

“Ethics is nothing else than reverence for life.”

In This Guide

Welcome to West Calcasieu Cameron Hospital	2	Smoking	10
About Us	3	Oxygen	10
Our Commitment to Care	4	Electrical Equipment	10
Telephone Directory	5	Mail and Flowers	10
Your Satisfaction	6	Weapons Prohibited Within WCCH	10
Visitor Information	7-8	Nutrition Services	11
Visitor Guidelines	7	Patient Meals	11
Visitation Rights	7	Vending Machines	11
Visiting Hours	7	Cafeteria	11
Public Restrooms	8	Guest Meals	11
Condition Reports	8	Television Channel Listing	12
Balloons	8	Speak Up	13
Gift Shoppe	8	Rights & Responsibilities	14-15
Waiting Rooms	8	Stay Safe	16-18
Gifts for Patients	8	What are Your Advance Directives?	19
During Your Stay	9-10	Privacy & Your Health Information	20-24
Leave Your Valuables At Home	9	Patient Portal	25
Physicians & Hospitalists	9	Do You Have Pain?	26
Case Managers and Social Workers	9	Don't Leave Until...	27-28
Housekeeping Services	9	After-Hospital Care	29
Medications	9	Preparing for Discharge	30-32
Lost and Found	9	Your Medicare Discharge Rights	33
Fire Safety	9	What You Should Know Before Surgery	34-35
Interpreters	10	Physician Directory	36-39
For the Hearing Impaired	10		
Newspapers	10		
ATM	10		
Pastoral Care	10		
Wireless Internet Service	10		

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Welcome to West Calcasieu Cameron Hospital

Mission Statement

Providing advanced quality healthcare with attention to patient satisfaction and clinical excellence.

Our Vision

Always providing exceptional healthcare:
Your Need,
Our Commitment.

Our Values

Integrity

Inspiring trust through honest and ethical accountability.

Service

Providing compassionate care with dignity, kindness, and respect.

Teamwork

Fostering an atmosphere of camaraderie, collaboration and cooperation.

Stewardship

Managing our human and financial resources responsibly.

Safety

- Performing duties and tasks with regard to National Patient Safety Goals.
- Serving all citizens of West Calcasieu and Cameron parishes and those who seek care from elsewhere with an organizational commitment to quality and patient safety.

Welcome to West Calcasieu Cameron Hospital (WCCH), a family of more than 700 employees dedicated to you and your family's healthcare needs. Since 1953, WCCH has provided the residents of West Calcasieu and Cameron parishes with quality healthcare, close to home. With state-of-the-art technology, physician expertise, and the healing, compassionate care of hospital clinical and support personnel, the WCCH team delivers advanced, personalized healthcare with a focus on an exceptional patient experience.

This guide is designed to provide you with information regarding hospital services and policies, and also contains directions to help you navigate with ease through our healthcare facility. Should you have any questions regarding anything not addressed in this book, please direct your concern to a hospital representative.

We sincerely appreciate you trusting your care to our team and look forward to serving you and your family in your healthcare needs.

Sincerely,

Janie D. Frugé, FACHE
Chief Executive Officer





About Us

Since 1953, West Calcasieu Cameron Hospital (WCCH), has provided Southwest Louisiana with local access to experienced physicians, skilled healthcare professionals, the latest medical technology and an unsurpassed tradition of caring.

WCCH, a Joint Commission accredited healthcare organization, is committed to providing advanced quality healthcare with attention to patient satisfaction and clinical excellence. It is through numerous, ongoing performance improvement processes that the hospital continually evaluates and improves the safety and quality of care provided.

Recent renovations and additions have included a new 12-bed Intensive Care Unit, Cardiac Catheterization Laboratory, Radiology Department, Admitting Department and Ambulatory Preadmissions Treatment Center. Patient rooms have also recently been updated. An extensive renovation of our Women's Center is now complete, and slated for future expansion are the Laboratory, Dietary and Materials Management departments, as well as the construction of a new patient tower.

