



WILLIS-KNIGHTON HEALTH SYSTEM



Your Patient Guide



WK014093EA

A WORD FROM ADMINISTRATION



Jaf Fielder
President & CEO

Welcome to Willis-Knighton

Thank you for choosing Willis-Knighton. Our Willis-Knighton staff are here to provide a warm and welcoming atmosphere as you receive healthcare services from us. Our goal is to make your stay with us as pleasant as possible.

If you have questions or need help, please ask an employee for assistance. If you have special concerns, please talk to your nurse or contact the administrator at the hospital where you are receiving care. They can quickly respond to your needs when you ask the operator to connect you to Administration.

Willis-Knighton Medical Center (North)

Aljay Foreman, Administrator

Willis-Knighton South & the Center for Women's Health

Keri Elrod, Administrator

WK Bossier Health Center

Vince Sedminik, Administrator

WK Pierremont Health Center

Sonny Moss, Administrator

James K. Elrod WK Rehabilitation Institute

Chuck Mullins, Administrator

A WORD FROM ADMINISTRATION

Our Mission

To continuously improve the health and well-being of the people we serve.

Our Nondiscrimination Policy

Willis-Knighton Health System policies are designed to ensure compliance with Title VI of the Civil Rights Act.

No program or activity administered by Willis-Knighton Medical Center or any of its affiliated entities that receives federal assistance shall exclude from participation, deny benefits to, or subject any person to discrimination for patient admissions, room assignments and patient services for reasons of race, color, national origin, religion, sex, gender identity, sexual orientation, age, physical or mental handicap or other protected status.

Privacy

Privacy of patients at all Willis-Knighton locations is strictly protected by our patient confidentiality policies. Our policy is to conform to all federal HIPAA regulations related to patient information.

Consent of patients and visitors is required prior to recording, videography, photography. Consent forms are available for patients and visitors. This is a measure to protect the privacy of our patients as well as staff.

Willis-Knighton Health System

To respect the privacy of patients and staff, photos used in this book are stock images.

Licensing

Louisiana Department of Health and Hospitals

Accreditation

The Joint Commission

Certification

United States Department of Health and Human Services (for participation in Medicare)

Memberships

- American Hospital Association
- Louisiana Hospital Association
- Northwest District of Louisiana Hospital Association
- Conference Governance 100 Healthcare Forum
- Vizient

Website: wkhs.com

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ADMITTING BRACELET

Please wear the wristband given to you during admission. The staff will use this to be sure you are properly identified before they provide your care.

VALUABLES

If you have belongings such as cash, checks, jewelry, or credit cards that should be secured when you are admitted, please inform your nurse or the registration staff. Also keep your phone, computer or other wireless device secured when not using it.

Essential items such as eyeglasses, contact lenses, hearing aids and dentures should be stored in your bedside stand when not using them. Please don't leave these items on your bed or food tray.

Willis-Knighton does not accept responsibility for lost personal items, cell phones or other electronic equipment. The switchboard can be contacted for lost and found items, which are retained for 60 days.



YOUR MEALS

A dietary worker will visit you daily to take your meal order. If you are on a restricted diet, you will be given choices appropriate for your dietary needs.

If you cannot be left alone and your support person cannot be relieved for meals, a guest tray can be ordered to be served with your meal. Each guest tray will be charged to your hospital bill at a cost of \$5. As a courtesy to the parent or guardian of pediatric patients younger than age 12, one guest tray is provided at no charge.

MEAL TIMES

Breakfast.....7 to 8 a.m.
Lunch.....11 a.m. to Noon
Dinner.....4 to 5 p.m.

MAIL AND DELIVERIES

Mail, flowers or other gifts will be delivered to your room. After you leave the hospital, mail that arrives for you will be forwarded to your home address. Other deliveries cannot be accepted.

Patients in intensive care and isolation are not permitted to receive flowers due to infection control concerns.

SECURITY

Our security service patrols parking lots and buildings 24/7. Your visitors may call the operator during the evening to request an escort to parking lot.

WI-FI

Wireless service is available for you and your visitors. Like other public access locations, the guest wireless network is not secure. Please be careful when using this service because information could be intercepted by another wireless user.

SPIRITUAL LIFE SERVICES

Spiritual care can be an integral part of the healing process. Clergy of all faiths are welcome to visit their members. If you need assistance contacting your clergy or spiritual advisor or wish to speak to someone who can pray with you for healing, the Spiritual Life Services department can help. Call (318) 212-2188 to make your request.

Spiritual Life Services offers a confidential Prayer Line. You can leave a message with your prayer request and a member of the department will pray for you.

To access this service, call (318) 212-PRAY (7729) or email spirituallife@wkhs.com.

In addition, you can visit the Spiritual Life Services department on the Willis-Knighton website for prayers and words of comfort from various faith groups. wkhs.com/patients/spiritual

YOUR VISIT



COMMUNICATION IS CRITICAL

Aside from your medical care, few things are as important during your stay as good communications. We want you and/or the support person you choose to take an active role in your care. There may be times when you are not feeling well enough to speak up or ask questions, so your support person will be very important to you.

If there is ever a time you don't understand what your caregiver is saying, please let them know you do not understand. Always ask questions. They want to help you and understand what you need. This is especially important for:

- **Cultural or religious concerns.** We want to be sensitive and respectful of your religious or cultural needs, whether that involves specific food choices or even the manner of care delivery.
- **Hearing concerns.** If you are deaf or hard of hearing, we can provide auxiliary aids and services free of charge. Please tell your nurse or other staff that you need this assistance.

LANGUAGES

To ensure effective communication with patients, we offer interpretation services 24/7 at no cost to you. The languages commonly spoken in Louisiana are listed below. Additional languages are available by calling (318) 212-4000.

Spanish

¿Hablas español? Vamos a proporcionar un intérprete sin costo personal para usted. Si necesita ayuda para las comunicaciones, por favor notifique a su enfermera o un miembro del personal. (318) 212-4000.

French

Parlez-vous français? Nous fournirons un interprète sans frais personnels pour vous. Si vous avez besoin d'assistance de communication, s'il vous plaît aviser votre infirmière ou un membre du personnel. (318) 212-4000.

Vietnamese

Bạn có nói được tiếng Việt? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí dành riêng cho bạn. Nếu bạn cần hỗ trợ thông tin liên lạc, xin vui lòng thông báo cho y tá hoặc nhân viên. (318) 212-4000.

Chinese

你会中文？我提供口译，不需要个人费用。如果您需要通信援助，通知您的护士或工作人 (318) 212-4000.

Arabic

يأ يف مجرتم مدقن فوسو؟ أيبر علأ نأدحتت ل ه مدعاسملا إيلا ةأأاب تنك اذا. كفل ةيصوصش ففلأفت فظوملا وأ فاضرملا غلأبا إيأري، فبالاصتالا (318) 212-4000.

Tagalog/Filipino

Nagsasalita ba kayo ng Tagalog? Magbibigay kami ng isang tagapagpaliwanag nang walang personal gastos sa iyo. Kung kailangan mo ng tulong komunikasyon, mangyaring abisuhan ang iyong nars o isang miyembro ng kawani. (318) 212-4000.

Korean

당신은 한국어를 구사합니까? 우리는 당신없이 개인 비용으로 통역을 제 공 할 것입니다. 당신이 통신 지원이 필요한 경우, 간호사 또는 직원을 알려 주시기 바랍니다. (318) 212-4000.

