

Guest Services Information

Vision. Strategy. Focus. Excellence.



COLORADO ORTHOPAEDIC & SURGICAL HOSPITAL

Phone: (303) 551-9400 | Fax: (303) 551-9410

Online: www.mycosh.com



Changing

ORTHOPEDIC & SURGICAL MEDICINE THROUGH VISION | STRATEGY | FOCUS | EXCELLENCE



Orthopedic

- Total Joint Replacement
- Hip, Knee, Shoulder, & Ankle
- Knee Arthroscopy
- ACL Reconstruction
- Meniscus Repair
- Rotator Cuff Repair
- Shoulder Reconstruction
- Shoulder Arthroscopy

Neuro/Spine

- Laminectomy
- Disectomy
- Fusion
- Minimally Invasive Spine
- Total Disc Replacement
- X-Stop
- Dynamic Stabilization

Hand & Reconstructive

- Ligament Repair
- Tendon Repair
- Joint Replacement
- Carpal Tunnel Release
- De Quervain's Release
- Trigger Finger Release
- Ulnar Nerve Release

Pain Management

- Diagnostic & Therapeutic
- Nerve Blocks
- Spinal Cord Stimulators
- Intrathecal Pumps



COLORADO ORTHOPEDIC & SURGICAL HOSPITAL
REACHING FOR EXCELLENCE IN PATIENT CARE

VISION | STRATEGY | FOCUS | EXCELLENCE

Welcome and thank you for choosing Colorado Orthopedic & Surgical Hospital (COSH).

Colorado Orthopedic & Surgical Hospital started with a vision—a vision of excellence in patient care founded on focus—and a strategy was born.

As a team of physicians, nurses, support staff and a facility devoted to orthopedic, neuro, spine, hand, pain management and reconstructive procedures, we are very proud to welcome you to this state-of-the-art surgical hospital.

At COSH, every individual is committed to providing safe, high-quality health care that is personalized for each of our patients. This means our excellent care is given in combination with kindness and concern for your personal situation. It takes many professionals, in a variety of different jobs, working in harmony to meet this challenge.

This handbook will help you prepare and recover from surgery. Please review the handbook, as it is designed to acquaint you with our hospital, as well as answer many of the questions you may have about your stay. If you require additional information or need assistance, please feel free to ask one of our staff members or contact our Inpatient Manager at (303) 531-2433

I welcome your suggestions on how we can continue to expand and improve our services. Feel free to contact me at (303) 531-2450 or my cell phone (303) 345-8876.

