an accredited healthcare facility, like St. Bernards Medical Center, which has completed a rigorous survey to ensure safety and quality.



PARTICIPATE in all decisions about your treatment plan. You are the center of the healthcare team.



TAKE CHARGE OF YOUR CARE

Pay Attention to Your Care

You can play an active role in your care with these tips:

- Tell your nurse if something doesn't seem right.
- Know what time you normally get medicine, & tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.



You Are Key
You are the most important member of your care team.

- Understand your treatment.
- Ask questions.
- Speak up about pain.
- Know your medications.
- Plan early for a successful discharge.

Be an Informed Patient

We believe that the more you know about your condition, the more likely you are to take an active role in your own care and recovery. **We strive to involve and educate you and your family throughout your hospital stay.** Please feel free to ask as many questions as you need as you review your care plan and before signing any consent forms. There is a place at the end of this book to take notes about your care and write down questions you may have.

TAKE CHARGE OF YOUR COMMUNICATION

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.

TAKE CHARGE OF YOUR HEALTH

Prevention — Stop Smoking & Alcohol Abuse

Reduce Your Chances of Returning to the Hospital

No matter how long you've been a smoker, it's never too late to quit. The benefits start right away and last a lifetime.

- **20 MINUTES** after quitting, your heart rate and blood pressure drop.
- **2 WEEKS to 3 MONTHS** after quitting, your circulation improves and your lungs work better.
- **1 YEAR** after quitting, your risk of heart disease is half of 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.

More Benefits

- Save money
- Reduce your chances of re-hospitalization
- Breathe better and cough less
- Have whiter teeth and fresher breath
- Set a good example for your loved ones

Ready, Set, Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit, and read it every day.

For additional resources and support, you may reach out to the **Arkansas Department of Health Be Well Wellness Helpline. 1.833.283.WELL (9355)**

Alcohol/Substance Abuse

We offer brief inpatient counseling for patients struggling with alcohol/substance abuse. If you are interested in receiving counseling, please notify your nurse.

HOW TO START



SET a date.



TELL your family, friends and coworkers that you plan to quit, & ask for their support.



ANTICIPATE the challenges you'll face.



REMOVE cigarettes and other tobacco products from your house, car and workplace.



TALK to your doctor about getting help to quit—including medicines or products that can help.

Tips to Help You Quit

Fight the Urge

Don't let yourself think that you can have just one cigarette, and don't use smoking as a reward. If you do give in, don't throw in the towel. Start again and make tomorrow your new first day to quit.

Get Moving

Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

Keep Your Mouth Busy

Try toothpicks, celery, sugarless gum or sugar-free lollipops.

More Resources:

American Cancer Society | cancer.org
National Cancer Institute | smokefree.org
St. Bernards Counseling Center | 870.930.9090

TAKE CHARGE OF YOUR HEALTH

Medications & Vaccinations

Whether you take one medicine or five, it's important to know what you are taking and why. While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery. During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking.

Ask your healthcare team the following questions:

- **What is the name of my medicine? Generic name?**
- **Why am I taking it, & how will it help?**
- **When will it start working?**
- **What dose? How often? How long?**
- **What is the best time (morning, night, etc.) or way to take it (with food, with water)?**
- **What are possible side effects, & what do I do if they happen?**
- **Are there any foods, drinks or activities to avoid?**
- **What do I do if I miss a dose?**

Using Antibiotics Correctly

Antibiotics are medicines that treat or prevent infections caused by bacteria and some other germs. Your healthcare team may start you on antibiotics if they think you might have an infection caused by a bacteria. You may also need an antibiotic to prevent an infection after you have surgery or if your immune system doesn't work well.

Some things your healthcare team thinks about before prescribing an antibiotic include:

- **Kind of infection**
- **Kind of bacteria**
- **How well your liver and kidneys work**
- **Other medications you are taking**
- **Any antibiotic allergies you may have**
- **Potential side effects**

Talk with your healthcare team to find out why you are receiving antibiotics and how you should take them. Always take antibiotics as prescribed. Even if you are feeling better, do not skip doses or stop taking your antibiotic prescription early without approval from your doctor.

Vaccinations

Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn't as strong as it used to be. If you do get sick, the symptoms can be more serious than when you were younger.

COVID-19 Vaccine — COVID-19 vaccination is recommended for everyone ages 5 years and older. Everyone ages 12 years and older who is fully vaccinated against COVID-19 should get a booster shot. If you have questions about the COVID-19 vaccine, we recommend you speak with your physician, or check out the information on the CDC's website.

Influenza (flu) Vaccine — The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65.

Pneumococcal Vaccine — The CDC recommends pneumococcal vaccination for all adults 65 years or older.