Portuguese

Você fala português? Vamos fornecer um intérprete, sem nenhum custo pessoal para você. Se precisar de assistência comunicacional, por favor avise o seu enfermeiro ou um membro da equipe. (318) 212-4000.

Laotian

ທ່ານເວົ້າພາສາລາວ? ພວກເຮົາຈະສະໜອງ ວ່າມແປພາສາໂດຍບໍ່ເສຍຄ່າ ກຸ່ມທ່ານ. ຖ້າທ່ານວ່າທ່ານຕ້ອງການການ ຊ່ວຍເຫຼືອການສູ້ສືບ, ກະລຸນາ ແຈ້ງໃຫ້ພະຍາ ບານຫຼື ສະມາຄົມພະນັກງານຂອງທ່ານ. (318) 212-4000.

Japanese

あなたは日本語を話せますか? 私たちはあなたにありませぬ個人的な費用で通訳を提供します。あなたがコミュニケーション支援が必要な場合は、あなたの看護師やスタッフにご連絡ください。(318) 212-4000.

Urdu

یوئوک رپ مت عن مه؟ میں سے تلووب و درآ پآ پآ. آگ یرک مه ارف مه جرتم کی ا رپ تم یق ی تاذ ای سرن یک پآ، مه تروررض یک دم ی نووی کم ی. یرک غلظم نکر یرک علم عم (318) 212-4000.

German

Sprechen Sie Deutsch? Wir stellen Ihnen einen Dolmetscher kostenlos zur Verfügung. Wenn Sie Kommunikationsunterstützung benötigen, benachrichtigen Sie bitte Ihre Krankenschwester oder einen Mitarbeiter. (318) 212-4000.

Persian (Farsi)

هن یزه چه یه نوبد مجرتم کی ام؟ یدلب ی سراف وت مب زاین امش رگا. دش ده اوخ هئارا امش مب ی صخش وضع کی ای دوخ راتسر رپ افصل، تاطابت ترا کم کم ی. عا لطا تائیه (318) 212-4000.

Russian

а ты говоришь по русски? Мы обеспечим переводчика без каких-либо личных потерь для вас. Если вам нужна помощь связи, пожалуйста, сообщите об этом медсестре или сотруднику. (318) 212-4000.

Thai

คุณพูดภาษาไทย? เราจะให้ล่ามไม่มีค่าใช้จ่าย ส่วนตัวของท่าน หากคุณต้องการความช่วยเหลือ การสื่อสารโปรดแจ้ง พยาบาลหรือพนักงาน ของคุณ (318) 212-4000.

YOUR VISIT

BE INVOLVED IN YOUR CARE

As the patient, you should be actively involved in your care and decisions made about your health.



ATTENTION

Pay attention to the care you receive. Staff will explain every medical task. If you have questions, ask them. If you don't understand something, please say so. If something doesn't seem right, express your concern. If you are not well enough to understand, please be sure your designated support person can be your advocate.

CONFIRMATION

Every time you receive treatment, you will be asked for your name and date of birth —**Yes, every time**— including when blood is drawn, when you receive tests like X-rays or when medications are given. Staff may also check the information on your armband. Don't be alarmed when this happens. This verification is for your safety.

CLEANLINESS

Hospital staff should wash their hands or use hand foam before and after every contact with you. Why? Clean hands are critical to preventing hospital infections. If you do not see them doing this, ask your caregivers if they have washed their hands.

ADVANCE DIRECTIVES

If you have made decisions about your wishes in case you can no longer speak for yourself, you need to be sure that those documents are shared with your support person and are added to your medical records. Different states have different laws about advance directives. Our staff can provide you with forms for a Living will or Durable Power of Attorney that are used in Louisiana. Advance directives help assure your wishes are met and that your loved ones are sure of what you prefer. You do not need the services of a lawyer to complete these forms. The Living Will explains the type of care that prolongs life and the options that you want to accept or reject. This can deal with things like the use of CPR if your heart stops or a ventilator if you stop breathing or IV tubes if you are not able to eat or drink. The Durable Power of Attorney appoints a person to make medical decisions for you if you can't do so. That person can make medical decisions about blood transfusion, kidney dialysis and other services. This should be a person you trust and who has agreed to be your representative.



Scan here to download files.

YOUR VISIT



MEDICATIONS

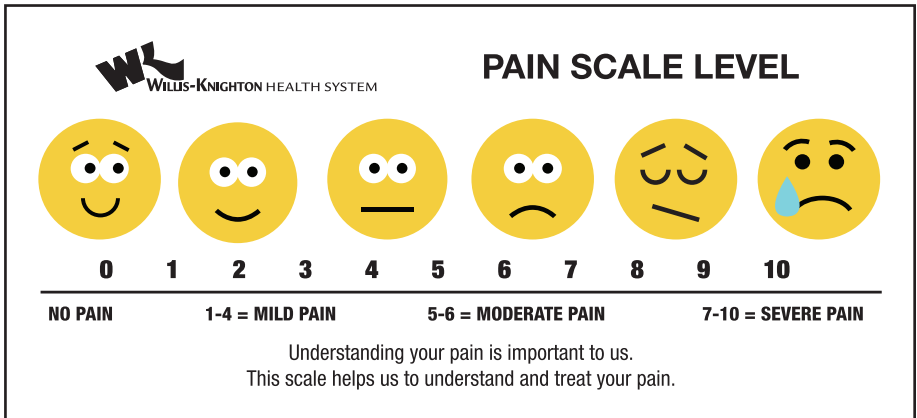
Be sure your doctor and healthcare providers have accurate and complete information about all medications you have been taking before you arrived. They want to know the dosage of each medication and how often you take them. This includes over-the-counter medications, vitamins or herbal supplements.

Do not take any medication you brought from home without the approval of your doctor or nurse. When you receive a medication from a hospital caregiver, you will be told what you are receiving and what it is intended to do. If this is not familiar or if you do not feel well after taking medication given to you, please call the nurse.

YOUR VISIT

MANAGING PAIN

Our staff will ask you about your pain regularly. If you have pain, tell them, even if they do not ask. You will be asked to describe your pain on a scale from 0 to 10, with 0 being no pain and 10 being the worst pain. Special pain scales are available for children and infants.



- Your pain treatment plan will be developed by you and your care team. Ask for pain relief options when your pain first begins. Tell your doctor or nurse if your pain gets worse or if your pain treatment is not helping. Pain treatment strategies may include medications. There are also ways to treat pain without taking medicine, like changing your position, physical therapy, heat or cold, exercise and others. Ask your care team for suggestions.
- PCA (Patient Controlled Analgesia) may be prescribed for you to manage your pain. It allows you to give yourself a predetermined amount of pain medication. A maximum safe amount is programmed into your PCA pump so you cannot give yourself too much medication. You should push the button when you become uncomfortable; simply push the button and release. No one other than you should push your PCA button.

- Opioid pain medicine (narcotics) may be administered when you are in the hospital. You may also receive a prescription for these to take after you go home. Many people have concerns about this type of medication, so we urge you and your caregivers to be informed about the importance of using the medication appropriately and safely.