To your health,

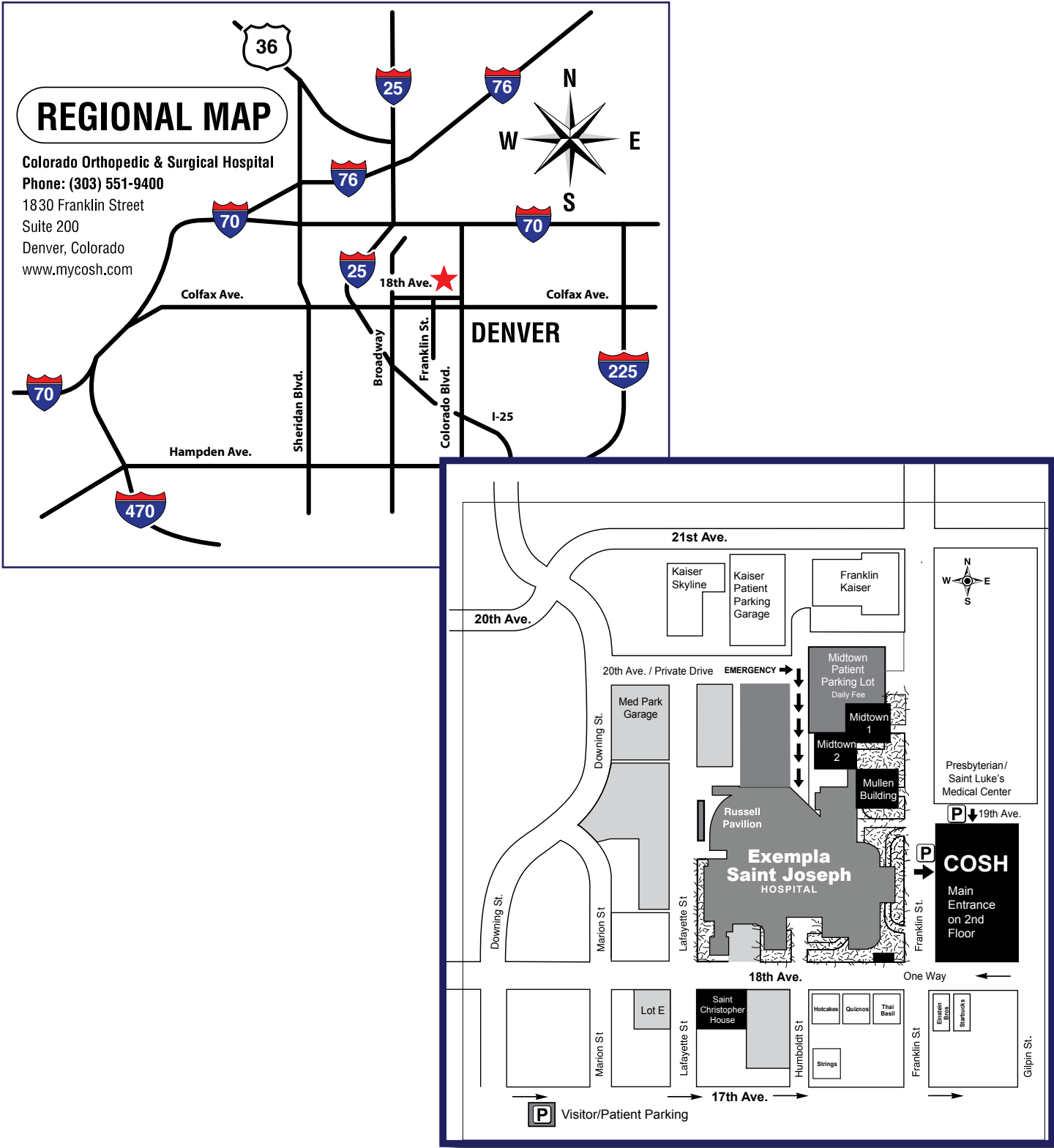
Sue Hayes

Chief Executive Officer



Directions	7	Becoming Involved in Your Care.....	21
Getting Around the Hospital	8	Managing Your Pain	21
Important Phone Numbers	10	Prevent Infections.....	23
Your Pre-Operation Checklist.....	11	Talk to Your Nurses	24
Beginning Your Stay	12	Preventing Falls	24
Admissions/Checking In.....	12	Preventing Medication Errors	25
Your Day of Surgery	13	What Should I Know About Treatments, Procedures and Surgery.....	26
Your Arrival.....	13	What Should I Know About Hospital Equipment.....	26
Preparation for Surgery	13	What Should I Know Before I Go Home	26
What to Expect During Your Stay.....	14	Heading Home	27
Tests and Diagnostic Procedures	14	Your Discharge from the Hospital.....	27
Pharmacy.....	14	Financial Responsibility.....	28
Medications.....	14	Billing Information.....	28
Interpretation Services	15	Charity Care/No Insurance	28
Hearing or Sensory Impaired Services	15	Patient Rights and Responsibilities.....	29
Identification Bracelet	15		
Patient Information	15		
Security	16		
Visiting Hours and Information.....	16		
Smoking Policy.....	17		
Phone Policy.....	17		
Environmental Services.....	18		
Bed Linens.....	18		
Dining Experience.....	19		
Fire Safety	20		
Hotel Accommodations	20		
Religious Services	20		
Patient Relations	20		

HOW TO GET HERE



HOW TO GET HERE

1830 Franklin Street, Suite 200 | Denver, Colorado 80218-1126
Phone: (303) 551-9400 | Fax: (303) 551-9410
Online: www.mycosh.com

DIRECTIONS FROM NORTH SIDE OF TOWN:

- Approach Denver from the NORTH by southbound I-25
- From I-25, take I-70 East at Exit 274
- Go about three miles, then go south on Colorado Boulevard at Exit 276
- Take this to 17th Avenue (one stop light past City Park)
- Turn right (West) onto 17th Avenue, staying in the right lane. At Josephine Street, the road jogs right. Go straight through the light. You will now be on 18th Avenue.
- Seven Blocks after Josephine Street, turn right (North) onto Franklin Street
- The COSH parking garage is attached to the building, located on the back half of the block between 18th and 19th avenues. Please enter at the SECOND parking garage entrance and proceed to the 2nd floor for patient parking
- The entrance to the lobby is located on the SECOND floor.

FROM SOUTH SIDE OF TOWN:

- Approach Denver from the SOUTH by northbound I-25
- From I-25, take Colorado Boulevard North at Exit 204
- Take this to 17th Avenue, (3 Blocks north of Colfax Avenue).
- Turn left (West) onto 17th Avenue, staying in the right lane. At Josephine Street, the road jogs right. Go straight through the light. You will now be on 18th Avenue.
- Seven Blocks after Josephine Street, turn right (North) onto Franklin Street
- The COSH parking garage is attached to the building, located on the back half of the block between 18th and 19th avenues. Please enter at the SECOND parking garage entrance and proceed to the 2nd floor for patient parking.
- The entrance to the lobby is located on the SECOND floor.

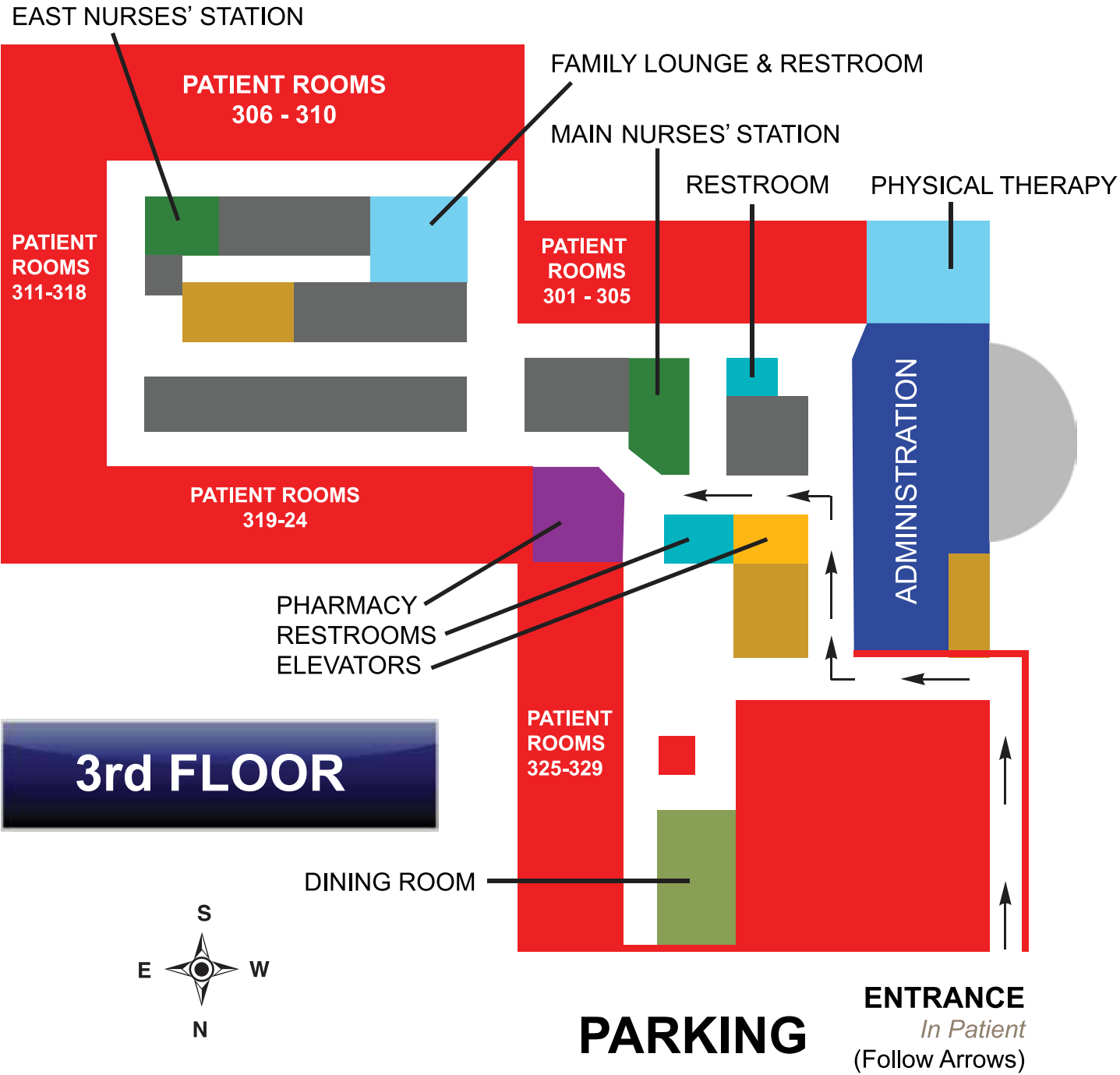
DIRECTIONS FROM EAST SIDE OF TOWN:

- Approach Denver from the EAST by westbound I-70
- From I-70, go south (make a left at the light) on Colorado Boulevard at Exit 276.
- Take this to 17th Avenue (1 stop light past City Park)
- Turn right (West) onto 17th Avenue, staying in the right lane. At Josephine Street, the road jogs right. Go straight through the light. You will now be on 18th Avenue.
- Seven Blocks after Josephine Street, turn right (North) onto Franklin Street
- The COSH parking garage is attached to the building, located on the back half of the block between 18th and 19th avenues. Please enter at the SECOND parking garage entrance and proceed to the 2nd floor for patient parking.
- The entrance to the lobby is located on the SECOND floor.

DIRECTIONS FROM WEST SIDE OF TOWN:

- Approach Denver from the WEST by Eastbound I-70
- From I-70, go south (make a left at the light) on Colorado Boulevard at Exit 276.
- Take this to 17th Avenue (1 stop light past City Park)
- Turn right (West) onto 17th Avenue, staying in the right lane. At Josephine Street, the road jogs right. Go straight through the light. You will now be on 18th Avenue.
- Seven Blocks after Josephine Street, turn right (North) onto Franklin Street
- The COSH parking garage is attached to the building, located on the back half of the block between 18th and 19th avenues. Please enter at the SECOND parking garage entrance and proceed to the 2nd floor for patient parking.
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4th Floor	In Patient Rooms Physical Therapy Family Lounge	
3rd Floor	In Patient Rooms Culinary Department Family Lounge	Physical Therapy Administration Pharmacy
2nd Floor	MAIN FLOOR ENTRANCE & ADMISSIONS Patient Lobby Laboratory Radiology	
1st Floor	Pre-Admission Testing Department Emergency Department specializing in orthopedic injuries	



IMPORTANT PHONE NUMBERS

When calling a number inside the hospital, dial the three-digit extension. If dialing from the outside dial (303) 531-2 then the extension.

- Main Hospital Number(303) 551-9400
- Main Hospital Fax(303) 551-9410
- Admissions.....400
- Business Office443
- Discharge Planning / Social Work433
- Insurance Questions441
- Interpretation ServicesAsk your caregiver
- Medical Records442
- Nursing Services
- Pre-Op421
- In-Patient West.....433
- In-Patient East.....472
- Patient Relations437
- Physical Therapy.....451
- TDDAsk your caregiver



PRE-OPERATION CHECKLIST

Discuss With Your Surgeon:

- ☐ What to expect while undergoing your surgery
- ☐ Will you need a brace, crutches, cane, walker, corset, etc.
- ☐ Any special concerns related to your personal condition
- ☐ Pre-admission Testing Appointment (PAT):
 - Diagnostic testing
 - Labs
 - X-rays
 - EKG
 - History & physical
 - Other:
- ☐ Complete Personal Medical History Form
- ☐ Complete Personal Medication Form:
 - List your current medications, herbs and/or vitamins—include any you may have stopped taking in anticipation of surgery
 - Pharmacy: Name and phone number
- ☐ List Surgeries and dates
- ☐ Primary Care Physician:
 - Name, address, phone number
 - Last medical/physical examination
 - Review of diagnostic testing
 - Medical clearance for surgery
- ☐ List of Surgeries and Dates
- ☐ Copy of health care proxy, living will, advance directive, Five Wishes or medical durable power of attorney.
- ☐ Follow medication regime prescribed by your physician
- ☐ Attend Pre-Op Patient Education Class if having a Total Joint Replacement
- ☐ Bring someone who will assist with Post-Op Care to class
- ☐ Prepare your home for discharge as instructed
- ☐ If you smoke, discuss with your physician a medication plan to assist you during your stay

Admissions/Checking In:

Arrive at COSH on the scheduled surgery date at the designated time. This is usually 45 minutes to 2 hours prior to the start of surgery. You will be notified 14 days prior to your surgery by telephone from a nurse.

What to bring to COSH:

- ☐ Photo identification
- ☐ Insurance card(s)
- ☐ Brace
- ☐ Crutches
- ☐ Cooling Devices
- ☐ Other:
- ☐ Completed Personal Medical History Form
- ☐ Copy of your health care proxy, living will, advance directive, Five Wishes or medical durable power of attorney
- ☐ X-ray and/or lab reports (if requested by physician)
- ☐ Loose, comfortable fitting clothes (large button up the front shirt to wear home)
- ☐ Your CPAP machine, if you have sleep apnea and use a machine when you sleep

Inpatient Stay:

COSH will provide you with a gown. You may wear your own sleepwear, such as a short nightgown, loose pajamas or baggy shorts, etc. Dressings applied after surgery may prevent you from wearing your sleepwear.