Zoster or Herpes Zoster Vaccine (Shingles) — This vaccine protects against shingles. It's one dose and is recommended for all adults age 60 and older. Shingles causes rash, blisters and severe pain.

TAKE CHARGE OF YOUR HEALTH

Prevention — Heart Attack & Signs of Stroke

Recognize the Signs & Get Help Quickly

A heart attack or stroke is a medical emergency, and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving with the least amount of damage to your heart or brain. Once you've had an event, you're at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

Heart Attack Warning Signs

The main symptom of a heart attack is chest pain or discomfort. It also can feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go. The symptoms of a heart attack can be different for women. Women also may have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

Comprehensive Heart & Vascular Services

St. Bernards is Northeast Arkansas' premier provider of heart and vascular services. Our comprehensive approach to cardiovascular care includes a commitment to wellness and heart disease prevention, diagnosis, treatment and cardiovascular rehabilitation.

St. Bernards is Joint Commission Accredited as a Primary Heart Attack Center.



The Joint Commission



American Heart Association

CERTIFICATION

Primary Heart Attack Center

BE FAST Stroke Warning Signs

B **BALANCE** — Does this person have a sudden loss of balance?

E **EYES** — Has the person lost vision in one or both eyes?

F **FACE DROOPING** — Does one side of your face droop, or is it numb? Try to smile.

A **ARM WEAKNESS** — Is one arm weak or numb? Raise both arms. Does your arm drift downward?

S **SPEECH DIFFICULTY** — Is your speech slurred? Are you unable to speak? Try to say a simple sentence like, "The sky is blue."

T **TIME TO CALL 911** — If you notice any of these symptoms, even if they go away, call 911 right away.

Other sudden symptoms can include:

- Numbness or weakness in your leg
- Confusion or trouble understanding
- Trouble seeing in one or both eyes
- Trouble walking, dizziness, loss of balance & coordination
- Severe headache with no known cause

YOUR PRIVACY MATTERS

Privacy & Health Information

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

RIGHT TO COMPLAIN

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

MEDICAL RECORDS

Contact **870.207.4169** for copies of medical records.

LAWS FOR ALCOHOL & DRUG TREATMENT

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit www.samhsa.gov

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

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- 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

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 and help run their businesses
- 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 give 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 sessions

NOTICE OF NONDISCRIMINATION

We're Here to Help You

St. Bernards Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. St. Bernards Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

St. Bernards Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact your case manager.

If you believe that St. Bernards Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the hospital compliance officer at 870.207.4422.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, your case manager is available to help you. You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019 TDD: 800.537.7697

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.



DURING & AFTER YOUR STAY

Our Commitment to Care

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact the hospital switchboard by dialing 0 from your room phone. Ask for the nursing director on call or administrator on call. You also have the right to file your complaint with either:



Making a difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives. Our Ethics Committee can help your team of support people make difficult decisions. **For help, call the hospital switchboard by dialing 0 and ask for an Ethics Committee member.**

Arkansas Department of Health Health Facility Services

5800 W. 10th, Suite 400
Little Rock, AR 72204
501-661-2201
Fax: 501-661-2145

Office of Quality and Patient Safety The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
Email: patientsafetyreport@jointcommission.org
jointcommission.org

After Your Stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Pain management and staff responsiveness
- Overall quality of the hospital environment

If you receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

ACTIVITIES

Word Search & Coloring



C	I	E	L	S	P	I	C	H	O	L	O	C	P
R	T	E	T	T	H	S	O	U	T	C	T	E	I
Y	T	N	E	I	A	T	N	O	S	O	Y	T	E
A	C	H	H	T	R	E	P	A	E	S	R	U	N
S	L	N	O	C	M	T	T	C	A	H	P	A	M
U	I	T	S	H	A	H	L	I	I	P	H	C	E
R	N	E	P	E	C	O	A	A	V	N	Y	H	D
G	I	G	I	S	Y	S	T	I	Y	Y	S	P	I
E	C	A	T	I	S	C	I	T	P	G	I	A	C
R	H	D	A	P	I	O	V	A	T	P	C	T	A
Y	I	N	L	H	T	P	R	T	S	U	I	I	T
I	I	A	P	T	U	E	G	H	N	L	A	E	I
H	I	B	R	T	H	E	O	T	T	S	N	N	O
C	I	R	E	T	E	M	O	M	R	E	H	T	N

- BANDAGE**
- CLINIC**
- HOSPITAL**
- VITAL**
- MEDICATION**
- NURSE**
- PATIENT**
- PHARMACY**
- PHYSICIAN**
- PULSE**
- STETHOSCOPE**
- STITCHES**
- SURGERY**
- THERAPY**
- THERMOMETER**