If you do receive a prescription for opioid pain medicine, please remember to keep pets and people safe. Use your phone's camera to scan this code and learn more about how to properly store and dispose of unused pain medication:



Opioid pain medications can be essential in the management of your pain; although they carry potential risk. Long-term prescription opioid use has been found to be associated with increased risk for overdose and opioid misuse. The goal is to effectively treat your pain by giving you the lowest possible dose for the shortest possible time.

While many people can take opioid medication without any problems, some are more sensitive to their side effects. Please be sure to tell your nurse or doctor if you have had a bad reaction when taking opioids in the past, if you have been taking opioids before coming to the hospital or if you are taking medication to help you sleep or for anxiety. Also let them know if you have sleep apnea, lung disease, liver or kidney problems or if you have never taken opioids.

Side effects of opioids include: constipation, nausea, itching, dizziness, sweating and dry mouth. Be sure to tell your nurse or member of our healthcare team if you are having any of these side effects.

Your pain level will be checked regularly after you receive the medication, and the nurse will also check for signs that the dose may be too high for you. These include: slow, shallow breathing, unable to stay awake, dizziness, choking or gurgling sounds, vomiting, pale, blue, or cold skin, purple lips or fingernails. You or your support person should report any of these to the nurse immediately.

YOUR ROOM

Rooms assignments are based on the type of or level of care you need. When volumes are high and space is limited, patients who are most critically ill have priority for rooms.



IDENTIFICATION CARD: An identification card will be placed outside your door with your last name, first initial and physician's name. No diagnostic information is permitted to be on that card. If you prefer not to have an identification card by your door, please tell your nurse.

CALL BUTTON: Your bed has a nurse call system. Press the nurse call button to let someone know you need help. Someone will respond to your call using an intercom system. Be sure to call if you are dizzy, weak or something does not feel right.

TELEPHONE: The telephone is available for local calls only. You access an outside line by dialing "9" plus the local number. Refer to the back cover for a list of frequently called numbers.

TELEVISION: The television in your room is connected to cable service. If you are hearing impaired, closed captioning is available. A nurse can help you with this or help if you are having trouble operating the television.

Refer to the channel directory for the hospital where you are located. You can also take advantage of special programming on Channel 95 (Channel 96 at the Rehabilitation Institute), which is WKTU. The programs on WKTU can help you learn more about specific health conditions. Refer to the programs and listing for things that might interest you or your caregiver. We also offer the Newborn Channel, which is also available in Spanish as well as English.



**CARE TO
CHANGE YOUR
WORLD**



PLEASE BE ADVISED THAT A
CLOSED CIRCUIT CAMERA
MAY BE USED IN THIS ROOM.

WKMC (NORTH) CHANNEL GUIDE

- | | | |
|--------------------|--------------------|-------------------------|
| 3 QVC | 29 Weather Channel | 58 E! |
| 4 KTBS - ABC | 31 ESPN | 59 BET Her |
| 5 HSN | 32 ESPN 2 | 60 BET |
| 6 Shreveport Local | 33 SEC Network | 61 VH1 |
| 7 KTAL - NBC | 35 FOX Sports 1 | 62 MTV |
| 8 KMSS - Fox | 36 GOLF | 64 Shop HQ |
| 9 KSHV | 37 NBC Sports | 65 National Geographic |
| 10 KPXJ | 39 FX | 67 Lifetime |
| 11 LPB | 40 Comedy Central | 68 Oxygen |
| 12 News Nation | 41 HGTV | 70 JTV |
| 13 KSLA - CBS | 42 A&E | 71 KTBS Mega 3 Weather |
| 15 TBS | 43 TRUE TV | 72 Bounce |
| 16 Discovery | 44 SciFi | 73 Create |
| 17 TNT | 45 Hallmark | 74 LPB |
| 18 USA | 47 Nickelodeon | 75 KTBS News |
| 20 FreeForm | 48 TV Land | 76 GRIT |
| 21 OWN | 49 Animal Planet | 77 Me TV |
| 22 Lifetime | 50 Travel Channel | 78 Inspire |
| 23 ONE TV | 51 TLC | 95 WKTW |
| 24 CNN | 52 History Channel | 98 WK Med. Serenity |
| 25 HLN | 53 UNIVISION | 99 WK Spiritual Channel |
| 26 CNBC | 54 BRAVO | |
| 27 Fox News | 55 AMC | |
| 28 MSNBC | 57 FOOD Network | |

YOUR ROOM

WK SOUTH CHANNEL GUIDE

3	QVC	22	Lifetime	43	TRUE TV	64	Shop HQ
4	KTBS - ABC	23	ONE TV	44	SciFi	65	National Geographic
5	HSN	24	CNN	45	Hallmark	67	Lifetime
6	Shreveport Local	25	HLN	47	Nickelodeon	68	Oxygen
7	KTAL - NBC	26	CNBC	48	TV Land	70	JTV
8	KMSS - Fox	27	Fox News	49	Animal Planet	71	KTBS Mega 3 Weather
9	KSHV	28	MSNBC	50	Travel Channel	72	Bounce
10	KPXJ	29	Weather Channel	51	TLC	73	Create
11	LPB	31	ESPN	52	History Channel	74	LPB
12	News Nation	32	ESPN 2	53	UNIVISION	75	KTBS News
13	KSLA - CBS	33	SEC Network	54	BRAVO	76	GRIT
15	TBS	35	FOX Sports 1	55	AMC	77	Me TV
16	Discovery	36	GOLF	57	FOOD Network	78	Inspire
17	TNT	37	NBC Sports	58	E!	95	WKTV
18	USA	39	FX	59	BET Her	96	WK Newborn
19	Disney	40	Comedy Central	60	BET	97	WK Newborn Spanish
20	FreeForm	41	HGTV	61	VH1		
21	OWN	42	A&E	62	MTV		

WK PIERREMONT CHANNEL GUIDE

3	QVC	22	Lifetime	43	TRUE TV	64	Shop HQ
4	KTBS - ABC	23	ONE TV	44	SciFi	65	National Geographic
5	HSN	24	CNN	45	Hallmark	67	Lifetime
6	Shreveport Local	25	HLN	47	Nickelodeon	68	Oxygen
7	KTAL - NBC	26	CNBC	48	TV Land	70	JTV
8	KMSS - Fox	27	Fox News	49	Animal Planet	71	KTBS Mega 3 Weather
9	KSHV	28	MSNBC	50	Travel Channel	72	Bounce
10	KPXJ	29	Weather Channel	51	TLC	73	Create
11	LPB	31	ESPN	52	History Channel	74	LPB
12	News Nation	32	ESPN 2	53	UNIVISION	75	KTBS News
13	KSLA - CBS	33	SEC Network	54	BRAVO	76	GRIT
15	TBS	35	FOX Sports 1	55	AMC	77	Me TV
16	Discovery	36	GOLF	57	FOOD Network	78	Inspire
17	TNT	37	NBC Sports	58	E!	95	WKTV
18	USA	39	FX	59	BET Her	96	WK Newborn
19	Disney	40	Comedy Central	60	BET	97	WK Newborn Spanish
20	FreeForm	41	HGTV	61	VH1		
21	OWN	42	A&E	62	MTV		