Additional Items Recommended:

- ☐ Lightweight bathrobe
- ☐ Telephone numbers of people you may want to call
- ☐ A book, magazine, or a hobby item to assist in your relaxation
- ☐ Eyeglasses instead of contact lenses. They are easier to take care of and are less likely to be lost in the hospital. The hospital cannot be responsible if lost.
- ☐ Dentures/hearing aides: We will provide a container which you must use. When you remove them, make sure to keep the container on your bedside table or in a drawer, not on the bed or a food tray. As with glasses, the hospital cannot be responsible for loss of personal items.



Your Arrival:

COSH's main entrance is located on the second floor. All second level parking is reserved for our guests and their families. Proceed to Patient Registration located in our lobby.

Our In Patients:

After registering, you and your family will be lead to your hospital room to allow you to settle in. Once settled, the nurse will arrive to prepare you for surgery. During this time and during your surgery, your family may wait for you in your room or in our Family Lounge. We ask that your family members inform our staff where they will be waiting so they can be notified when you are out of surgery.

Our Same Day Surgery Patients:

After registering, a nurse will accompany you to the Pre-op area and prepare you for surgery. Your family may stay in the lobby area or wait for you in the Dining Room (3rd Floor) or Family Lounge (3rd Floor). Please let the reception desk know where your family will be waiting so they can be notified when you are out of surgery.

Preparation for Surgery:

You will receive a surgical gown to wear during your surgery. Your clothes and personal possessions (if a Same Day Surgery Patient) will be placed in a patient belonging bag and set in the cart under your bed to follow you to PACU. You will be visited by the Pre-Op nurse, OR nurse, surgeon and anesthesiologist who will then review with you the final preparations before your surgery.

An intravenous infusion (IV) will be started. This line provides a means, when necessary, for fluids, medication, antibiotics and a blood transfusion (if indicated by your physician). Your IV will be continued for approximately 24 to 48 hours following surgery. Special white, knee high support stocking (sometimes referred to as TEDs) may be put on your legs. Sequential Compression Devices (SCDs), may also be applied. Both TEDs and SCDs help promote circulation in your legs during and after surgery.

You will also meet with your anesthesiologist. Before receiving general anesthesia, you will be sedated by means of your IV. The sedation will help relax you before the general anesthesia process begins. The level of anesthesia will be kept at the minimum necessary, allowing you to awaken gradually soon after surgery.

When you are ready, your family members will be asked to leave and you will be transported to the operating suites. Your family members should be aware of the length of your surgery and can expect your surgeon to speak with them when your surgery is complete. Again, please let our staff know where your family will be waiting to ensure your surgeon is able to locate them when your surgery is finished.

You will wake up in our Post Anesthesia Care Unit (referred to as PACU). Once stabilized, In Patients will be moved to their room on the 3rd or 4th floor. For Same Day Surgery Patients, when ready for discharge, family members may be brought to PACU to help with the instructions and getting you to your transportation.

Tests and Diagnostic Procedures:

During your hospital stay, you may be asked to undergo various tests. Due to the nature of certain tests, you may be asked not to eat or drink during particular time periods. For other tests, you may be asked to undergo special preparations or drink specific liquids prior to the test being performed. Following all the instructions is important for your health and will help to ensure the accuracy and reliability of the test results. Regardless of what tests you may have, we will fully explain each one to you and inform you of any special preparations or restrictions required. It is important that you follow all instructions to ensure the accuracy and reliability of the test results.

Pharmacy:

The pharmacy is located on the 3rd floor. Please bring all medications in the original containers labeled by your pharmacy. Do not bring sample medications or narcotics. We ask that you give all medications to the Pre-Op nurse who will deliver them to the pharmacy for review and accuracy. If the physician approves of the use of your own medications, your nurse will administer them. Please make sure all medications you brought are returned to you upon discharge. Your nurse will review your medications, including all new and changed medications, with you during discharge.

Medications:

Medications are an important part of your treatment plan making it essential for you to alert your doctor or nurse to all the medications you take as well as the doses. This includes prescription drugs, over-the-counter drugs, diet supplements, herbals and/or vitamins.

This is critical as even the most common drugs can cause complications when taken with other medications or treatments. Most patients find it helpful to bring in their medications so that the staff can be sure of the exact drug type and dosage you have been taking. In certain cases your doctor may prescribe for you to take your own medications. These will be reviewed by the pharmacy and returned to your nursing unit for your nurse to administer. It is also very important to inform your health care team about any allergies or adverse reactions to food, drinks, medications or sensitivity to latex.

When a member of your health care team enters your room to administer your medications, he or she will need to verify your identity by looking at your identification bracelet. They may also ask your name and date of birth.



Interpretation Services:

If you prefer that your health care be provided in a language other than English please ask your caregiver to arrange for an interpreter for you or other appropriate means to enhance your communication with us.

Available Services Include:

- Professional agency interpreters
- Special telephones that will connect you with an interpreter
- Translated written information

Hearing or Sensory Impaired Services:

As a hearing or sensory-impaired patient, you will be asked to choose the communication option most effective for your needs. We will make every effort to accommodate your request. If the request cannot be fulfilled in a timely manner, we will ask you to select another option while we continue to secure your preferred means of communication.

Available Services Include:

- Credentialed sign language interpreters
- TDD teletypewriters
- Closed caption televisions

Identification Bracelet:

For your safety, be sure to wear your hospital identification bracelet at all times during your stay. When a member of your health care team enters your room to provide care and treatment, he or she will need to verify your identity by looking at your identification bracelet. They may also ask your name and date of birth.

Patient Information:

To ensure your privacy, you will receive a card at the time of admission with a code number. If any family member would like to obtain information regarding you, they must provide this security code.

Patient Rooms:

At COSH, we have 42 private rooms, and room assignments are based on the nature of your condition. In order to ensure appropriate levels of care, the hospital may need to transfer you from one room to another. Please discuss any concerns you may have regarding your room assignment with your physician or nurse.