WK REHABILITATION CHANNEL GUIDE

3 QVC	18 USA	34 FOX Sports	50 Travel Channel
4 KTBS - ABC	19 Disney	35 FOX Sports 1	51 TLC
5 HSN	20 FreeForm	36 GOLF	52 History Channel
6 Shreveport local	21 OWN	39 FX	54 BRAVO
7 KTAL - NBC	22 Lifetime	40 Comedy Central	55 AMC
8 KMSS - Fox	23 ONE Tv	41 HGTV	57 FOOD Network
9 KSHV	24 CNN	42 A&E	58 E!
10 KPXJ	25 HLN	43 TRUE TV	59 BET Her
11 LPB	26 CNBC	44 SciFi	60 BET
12 News Nation	27 Fox News	45 Hallmark	61 VH1
13 KSLA - CBS	28 MSNBC	46 Cartoon	62 MTV
14 C-SPAN	29 Weather Channel	Network	64 Shop HQ
15 TBS	30 JTV	47 Nickelodeon	95 WKTU
16 Discovery	31 ESPN	48 TV Land	98 WK Med. Serenity
17 TNT	32 ESPN 2	49 Animal Planet	99 WK Spiritual Channel

WK BOSSIER CHANNEL GUIDE

2 HSN	28 FX	50 CNBC
4 NBC	29 USA	51 BRAVO
5 ABC	30 TNT	52 Food Network
7 CW	31 TruTV	53 Outdoor
8 KMSS	32 Animal Planet	54 TRVL
9 MyTV	33 Discovery Channel	55 MSNBC
10 CBS	34 A&E	56 WGN
11 TV Paid Programming	35 Weather Channel	57 CNBC
13 PBS	36 AMC	58 GAC
14 SEC Alternative	37 Fox Sports	59 ID Channel
15 TV Paid Programming	38 SEC Network	60 Hallmark
16 C-SPAN	40 CNN	61 HGTV
19 EWTN	41 HLN	62 BCSN
20 TBS	42 Fox News	74 OWN
21 C-SPAN 2	43 History Channel	75 TCM
23 LifeTime	44 TLC	95 WKTU
24 ESPN	45 Cartoon Network	96 WK Newborn
25 ESPN-2	46 Sprout	97 WK Newborn Spanish
26 GULF	48 Disney	98 WK Serenity Channel
27 Freeform	49 E! Network	99 WK Spiritual Channel

YOUR HEALTHCARE TEAM

When you are in the hospital, many different people will be involved in your care. Their goal is not simply to care for you but to be sure you are informed about what is happening. They want you to ask any questions or express any concerns you may have.



DOCTORS: The doctor directs your care when you are in the hospital. Some doctors see their patients who are hospitalized, while others prefer to have their hospitalized patients cared for by a doctor who specializes in hospital care – a hospitalist. Hospitalists do not see patients in an office setting, so you will see your regular physician when you are discharged. Your doctor will have a record of your hospital care.

CONSULTING DOCTORS: These doctors who specialize in specific conditions or services may be consulted by your doctor during your hospital stay.

FELLOW: Because Willis-Knighton supports medical education, you may be seen by a physician who has completed a residency program or one who is serving a fellowship to gain additional expertise in a subspecialty.

RESIDENT: Resident physicians have completed medical school and are gaining training in a specific specialty.

MEDICAL STUDENT: A medical student is enrolled in medical school, studying to become a physician.

YOUR HEALTHCARE TEAM

NURSE PRACTITIONER (NP):

This advanced practice nurse is specially trained to care for patients with a variety of health conditions.

PHYSICIAN ASSISTANT (PA):

A physician assistant is a licensed healthcare professional who cares for patients under a physician's supervision.

NURSE TEAM: The nursing team works together with your physician to provide you with safe quality healthcare. A nurse will be assigned to you on each shift.

- 1. Registered Nurse (RN):** The RN plans your care based on your individual care needs. The RN also coordinates care, administers medications as ordered, follows best practices, and works with your physician to achieve the best outcomes for you.
- 2. Charge Nurse (RN):** This nurse is responsible for scheduling and directing nursing care on the unit during each assigned shift. The charge nurse is the first person to contact if there is a problem with your bedside nurse/care.
- 3. Licensed Practical Nurse (LPN):** The LPN provides routine patient care. They are able to give most prescribed medications and perform most treatments. LPNs work with the RNs and you to establish your individualized plan of care to reach the goals that are established.
- 4. Nursing Assistant/Nurse Tech:** The nursing assistant (at times called a nurse tech) assists the nurse team in providing patient care. They will assist you with your meals, comfort needs, hygiene, ambulation, and keeping your room tidy.
- 5. Student nurses (RN/LPN) and Student Nursing Assistants:** Willis-Knighton welcomes students to train at our facilities to build the healthcare workforce of our community. Students are supervised by their instructors from their respective schools and their assigned nursing staff member to ensure patient safety and quality in all patient care settings.

YOUR HEALTHCARE TEAM

TECHNICIANS & TECHNOLOGISTS

During your time in the hospital you will probably receive services from one or more of our highly skilled allied health professionals. These typically include people who offer imaging services (X-ray, MRI, CT), laboratory services, respiratory therapy and physical therapy as well as other care requested by your doctor.

CARE MANAGERS/SOCIAL WORKERS

When you are in the hospital, you are likely wondering what the future will bring after your hospital stay. What will happen when you leave? Who will care for you? How long will it take to recover. Care managers, social workers and discharge planners actually begin working toward your discharge as soon as you arrive. They will help you understand your care plan and expectations and will help you communicate with your doctors. They will also make arrangements for services you need. Someone is always available. Call the number on the back cover of this guide from 8 a.m. to 4:30 p.m. or, after hours, dial 0 for the hospital operator.

YOU & YOUR SUPPORT PERSON

You are an important part of the care team. But when you are not feeling well, you need a support person to speak up and be involved in the decisions made for you. Your designated support



YOUR HEALTHCARE TEAM



person will typically be a family member, friend or loved one who knows you well and agrees to be part of discussions when you can't participate, for example, when you are sedated. The support person will also receive updates about your status and will serve as the source of information for other friends and family about your condition.

OUR SUPPORT STAFF

Many other support staff do not provide care but they are essential members of our team – from medical records to maintenance, from dietary staff to environmental staff. While they don't provide care, they will respect your privacy and perform their jobs as quickly and discretely as possible so you can rest and recover

SPIRITUAL LIFE TEAM

Spiritual care can be an integral part of the healing process. Clergy of all faiths are certainly welcome to visit members in the hospital. If you want spiritual services at other times, our Spiritual Life Services staff can help.

PATIENT RIGHTS & RESPONSIBILITIES

NOTICE OF RIGHTS

Patients will be informed of their rights in advance of furnishing or discontinuing patient care whenever possible.

ACCESS TO CARE

Individuals shall be afforded impartial access to treatment or accommodations that are available or medically indicated, regardless of age, race, handicap, color, creed, sex, gender identity, national origin, religion, disability, veteran or other protected status, or source of payment for care.

RESPECT AND DIGNITY

The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of personal dignity and comfort.



The patient has the right to personal privacy and to confidentiality of their clinical records. Privacy applies in many ways therefore the patient has the right to:

- have a family member (representative) of their choice and their own physician notified promptly of their admission to or discharge or transfer from the hospital;
- refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but who are not directly involved in their care;
- wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedure and treatment;
- be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy;
- have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.

PATIENT RIGHTS & RESPONSIBILITIES

- expect that any examination, discussion or consultation involving their case will be conducted discreetly, and that individuals not directly involved in their care will not be present without permission;
- have their medical records read only by individuals directly involved in their treatment or monitoring of its quality, and by other individuals only on their written authorization or that of their legally authorized representative
- expect all communications and other records pertaining to their care, including the source of payment for treatment, to be treated as confidential, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law; and
- request a transfer to another room if other patient or visitors in the room are unreasonably disturbing.
- access information contained in their clinical records within a reasonable time frame.
- have a support person present except during certain procedures, care interventions or treatments, during critical or life-threatening situations.
- privacy as it relates to regulations as specified in HIPAA regulations.

PERSONAL SAFETY

The patient has the right to receive care in a safe setting.

- The patient has the right to be free from all forms of abuse or harassment including humiliation or neglect.
- The patient has the right to receive care that is free from exploitation in any form including financial exploitation.
- The patient has the right to be free from unnecessary restraints. When they are necessary, restraints must be authorized by a physician for a limited period of time to protect you or others from injury.

IDENTITY

- The patient has the right to know the identity and professional status of the individuals providing service to them, and to know which physician or other practitioner is primarily responsible for their care.
- The patient has the right to refuse participation in clinical training programs or in the gathering of data for research purposes that affect their patient care.

PATIENT RIGHTS & RESPONSIBILITIES

PATIENT INFORMATION/ DECISIONS

- The patient has the right to participate in the development and implementation of their ongoing plan of care, including pain management, patient issues and discharge planning including discharges to post-hospital settings such as home health, skilled nursing, inpatient rehabilitation and nursing home care.
- The patient and their family have the right to be informed about the outcomes of care, including unanticipated outcomes.
- The patient has the right to and is encouraged to obtain from the physicians and other direct care givers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis (to the degree known). When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate family member, designee or legally authorized individual.
- The patient has the right to review the current records pertaining to their medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- The patient has a right to request and receive their records in the form and format they request. If records are not available in the form requested, a hard copy will be provided.
- The patient, at their own request and expense, has the right to consult with a specialist.
- The patient has the right to be informed of the hospital policies and procedures that relate to patient care, treatment, and responsibility applicable to their conduct as a patient.
- The patient has the right to expect reasonable responses to requests FOR appropriate and medically indicated care and services.



PATIENT RIGHTS & RESPONSIBILITIES

CONSENT

- The patient or their representative has the right to make informed decisions regarding their care. The patient's rights include being informed of their health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- The patient has the right to reasonable informed participation in decisions involving their health care. To the degree possible, this should be based on clear, concise explanation of their condition and of all proposed technical procedures, including the possibilities of any risk of mortality, serious side effects, and problems related to recuperation, and probability of success.
- The patient shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects requiring direct patient involvement, and the right to refuse to participate in any such activity.
- The patient has the right to know if video/electronic monitoring is being used.

COMMUNICATION

- The patient has the right of access to people outside the hospital by means of visitors, and by verbal and written communication.
- When the patient does not speak or understand the predominant language of the community, they should have access to an interpreter.

REFUSAL OF TREATMENT

- The patient may refuse treatment or plan of care to the extent permitted by law and hospital policy and is to be informed of the medical consequences of this action. In cases of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transfers to another hospital.
- The hospital should notify patients of any policy that might affect patient choice within the institution. When the refusal of treatment by the patient or their legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.

PATIENT RIGHTS & RESPONSIBILITIES

TRANSFER OF CONTINUITY OF CARE

- A patient may not be transferred to another facility unless they have received a complete explanation of the need for risks, benefits, and alternatives to such a transfer. In addition, the transfer has to be accepted by the hospital receiving the patient.
- The patient has the right to be informed by the physician and care givers of any available and realistic patient care options following discharge from the hospital.

ADVANCE DIRECTIVES

- Patients have the right to provide the hospital staff with their decisions concerning medical care. Additional information regarding Advance Directives may be requested from your health care provider.

HOSPITAL CHARGES

- Regardless of source of payment for their care, the patient has the right to request and receive an itemized and detailed explanation of their total bill for services rendered in the hospital.
- The patient has the right to timely notice prior to termination of their eligibility of reimbursement by any third party payer for the cost of their care.

WITHHOLDING OF RESUSCITATIVE SERVICES and WITHHOLDING/ WITHDRAWING OF LIFE SUPPORT PROCEDURES

- The patient has the right to request the withholding of resuscitative services and the withholding/withdrawing of life sustaining procedures.
- When a patient requests that resuscitative or life sustaining procedures be withheld or withdrawn, hospital policy will be followed. These policies were developed in consultation with the medical staff and approved by the governing body.

THE POLICIES DESCRIBE:

- The mechanism(s) for reaching decisions about withholding of resuscitative services from the individual patients or for going or withdrawing of life-sustaining treatment.
- The mechanism(s) for resolving conflicts in decision making, should they arise.
- The roles of physicians and, when applicable, of nursing personnel, other appropriate staff, and family members in decision to withhold resuscitative services or forgo or withdraw life sustaining treatment.
- The rights of the patient will be respected when the withholding or withdrawing of resuscitative or life sustaining procedures are requested.

PATIENT RIGHTS & RESPONSIBILITIES

COMPLAINTS/GRIEVANCES

- The patient has the right to express any complaint or concern to the individual involved. Unresolved complaints may be directed to a nursing supervisor or administrative personnel for investigation and resolution.
- Patients may file a grievance by contacting a nursing supervisor, administrative personnel or calling the patient feedback department.
- Patients can be assured that initiating a complaint will not result in any form of retaliation.
- Patients have the right to contact the Louisiana Department of Health and Hospitals as well as, or instead of, utilizing the hospital's process for filing a complaint. The phone number is (225) 342-0138. The address is Louisiana Department of Health and Hospitals, 1201 Capital Access Road, P.O. Box 629, Baton Rouge, LA 70821.
- If a complaint concerns premature discharge or termination of benefits for Medicare patients, or for questions about Medicare rights, patients may contact KEPRO, Medicare Rights Beneficiary Hotline at (855) 843-4776. The address is KEPRO, 5201 West Kennedy Blvd., Suite 900, Tampa, FL 33609.

CONFLICT OF CARE ISSUES

- ETHICS

- Patients have the right to fair treatment conducted in an honest, decent and proper manner. All patients have the right to participate in ethical questions that arise in the course of their care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment and participation in investigational studies or clinical trials.

If you have ethical issues that cannot be resolved with a department, please notify the nursing supervisor who will contact the Ethics Committee chairman.



Revised 11/3/2020

Sources of information:

CMS Hospital Conditions of Participation (COPS) 2020
Code of Federal Regulations, 42CFR482.13, 10/01/2002
Centers for Medicare Medicaid Services (CMS)
AHA, A Patient's Bill of Rights, 10/21/1992

YOUR SAFETY

Your safety is one of the highest priorities at Willis-Knighton. We continuously work to maintain the highest safety standards for healthcare in our hospitals. You, along with your family, friends and support person, play a critical role in enhancing your care.

Nursing staff on your assigned floor must monitor you throughout your stay. As a safety precaution, please do not leave the floor. During your stay you may only leave when accompanied by a hospital employee who takes you to receive a service or procedure that has been ordered for diagnosis or treatment purposes.