Your nurse will show you how to operate the nurse-call system located on the remote attached to your bed and in the bathroom. The nurse-call system alerts the nursing station that you need assistance.

Parking:

The garage is open 24-hours-a-day, 7-days-a-week, is located between Franklin Street and Gilpin Street on 19th Street, you may enter from either street. The entrance to the hospital is located on the second level of the parking garage. All parking on this second level is reserved for patients, families and visitors. There is a daily charge for parking in the garage. We realize that parking fees can be a financial burden for the families of long-stay patients. Please check with the Admission Desk, located on the 2nd floor, or with the Inpatient Nurses station, located on the 3rd and 4th floor to see if you qualify for a parking amenity.

Patient Valuables:

We strongly encourage family members to take patient valuables home. Colorado Orthopedic & Surgical Hospital is not responsible for valuables that are not deposited in the hospital safe. The hospital cannot be responsible for the loss of or damage to hearing aids, dentures, eyeglasses or other assistive devices. If you lose something, please notify your nurse immediately and we will make every effort to find it. Remember that patients are responsible for valuables left in their rooms.

Security:

The Security Department provides protection and a safe environment for patients, visitors and employees. Security Officers patrol the hospital and the surrounding buildings 24 hours a day, 7 days a week. Officers are available to escort visitors to their cars when leaving the facility.

Visiting Hours and Information:

We want you and your loved ones to feel comfortable and create the best possible environment to aid in the healing of the patient. While there are no major restrictions regarding visitation, below are some guidelines to consider while visiting:

A visitor's badge is necessary to access the hospital and is available at the Main Receptionist Desk (2nd floor) or the West Nursing Station (3rd Floor). For patient and employee safety, hospital staff may respectfully question visitors who do not have a visitor badge. Visitors are requested to return the visitor badge to either desk prior to leaving. If you have concerns about restricting visitors, please make your wishes known at the time of your admission.

Visiting hours are between 10:00 a.m.–8:00 p.m. and are guided by individual patient needs and preferences.

Visitors are encouraged to help maintain a restful healing environment for our patients. Please remember patients need care. Mornings and early afternoons are generally the busiest times for patients' care with physician visits, personal care, treatments, therapy and consultations occurring during this time. Patients need rest. We request that the number of visitors be kept at a minimum and be brief. On the day of surgery, please check with the nursing staff before entering a patient's room. Please do not call patients on the room phone after 9:00 p.m. An adult must accompany children at all times. Please do not leave children unattended in patient rooms, hallways or waiting rooms. Patients need privacy. Visitors may be asked to leave briefly for procedures, treatment or during other patient care activities

For the protection of everyone's privacy, we ask that you do not wander around the floor. If you need help locating someone or something, please do not hesitate to ask.

For the protection of the patient, we ask that you refrain from sending plants or flowers. All flowers will be delivered to the patient's room; plants will be displayed at the nurse's station—we apologize for the inconvenience.

For the safety of the patient, please do not visit if you have a cold or cough.

If you have any questions, or need considerations related to visiting, please feel free to ask the nurse in charge and arrangements will be made.

Smoking Policy:

On August 18, 2008, the Denver City Council passed a new city ordinance which establishes a no-smoking boundary on all hospital properties, including sidewalk, lawns and alleys next to the hospital. To comply with this policy:

- COSH is a completely smoke-free environment
- Patients and visitors are not allowed to smoke anywhere on hospital property as defined by the Denver city ordinance. You may want to discuss ways in which you can stop smoking with your physician or nurse.

Phone Policy:

Cell phones and cell phone-like devices may only be used in designated locations. These areas are located at a safe distance from patient care areas. If you have questions about cell phone use, please ask your nurse. Each room has a phone located at your bedside. Please notify family and friends of your telephone number so they may call you directly. To ensure that you get enough rest, incoming calls to your room will not be connected between 9:00 p.m. and 8:00 a.m., unless family members dial your room directly.



Environmental Services (Housekeeping):

Our Environmental Services staff seeks to provide you with excellent care by keeping your room and the nursing unit you are on clean. Before you were admitted, a housekeeper completely cleaned and disinfected your room. Each day during your stay, someone will tidy up your room, remove any trash and clean your bathroom. Any spills or other housekeeping issues should be reported to your nurse when they happen so Environmental Services can be notified to come to your room.

Bed Linens:

Your bedding will be changed on a daily basis and whenever necessary. The general routine is for the staff to freshen your bed and assist you with your bath during the day shift. However, there may be times when this is done on evenings or nights to accommodate testing, surgery or patient preference. Remember that it is very easy to misplace small personal items in your bedding. Please be careful to secure such belongings in your plastic bag or bedside table.



Dining Experience:

Our chef has created menus that are not only nutritious, but delicious and unique. Our menus make the most of local and seasonal ingredients including local organic and farm raised ingredients. We believe we have designed menus that will satisfy even the finest of palettes and redefine what is possible in hospital food services. Room Service is available for patients and we welcome patient’s families and visitors to visit our dining room. Menus are available for selection. See your nurse for menus. Then simply dial your nurse when you have made your selections, and we will gladly serve you and your family in the comfort of your room. There is a nominal charge for family members. Please place orders no later than 6:30pm.

The cafeteria is located on the 3rd floor.

Full Service Meal Hours:

Breakfast 6:00 a.m.–10:00 a.m.
Lunch 11:30 a.m.–2:00 p.m.
Dinner 4:00 p.m.–8:00 p.m.
Please arrange with your nurse ahead of time if you will be needing service after 7:00 p.m.



Fire Safety:

COSH frequently holds drills and trains for all emergencies, including the unlikely scenario of fire. If you hear the fire alarm sound, please remain calm and do not leave your room. The staff at COSH are well trained in fire safety procedures and will advise you in the event of an actual fire.

Hotel Accommodations:

Special rates are offered for your family members at some area hotels. Contact Patient & Visitor Services at (303) 531-2449, Monday–Friday, 8:00 a.m.–5:00 p.m.