INFECTION PREVENTION

Our staff works to prevent infections in the hospital setting. They will practice handwashing or use hand foam when delivering care and in some cases may need to wear protective garments. Here are some things you can do to prevent infection:

- Clean your hands – use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers and the backs of your hands. If your hands do not look dirty, you can clean them with an alcohol-based hand sanitizer. Clean hands before touching or eating food, after you use the bathroom, after coughing or sneezing or touching any wounds.
- Sneeze or cough into your sleeve to prevent the spread of infection to others. When you sneeze or cough, the germs can travel 3 feet or more.
- Get shots to avoid disease and fight the spread of infections. Make sure your vaccinations are current including seasonal flu shots. Check with your doctor about shots you may need.
- Notify your doctor or nurse immediately if you begin to have signs of infection including fever, pain, redness or foul smelling drainage from a wound, surgical incision or IV site. Also if you have pain or burning when you urinate or your urine has a foul odor—especially if you have a urinary catheter or the catheter has recently been removed—contact your nurse immediately.
- **Drug-Resistant Germs** – Some infections are caused by germs that are more difficult to treat. These germs are called Multi-Drug Resistant Organisms, or MDROs. If you have one of these germs, your doctor will let you know, and the hospital staff will provide you with more specific information. If you know that you have an MDRO when you are admitted, please notify the hospital nursing staff to make sure you get the appropriate treatment.

- **Isolation** – If an infection is the reason you are being admitted to the hospital, it is possible that you may be treated with some type of isolation precautions, depending on the germ causing your infection and where in your body the infection is located. The purpose of isolation is to protect the staff, your doctors and visitors from getting the infection that you have or prevent the staff from giving the infection to other patients. If you have any questions about why you are on isolation, please ask your doctor. This may include, but might not be limited to:

- **Contact Isolation** – means that no staff member or doctor should enter your room to provide care without wearing a gown, gloves and, in some instances, a mask (depending on where in the body the infection is located).
- **Droplet Isolation** – means that no staff member or doctor should enter your room to provide care without wearing a mask, a gown and gloves.
- **Airborne Isolation** – means that no staff member or doctor should enter your room without wearing a special mask. It also means that you will be admitted to a special type of isolation room and if you must leave your room for any reason, you will be required to wear a mask yourself.



- **Devices** – IVs, dialysis catheters and urinary catheters all can be sources of infection. To avoid infection of these device sites:
 - Avoid handling the device yourself.
 - Make sure healthcare providers clean their hands before handling these devices.
 - Make sure healthcare providers disinfect the IV access port before giving any medications or drawing blood from your IV.
 - Keep track of how long the device has been in place and ask your doctor if the IV or urinary catheter can be removed when it is no longer needed.
 - If the IV or port site becomes red, swollen, warm or painful, notify your nurse immediately.

YOUR SAFETY

SURGICAL PRECAUTIONS

Our staff take precautions to avoid any risks, dangers or problems with your surgical procedure.

While they may seem strange or repetitive, they are for your protection and are essential to our patient safety program.

- The staff will ask for your name, date of birth, type of procedure and the location of the procedure quite often during your pre-admission and admission process.
- For some procedures, the doctor or person performing the procedure will write his or her initials on the spot where your incision will be made.
- Once you are in position for your procedure, the doctor, nurses, or other healthcare providers will check everything one more time. This is called the “final timeout.” You may not be awake for this final check. Don’t be concerned; we do this for all procedures and patients!

FALL PREVENTION

When you are ill or injured, you may be unsteady and at risk of an accidental fall in the hospital. Please don’t let this happen! Our team wants to help you have a speedy recovery and that means you will need to do your part to prevent falls:

- Follow your doctor’s orders and

the nurses’ instructions regarding whether you must stay in bed or call for assistance to go to the bathroom.

- If you feel dizzy or weak getting out of bed, ask the nurse/nursing assistant for help. Remember you are more likely to faint or feel dizzy after sitting or lying in bed for a long time. If you must get up without waiting for help, sit in bed a while before standing. Then rise carefully and slowly begin to walk.
- Wear slippers or shoes with rubber soles whenever you walk in the hospital. Walk slowly and carefully when out of bed. Never lean or support yourself on rolling objects such as IV poles or your bedside table.
- Please be patient. Someone will answer your call as quickly as possible. Use your call bell to call for help and wait for someone to arrive to assist you. Remain lying or seated while you wait for assistance.
- Side rails are reminders to stay in bed and are designed to ensure your safety.
- Ask your support person to call for help if you need to get out of the bed. Our staff are trained to help you do this while others are not.

RESTRAINTS

Restraints may be prescribed for your safety. A restraint is a device

that limits or restricts freedom of movement, physical activity or normal access to your body. In many cases your support person or a family member can help calm you if restraints are needed. We suggest they engage you in conversation, talk about pleasant activities, read to you or provide quiet, calming help to take your mind off of the restraint.

Here are things you need to know about restraints:

- Restraints are ordered by the doctor only when absolutely necessary to prevent harm to you or others.
- Staff will routinely assess patients for alternative measures instead of using restraints. Some alternatives may include: asking family/support person or friends to sit with you, use of bed alarms or special alarming equipment, creating a tranquil environment, controlling your pain, and reorienting you to your surroundings.
- Restraints are removed as soon as you are safe without them. The restraint is regularly removed to offer exercise and movement, to check the condition of the skin, and to allow for bathroom breaks.

In many cases, when a family member, friend or loved one is available to sit and be with a patient, their presence alone has a calming effect. The loved one is helpful in keeping you aware of your

surroundings. They also can engage you in pleasant activities such as reading, conversation or providing quiet company and reassurance.

SAFETY FOR CHILDREN IN HOSPITAL

When your child is the patient, check the bracelet to be sure the information on the armband is correct. Our staff will use that information to identify your child before tests, medications or procedures. Please observe these guidelines:

- A parent or trusted person must remain with your child at all times. Children should never be left alone.
- Immediately tell caregivers if your child is in pain or if you are concerned about your child's condition.
- All staff caring for your child should wear an identification badge. Ask to see a badge if you can't see it.
- Comfort your child with your voice or touch. Read to your child or play their favorite music. Allow your child rest periods by helping to decrease noise, activity and number of visitors.
- Take care of yourself. Having a child in the hospital is very stressful. Get adequate rest, eat well-balanced meals, and have a support person with you to relieve you.

YOUR SATISFACTION

Thank you for choosing to have your care at Willis-Knighton. We value our patients, and your satisfaction is important to us. Our goal is to make your stay as positive as possible. If you have any concerns or questions, please ask a staff member for help. We want to address them for you right away.

During your stay a member of our patient satisfaction team may visit you. These are people from departments throughout the health system who are dedicated to giving you a positive experience. As they visit patients, they will record responses and look for areas where we can improve our services. They will also take action to address any concerns you have.

When you leave the hospital, you may receive a survey request from our partners at Press Ganey Associates. They are contracted to provide this service as part of our Patient Satisfaction Team. We hope you will give them feedback about how we met your expectations. The standard of care we focus on delivering is “always” to provide “very good” care.

We will strive to offer you the best possible care, but we understand that there may be times when you have a complaint. We ask that you give our staff an opportunity to resolve it for you. You can also request to speak to the nursing supervisor or administrator at the hospital where you are located. If you feel your concern is not resolved, then please reach out to our Patient Feedback team by using the number on the back of this guide. You may also email experience@wkhs.com and someone will respond to you as quickly as possible.



*Scan to give
feedback.*



YOUR SATISFACTION



Patient Feedback 318-212-8766

If you do not feel your concern was resolved to your satisfaction, you may contact an outside organization:

Louisiana Department of Health
(866) 280-7737
LDH, Health Standards Section
P O Box 3767, Baton Rouge LA 70821

The Joint Commission
www.jointcommission.org
(click on the "Report a Patient Safety Event"
link on the home page)
Fax: (630) 792-5636
Mail to Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Concerns about premature discharge or termination of benefits for Medicare, questions about Medicare rights:

KEPRO
(855) 843-4776

Concerns about discrimination because of race, color, national origin, disability, age, sex (including sex stereotyping and gender identity) or religion

Centralized Case Management Operations
U.S. DHHS, 200 Independence Ave SW
Room 509F, HHH Bldg.
Washington, DC 20201
Email: CRCComplaint@hhs.gov

GOLD STAR SERVICE

During your stay there may be times when you encounter an employee who has delivered exceptional service to you. We like to recognize these people with our Gold Star Award. You may recognize an employee, a unit or floor, or even an entire department with a Gold Star Nomination. Scan the QR code below to make your nomination.



YOUR DISCHARGE

IT'S TIME TO LEAVE

When your doctors no longer believe you need hospital care, he or she will authorize a hospital discharge. The best time to talk about your discharge plans is early in your hospital stay. That way you will have time to consider your options and be prepared for the future.

WHERE WILL YOU GO?

When the doctor writes a discharge order for you, there are several options for your future care.

- **Home.** If you are able to care for yourself safely or have someone at home who can help you, home is probably the option you prefer. If you will need assistance, you should arrange that before you leave the hospital.
- **Short Term Care.** If you are unable to care for yourself safely at home, you may qualify for short term rehabilitation to extend your care. Short term is generally a month or less. Willis-Knighton offers this through WK Extended Care Center, Progressive Care Center, and Health Center at Live Oak. (Other options are also available.)
- **Long Term Care.** If you need care for a longer period of time, a rehabilitation center or long term acute care hospital is a good choice. Willis-Knighton offers inpatient rehabilitation at the WK Rehabilitation Institute. (Other options are also available.)



Your care manager can discuss options and work with your doctor to find the right option for you. You have the right to choose any option that can meet the doctor's orders, but we hope you will want to take Willis-Knighton home with you and receive additional services from Willis-Knighton.

Here are some of the services that might be ordered for you to support your recovery. We would be honored to continue providing you with high quality Willis-Knighton care. You can ask a social worker to make arrangements for you to continue receiving care from Willis-Knighton staff for the following services. Remember that Willis-Knighton is a not-for-profit healthcare organization that makes patient care its priority.

- **Home Health.** Accredited by The Joint Commission (TJC), Medicare and Medicaid certified
- **Skilled Nursing.** Available at WK Extended Care Center, Progressive Care Center, and Health Center at Live Oak
- **Cardiac Rehabilitation.** Outpatient program at WK Fitness & Wellness Centers
- **Pulmonary Rehabilitation.** Outpatient program at WK Fitness & Wellness Centers
- **Inpatient Rehabilitation.** James K. Elrod WK Rehabilitation Institute. CARF accredited
- **Outpatient Physical Therapy, Occupational Therapy and Speech Therapy.** Multiple locations throughout Shreveport/Bossier
- **Diabetes & Nutrition Counseling.** Services located on all WK hospital campuses
- **Tobacco Treatment Clinic.** WK Tobacco Treatment Clinic smoking cessation program.
- **Hospice.** In-home hospice care is provided for patients (and their families) with terminal illnesses
- **WK Fitness & Wellness Centers.** Medical fitness centers are located on our hospital campuses. Visit the website at: fitness.wkhs.com
- **Support Groups.** Free support groups for a variety of health issues are available to support patients. Visit Classes & Events on our website: wkhs.com
- **Residential Options.** If your hospitalization has signaled that it's safer and healthier not to live alone at home, we offer independent and assisted living at the Oaks of Louisiana. Visit the website at: oaksofla.com



*Community Resource
Handbook*

YOUR DISCHARGE CHECKLIST

1

PLAN for the next step.

As soon as you are admitted, start planning for discharge. Make sure the doctor knows your discharge goals. Make sure your regular doctor is listed when you are admitted so that they receive your hospital stay information.

2

SPEAK Up!

Ask if you don't understand something the doctor or other staff tells you! Ask for written instructions and make sure you can understand them too.

3

REVIEW your medications.

Make sure you know what to continue taking and stop taking when you get ready to go home. Always take your written medication list with you when you discharge.

4

SCHEDULE a follow up.

If your nurse is not able to set up the appointment for you make sure you have clear instructions on who to see once you are discharged and when to see them. Make sure you call the very next day to arrange follow up appointments. Make a list of any questions or concerns you may have before your appointment.

5

KEEP your follow up appointments.

Even if you feel better, it is so important to keep these appointments as scheduled. Take your discharge instructions and medication lists to review with your doctor.

6

ASK for help.

Friends and family can be instrumental in your recovery. It is also a great idea to have someone with you at follow up appointments to be a second set of ears. Sometimes appointments move quickly and having someone to help take notes or ask questions is often helpful.



HEALTH RESOURCES

Is there a healthcare topic you want to know more about? Are you interested in watching videos or learning about different topics?

The conditions we most frequently treat in the hospital, as well as others, are covered on our website with information and videos that are easy to understand. These include things like Heart Attack, Congestive Heart Failure, Stroke, Diabetes, Blood Clots,/Artery Disease. We invite you to visit the Willis-Knighton website to learn about these and others.



This site includes a health library with information on procedures, conditions and wellness, health risk assessments, our KidsHealth site as well as the Newborn Channel and Patient/Family Education Videos available on our hospital channels. You can also subscribe to newsletters to keep informed about different health topics.

Blood Donation

Blood used at Willis-Knighton hospitals comes LifeShare Blood Center. *Donation Details/Locations at: lifeshare.org*

Organ Donation

Learn about the importance of organ donation and making your wishes known. *Details at: lopa.org*

Your hospital bill will include the cost of your room, 24/7 nursing care, diagnostic tests (like X-rays, lab tests) procedures (like surgery), therapy and rehabilitation services, meals, and any other service ordered by your doctor and provided to you by our hospital staff. **You will receive separate bills from doctors, surgeons and/or specialists who are not employees of the hospital but who provide care in our hospitals.** Sometimes these will be doctors you never saw but who participated in your care, like those who review X-rays or lab results.

In addition to the overview below, you can find helpful detailed information about topics like insurance plans, financial assistance and pricing transparency under the Patients & Visitors section of the Willis-Knighton website, wkhs.com

INSURANCE COVERAGE

Most insurance covers a portion of your bill. We will help you by sending your claim to your

insurance company or companies if you have more than one insurance provider. Most insurance plans require you to pay a portion of the bill yourself. After your insurance has paid, we ask you to pay the amount you owe within 30 days or make arrangements with the business office.

COMMERCIAL INSURANCE

The insurance company will pay, based on the terms of plan you chose. After they review the bill, they will send you an Explanation of Benefits (EOB). ***This is not a bill.***

The EOB will show you:

- Total billed by the doctor or hospital
- Amount covered by your insurance plan
- Amount you owe
- Most plans have a copay or deductible amount. The amount not paid by the insurance company is your responsibility to pay.