Religious Services:

The Chaplaincy is comprised of volunteer clergy of various denominations, many of whom have been trained in the delivery of non-denominational pastoral care; others minister only to those patients of their religious denomination.

Volunteer chaplains will make rounds based on religious affiliation as well as by request. You are also welcome to invite a clergy person from your church or congregation to minister to your spiritual needs during your hospitalization.



Patient Relations:

COSH promotes a collaborative relationship with patients and their families in an ongoing effort to meet each patient’s unique needs at the point of service. By incorporating the principles of the hospital mission of excellence in service for every encounter with patients, families and significant others, our staff is dedicated to making this experience a positive one. Our goal is to ensure the best possible patient care and are working closely with staff in all areas of our hospital to achieve this goal.

Knowing that issues may arise, COSH has established a formal process which requires investigation, documentation, follow-up and resolution when possible. All issues and complaints are handled with sensitivity and confidentiality. During this process, the CEO (Chief Executive Officer) and/or CNO (Chief Nursing Officer) are responsible for representing your interests and coordinating the communication between you and the appropriate administrators, nurses and physicians.

Managing Your Pain:

What is Pain?

Pain is not just “all in your head.” It is a real physiological phenomenon. The signs and symptoms depend on whether pain is caused by damage to nerves (as in shingles and diabetes), by inflammation (as in arthritis), by infection or by damage to tissue (ex. cancer, surgery or broken bones). Most pain caused by disease, injury, or surgery can be relieved with proper pain management. When pain is managed, patients can return more quickly to the lifestyle enjoyed before their illness or surgery.

Unfortunately, many patients assume they have no choice but to tolerate the pain caused by their medical problems. Patients may even avoid effective pain relief because of misconceptions regarding pain control and addiction. For example:

Pain is normal. Believing pain is normal or that it is best to “tough it out” or admitting pain is a sign of weakness may cause patients to hesitate to report their pain.

Fact: Extreme pain is not normal and can be relieved with medication. Pain is a common medical problem that requires urgent attention. Please do not feel embarrassed or afraid to report your pain to our staff.

Taking medication for the treatment of pain leads to addiction:

Some patients do not want to take pain medications because they fear addiction.

Fact:

When properly prescribed and taken as directed, addiction to medication is rare.

Pain medication causes undesired side effects:

Concerns about sleepiness, mental dullness, light-headedness, constipation and nausea cause patients to avoid pain medications.

Fact:

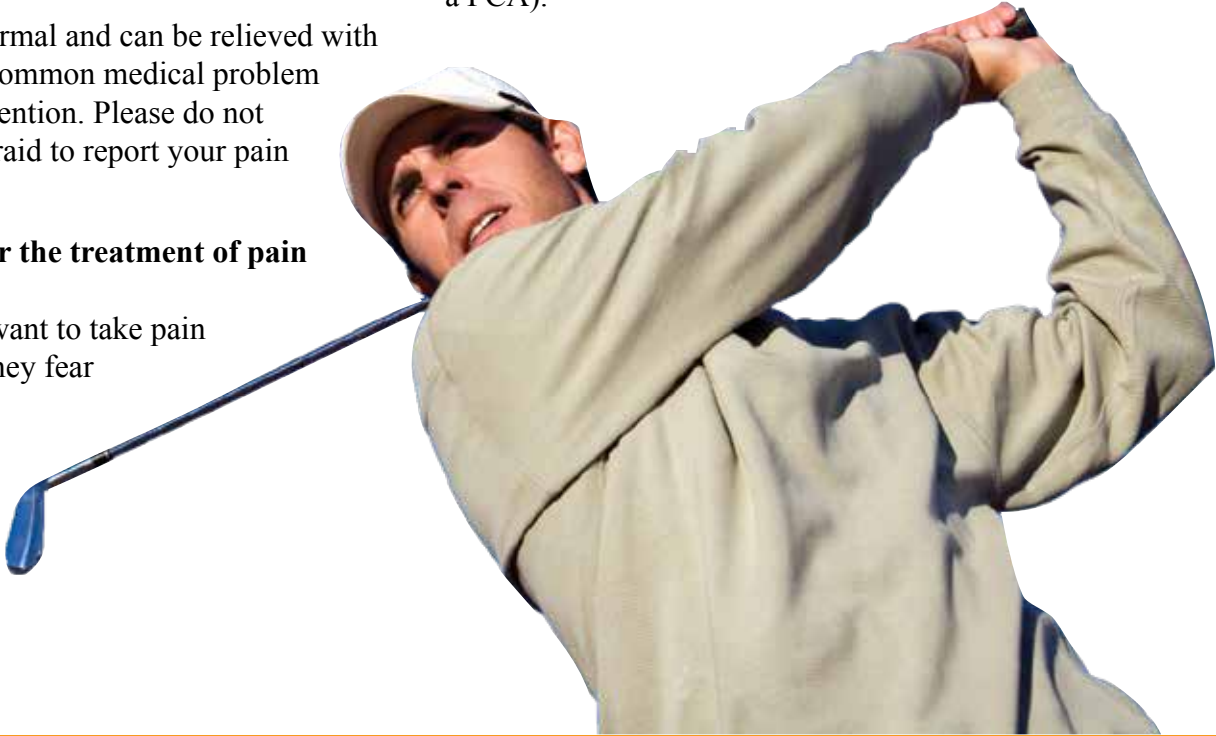
Many side effects of pain medications may not be experienced or will improve with time.

Pain medications are always given by an injection:

If patients fear shots, they may not ask for pain medication.

Fact:

Today, injections are seldom used with children and increasingly less with adults. Most pain medication are either given my mouth or intravenously. Most pain medications can be given by the nurse or by a pump controlled by the patient (otherwise referred to as a PCA).



Advice From Our Physicians and Nurses:

Work closely with your physicians and nurses to design the best pain management plan for you.

Before your surgery, please communicate your pain management concerns, needs and wishes to your nurses and physicians.

Anxiety may make your pain feel worse. Treating anxiety is as important as treating pain. Please discuss your anxiety with your caregivers.