MEDICARE/MEDICAID

If you are covered by Medicare or Medicaid, we will submit your claim according to state and federal regulatory billing guidelines.

Medicare only pays for services not covered by other insurance you may have. If you have a secondary plan, it generally covers Medicare deductibles. If you don't have a secondary insurance, you will pay for these services yourself.

You will receive Medicare Summary Notices from Medicare that show:

- Total charged by doctor/hospital
- Amount Medicare approved and paid
- Amount you owe
- Your Medicare deductible status

FINANCIAL ASSISTANCE

We are committed to working with patients who are uninsured or underinsured, those ineligible for government programs. Assistance Policy provides eligible patients with partially or fully discounted hospital care.

If you are not currently enrolled in a government program, our staff can help determine if you qualify for one and will assist you with the enrollment process. To determine eligibility, you must complete a Financial Assistance Application and provide documents about your household income and family size.

A copy of the Financial Assistance Policy and the Financial Assistance Application are available on our website at: wkhs.com/fa.

Federal poverty guidelines are used to determine eligibility to receive financial assistance.

Questions About Billing?

Healthcare billing can be confusing. We can help. If you have questions or concerns call (318) 212-4030.

VISITOR INFORMATION



Having visitors in the hospital can certainly brighten the day for patients. Visitors provide encouragement and often help the patient after release from the hospital.

Key issues we consider with our visitor policy are:

- Minimize risk of infection for our patients and visitors
- Promote a safe, restful nondisruptive atmosphere for patients care
- Develop an environment that allows for optimal care
- Involve family/support person in patient's care

Support Person: Each patient should have a support person who helps to enhance the patient's health through support, encouragement and communication during the hospital stay. Willis-Knighton considers the support person to be a critical part of the patient's healthcare team. While a patient may identify more than one support person, only one should be designated as the primary support person. Staff will only share condition information with the designated support person. Duties should include:

- Visiting the patient regularly
- Being available for communication
- Making decisions on behalf of a patient who is unable to communicate
- Keeping in touch with the caregivers
- Deciding who may visit
- Serving as point person to friends and family about the patient's condition
- Offering support and/or care after the patient leaves the hospital.

VISITOR INFORMATION

GENERAL VISITING GUIDELINES

Willis-Knighton will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, same sex caretakers, parents or a disability.

Keep in mind that a patient has the right to request no visitors or limited visitation. Willis-Knighton staff will comply with those wishes whenever possible.

On most units, visitors may be visit from 10 a.m. to 8 p.m. The support person may remain with the patient except during rest periods for patients in the ICU.

Two visitors at a time are permitted for each patient.

Visitors who are ill (infection, fever, cold, diarrhea vomiting, etc.) should not visit.

Children age 12 and older may visit, provided they are healthy. Younger children may visit at the discretion of hospital staff, typically children visiting a new mother/baby. All children should be brought for a visit and returned home promptly rather than remaining in waiting areas. They must be supervised by an adult (other than the patient) at all times.

A patient may request visitors at other times by informing the charge nurse and requests will be accommodated unless there is a medical or safety concern that prevents the visit. The nurse will explain the reasons if this is the case.



VISITOR INFORMATION

Visitors should wait in designated waiting areas, the lobby or cafeteria, leaving hallways open and unit desks reserved only for hospital staff. This supports the safety and privacy of other patients.

Patients and visitors must follow hospital policy, show respect for staff, other patients and hospital property. Do not bring pillows or blankets from home, even to use when staying with a patient overnight. Hospital staff can provide this for a support person who remains overnight.

Noise control is a major concern with visitors. A charge nurse or designated RN has the authority to remove visitors whose behavior could impact the health and safety of the patients or unit staff.

Please do not eat or drink in a patient room or use the patient restroom. Visitors restrooms are available near waiting areas, lobbies and cafeterias.

With the exception of mothers delivering via c-section, visitors are not allowed to observe or accompany patients into any restricted area such as surgical or procedure areas or to photograph or film delivery of care. C-section deliveries allow one support person to be present at all times.

VISITOR SPECIAL CIRCUMSTANCES

The following issues are among those that may lead to restricted visitation:

- Court order or restraining order.
- Behavior risky or threatening to the patient or staff.
- Behavior that disrupts functioning in the patient care unit or location.
- Requests for large numbers of visitors that may be disruptive to care
- Risk of infection from the patient
- Substance abuse treatment protocols/policies that require restrictions
- Patient's need for privacy and rest
- Abuse of or workplace violence against healthcare staff will not be tolerated and could result in a felony conviction under R.S. 14:38 or other applicable criminal laws.

VISITATION DURING PUBLIC HEALTH EMERGENCY

During a public health emergency, the hospital's leadership team will determine changes that must be made to minimize the risk of communicable diseases. They will also determine whether staffing levels are sufficient to manage visitors/support persons and provide emotional support to patients. Virtual visits may be offered in some circumstances.

Changes under these circumstances will be shared quickly through signage as well as on the health system's website, social media and clergy notices.

FOOD SERVICE

Cafeteria service is available at all hospitals.

Medical Center (North)

Daily 7 a.m. to 7 p.m.

South / Bossier / Pierremont

Monday-Friday 7 a.m. to 7 p.m.

Saturday/Sunday 7 a.m. to 2 p.m.

Rehabilitation Institute

Monday- Friday 7 a.m. to 2 p.m.

GIFT SHOPS

Open 9 a.m. to 5 p.m. daily

Bossier - Hospital Lobby, behind escalator

South - Women's Health lobby

North - Hospital lobby

Pierremont - Hospital lobby by fitness center entrance

ATM

Lobby of each hospital.

VENDING MACHINES

Available on each campus.

Please ask a staff member to direct you.

WIRELESS INTERNET ACCESS

Free WK Public WI-FI is available throughout the hospitals.

Be cautious as this network is public, not secure.

SPIRITUAL SPACES

Each hospital has a separate chapel or meditation area for those who wish to pray or meditate. Please ask a staff member or operator for directions.

FREQUENTLY CALLED NUMBERS

Patient Feedback	318-212-8766
Business Office (<i>all locations</i>)	318-212-4030
Prayer Line	318-212-7229
Pastoral Care/Spiritual Life Services	318-212-2188

Willis-Knighton Medical Center (North)

Hospital Operator	318-212-4000
Social Worker/Care Manager	318-212-4650

Willis-Knighton South & the Center for Women's Health

Hospital Operator	318-212-5000
Social Worker/Care Manager	318-212-5650

WK Bossier Health Center

Hospital Operator	318-212-7000
Social Worker/Care Manager	318-212-7650

WK Pierremont Health Center

Hospital Operator	318-212-3000
Social Worker/Care Manager	318-212-3650

James K. Elrod WK Rehabilitation Institute

Hospital Operator	318-716-4545
Social Worker/Care Manager	318-716-4770

SMOKE FREE CAMPUSES

All Willis-Knighton properties are smoke free/tobacco free. Use of tobacco products or smoking of any kind is not permitted on our campus, including sidewalks that are hospital property. This helps to assure a healthier environment for patients, visitors and our employees. If you need help to quit using these products, we invite you to investigate our Tobacco Treatment Clinic at: wkhs.com/tobacco.