Prior to surgery, ask your surgeon about his/her plans to control pain after surgery. Important topics include the medications you will receive before the procedure to minimize pain after the procedure and what will be available to you for pain relief during your recovery.

Always inform your nurse of any allergies or side effects you may have had to medications. Also, please do not hesitate to ask if you have concerns or questions about the medications being given to you.

Describe what your pain feels like. Be specific, using words like sharp, stabbing, dull, aching, burning, tingling, throbbing, deep, pressing, as well as the pain scale, which will be explained to you during admission.

Describe what makes your pain better or worse. Is the pain always there or does it sometimes go away? Does the pain get worse when you move in certain ways?

Tell your nurse or doctor when the pain medication is not working. Other nonmedical approaches have been shown to be helpful for some patients, including: deep breathing, stretching, and relaxation techniques.

It is OK to be assertive.

Patients should talk with their physicians and nurses about fear or expectations of pain management before, during and after their medical treatment. If you are in pain, ask a physician or nurse for help. If you do not receive help right away, **ask again**. If you still do not receive attention or the help you need, ask to speak to the patient advocate or representative. You have the right to have your pain treated without delay.



Prevent Infections:

How to help stop the spread of germs:

Wash your hands often, especially after you have gone to the bathroom and before eating. Good hand washing will help prevent spreading germs. Germs may cause infection or make your condition worse. Remind and ask your nurses and physicians to wash their hands or wear gloves when caring for you.

Do not allow sick people to visit. Ask friends and family with colds or other infections not to visit if they are sick. You may be on “isolation precautions.” These are rules that must be followed to help keep disease from spreading to you from other people. These rules also help keep germs from spreading from you to other people. For example, everyone may have to wear gloves, masks, and gowns while they are in your hospital room. You may also need to wear a mask.

Ask if you should be vaccinated. If you have diabetes, heart, lung, kidney or other major organ problems, ask about vaccines (shots). You may need to have a flu or pneumonia vaccine to help your body fight those infections.

Change dirty linens and wash other objects. Let caregivers know if your bedding, gown, or other linens are dirty. They will change the bed linen or give you a clean gown or towel. Wash all personal items if they fall on the floor. Wash plastic or rubber items using hot water and soap in the sink. Take objects made of cloth home to wash in the washing machine.

Ask nurses before items are brought in from home. Items like candy and other food products may carry germs and disease. Ask nurses if it is OK to have these items in your hospital room before they are brought in.

Hand washing is the most important way to prevent infection. We ask all patients and visitors to wash their hands often—before and after meals, after using the rest room and before and after contact with every patient. This simple action will prevent the spread of infection.

If you have any Infection Control questions, please contact Infection Control at extension 409.



Talk To Your Nurses:

Ask questions until you understand your health condition well. If you have any questions about your health problems or care, ask a nurse. If a nurse is not available, write down your questions to help you remember them. If you do not understand something, or feel uncomfortable about your care, ask the nurse again. You may also ask for and receive a second opinion about your condition and care.

Ask for an interpreter. Ask for help understanding what is being told to you. This is very important if you cannot hear well, or if you are deaf. It is also very important if you are not familiar with the language that is being spoken to you.

Tell nurses about your allergies and if you are allergic to any drugs or foods, or have any other allergies.

It is essential that you clearly understand all discharge instructions and make sure your nurse gives you a copy of your discharge instructions to take home with you. This way you will have care and medication instructions written down in case you forget them.

Have the phone number for your nurse written down to report problems and to ask questions.

Let nurses know when you are being left alone. If you have family or friends visiting and helping with your care, please tell nurses when they leave. Your visitors may also tell nurses as they are leaving. This will let nurses know to check on you more often. Ask visitors to take turns staying with you while you are in the hospital. Visitors can help you pass the time, and help you with meals, grooming, and other tasks.

Preventing Falls:

Avoid rolling out of bed. While lying in bed, keep the side rails up on your bed at all times. This may be needed if you get confused at night or during the day. Keep the side rails up if you have tubes and lines, such as an IV (intravenous) line, or a catheter in your body. The side rails may remind you to be careful when you get up and walk.

Wear safe clothing. Wear slippers with rubber soles to help prevent slipping. Wear robes and pajamas that do not drag on the ground. Ask for help dressing and undressing if you need it. Make sure the bathtub or shower area is covered with a slip-resistant surface. Ask for help taking a bath or shower if help is needed.

Ask for help when getting out of bed. Trying to get out of bed without help is the most common cause of falls in the hospital. If you are not able to get out of bed by yourself, use the call button. This will call a nurse to help you get out of bed safely. Make sure the bed is at a low enough level to get out comfortably. Ask a nurse to lower the bed if it is raised too high.

Prepare a clear path. Know where your bathroom is and have a clear path to get there. Leave a night light on to make it easier to see while moving around your hospital room. If you wear glasses, wear them both in and out of bed. Ask a nurse to clean up liquid spills and move objects that may block your way. Ask for help walking with an IV pole or other equipment. Have someone stay near you if you are weak, sleepy, or cannot see very well.

Please ask our nurses to assist before you:

- Get in and out of bed
- Get in and out of a chair
- Go to the bathroom
- Get in and out of the shower

Preventing Medication Errors:

Always wear your identification (ID) band. Make sure all the information on your ID band is correct before you put it on. Do not remove your ID band, even if it feels uncomfortable. Ask your nurse to loosen the band or make it more comfortable while you are in the hospital.

Learn about your medications. Ask your nurse about each medication every time it is offered to you. Ask them what it is, and why it is ordered for you. Know when you should be given each medication, and the color and shape of each pill. If a nurse offers you a medication that you do not know about, ask about it before taking it. Do not take other medications without asking your nurse first.

Do not bring in medications from home or take other medications unless your caregiver asks you. Do not take any medications unless so ordered by your doctor. These include other prescriptions, over-the-counter drugs, vitamins or food supplements. Tell a nurse if you think there are problems with the medication or if you think a medication is not helping, or is causing side effects.

Tell a nurse right away if you think you are having an allergic reaction to a medication. Signs and symptoms of an allergic reaction include itching or hives, and swelling in your face or hands. You may also have swelling or tingling in your mouth or throat, chest tightness and trouble breathing.



What I Should Know about Treatments, Procedures and Surgery:

Learn about the treatments you will receive while in the hospital. Ask why the treatment is being given, how you can help, and what to expect after it is over. This way you can inform your nurse if there are problems during or after the treatment. If you have tubes or dressings, tell a nurse if they become loose or wet. Nurses will check if IV tubes, catheters, or other tubes are still in the right place. They may need to change a loose or wet dressing, or secure a tube or drain.

Read and understand all consent forms for treatments, procedures and surgeries before you sign them. Ask a nurse for more information about your treatment, procedure or surgery if you need it. There also may be handouts or videos available for you to see.

If possible, have someone else with you when treatments, procedures, and surgeries are explained to you. Having someone else listening may help you feel calmer. Another person may hear or understand information differently than you do. They may also have other questions to ask. Keep a notebook with you for questions, and write down the answers.



What I Should Know About Hospital Equipment:

Lock all equipment wheels. Make sure your wheelchair wheels are locked before sitting in it, or getting up out of it. Lock all bed wheels to keep the bed from sliding away while you are getting in or out.

Understand the equipment being used in your care. Ask your nurse why each piece of equipment is attached to you, and how it should work. Ask about equipment alarms and what you should do if the alarm sounds. Ask a nurse what you can touch on the equipment without harming yourself or the equipment.

What I Should Know Before I Go Home:

Before you leave the hospital, make sure you understand what you are to do at home. Ask for a telephone number for someone you can call with questions, or to get help. If you will have a nurse come to your house, you should be told what days they will arrive.

Ask about your activity. Learn what activities you should and should not be doing at home.

If you have papers with medication orders (prescriptions) from your doctor, get the prescriptions filled as soon as possible. Arrange to have family members or friends help you. Know what each medication is for, how much, and how often you are to take it. Ask for written information about your medication.

Your Discharge from the Hospital:

Your physician will determine your discharge day and the case management and social work staff will help you transition to home or to another facility.

Your discharge day is planned from the day of your admission. Your entire medical team—physicians, nurses, case manager and social workers—all work to prepare you for smooth transition to discharge.

While you may not feel 100% when you are discharged, it is not beneficial for you to stay in the hospital any longer than necessary. It will be to your advantage to recover at home or at a rehabilitation facility.

Discharge time is 11:00 a.m. or earlier. This will give you time to go home, get settled, receive equipment and fill your medication prescriptions.

Your nurse will provide you with discharge instructions written by your physician. If you do not understand any of the instructions, ask for them to be explained to you.

Patient education materials are specific to your health needs. These materials are available and easily accessed by your nurse.

If your physician orders home care or medical equipment, the case manager will be happy to help arrange it. You will receive a form with the contact names and phone numbers for these services.

Be sure that you understand all paperwork before you leave. Do not be afraid to ask questions. We are here to help you.

If you have any questions or concerns regarding your discharge, please contact our Discharge Planner at extension 433.



When you are admitted, you will sign papers accepting financial responsibility for surgery and/or hospitalization. You will be asked to present your insurance cards and to authorize the assignment of your insurance benefits. It is important to provide complete and accurate insurance information to avoid billing errors. This information will be sent to the hospital’s business office for billing. The same information will be sent to a professional billing service to bill for physician’s services (these charges are separate from the hospital’s charges).

If you do not have insurance coverage, or if your insurance does not cover the service provided, you will be billed directly. You may need to pay a deposit at the time of your admission, as determined by your medical/hospital coverage or other insurance, the type of medical services you need, your expected length of stay and whether you have requested a suite. You can pay the deposit with cash, a personal check or credit card (Master Card/VISA/AMEX or Discover).

Billing Information:

Complex health insurance forms and requirements can make your hospital bill seem confusing. Your hospital bill contains charges for your room, laboratory tests, X-rays, medications and other fees. If you have any questions about your hospital bill, call the Business Office at (303) 531-2443.

Physician bills are separate from hospital bills. These fees billed from your personal physician, anesthesiologist, radiologist or other specialists will be billed by those medical practices. Please call the telephone number listed on the physician bills with questions or concerns.

It is also very common for insurance companies to send their members a claims statement for reference, Explanation of Benefits (EOB). This is typically not a bill, but is provided for informational purposes.

Charity Care Policy/No Insurance:

Do you think you may have trouble paying your hospital bill?

COSH has a charity care policy and our customer service representatives are specially trained to assist you in determining your qualifications for a variety of financial assistance programs. For more information about various programs and how they might benefit you and your family, contact our Business Office at (303) 531-2443.

Patient Rights:

As a patient at Colorado Orthopedic & Surgical Hospital, you have the right to expect:

- Care that is safe, high quality, respectful and considerate of your personal beliefs and values.
- Information that is understandable and complete, including health status, treatment and care options.
- Participation in the development and implementation of your plan of care.
- Respect for your wishes as outlined in an advanced directive.
- Confidentiality and privacy in all matters.
- Commitment to your safety and security.
- Assessment and management of pain.
- Prompt response to request for assistance, concerns and complaints.

If you have a complaint that has not been addressed to your satisfaction through the patient complaint process by patient relations at (303) 531-2440, you may contact the Colorado Department of Health and Environment at (303) 692-2000. In addition, you may contact the Joint Commission (the accrediting agency for the hospital) at (630) 792-5000.

Patient Responsibilities:

As a patient, you have the responsibility to:

- Inform caregiver staff of your past and current medical history, including changes in your condition
- Ask questions about your care and treatment, particularly if instructions are not clear.
- Participate in your plan of care by cooperating with care and participation in discharge planning.
- Respect others by adhering to hospital policies.
- Notify hospital staff if you are unable to keep a scheduled appointment.
- Provide information regarding insurance coverage and payment plans.
- Tell us how we can provide better care or service to you and your family.