In addition to providing exceptional healthcare in Surgery and Cardiology, WCCH is home to an Emergency Department that is staffed 24/7 with highly skilled physicians and nurses, trained to meet the needs of those requiring immediate medical attention.

Before the police juries in Calcasieu and Cameron Parishes first created a Hospital Service District in the early 1950s, individuals residing west of the Calcasieu River who could not be treated in doctor's offices had to be sent to Lake Charles or Houston for care. Today, WCCH has made it more convenient than ever to receive the most advanced healthcare through its continued investments in technology and infrastructure.

Foundation



West Calcasieu Cameron Hospital

701 Cypress Street
Sulphur, LA 70663

About WCCH Foundation

It is the mission of the WCCH Foundation to help raise charitable gifts to provide quality medical services, healthcare programs, and community betterment while fostering a long-term positive relationship between the hospital and community. For more information on the Foundation or to inquire about how you can make a charitable donation, please call 337-527-4144.





Our Commitment to Care

Ethics Committee

Now, more than ever, patients, their families, doctors and caregivers face difficult and complex decisions about treatment options, artificial support, living wills and quality of life. Your doctor is the first person to consult about patient care issues. However, if you need more help, our Medical Ethics Committee will work with you and your doctor to provide you with assistance and guidance. Doctors, nurses, allied health professionals, hospital administrative staff and local clergy members comprise this committee. For more information or for assistance from the medical ethics committee, you may contact any of the following:

■ Nursing

Administration

337-527-4281

■ Compliance Office

337-528-7891

■ Nursing Supervisor

(after hours)

337-527-7034

■ Your healthcare provider

At West Calcasieu Cameron Hospital (WCCH), our goal is to provide you and your family members with the absolute best patient care experience. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, please contact our Patient Relations Director by calling 337-527-4144 with your compliments, complaints or concerns. You may call at any time during regular business hours. For compliments, complaints or concerns after hours, please contact the nursing supervisor at 337-527-4346.

In addition, you have the right to file a complaint or concern with either or both:

Louisiana Department of Health and Hospitals

DHH/Health Standards Section

628 N. 4th St.

Baton Rouge, LA 70802

225-342-0138

866-280-7737

Mailing:

P.O. Box 629

Baton Rouge, LA 70821

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

800-994-6610

patientsafetyreport@jointcommission.org



Telephone Directory

General hours of operation are weekdays, 8 a.m. to 5 p.m.

West Calcasieu Cameron Hospital 527-7034

Patient Rooms: Dial 527 Plus Patient Room Number

Administration	527-4241
Admissions	527-4263
Calcasieu Family Physicians of WCCH	528-7472
Cardiac Rehabilitation	527-4121
Cardiology	527-4189
Childbirth Education	527-4361
Clinic Administration	527-6530
Compliance/Privacy	528-7891
Day Surgery	527-4161
Diabetes Education	527-4282
Diagnostic Center	
Sulphur	310-8834
Westlake	433-1395
Dynamic Dimensions	
Sulphur	527-5459
Moss Bluff	855-7708
Emergency Department	527-4270
ENT Associates of WCCH	439-2040
Foundation/Patient Relations	527-4144
Gift Shoppe	527-4271
Health Information Management	527-4116
Home Health	527-4362
Housekeeping/Environmental Services	527-7822
Human Resources	527-4372
Laboratory	527-4196
Lifeline	527-4358
Marketing	528-4735
Materials Management	527-4396
Nursing Administration	527-4281
Nutrition	527-4261
OBG-1 of WCCH	312-1000
Outpatient Lab Draw Station	528-7402
Patient Financial Services	527-4232
Pharmacy	527-4290
Physical Medicine	527-4347
Radiology	527-4256
Respiratory Therapy	527-4273
Rural Health Clinics	
Hackberry Clinic	762-3762
Johnson Bayou Clinic	569-2245
Vinton Clinic	589-5951
Sleep Center	527-4175
Therapeutic Riding Center	625-3972
Wound Healing Center	528-4708

MAIN NUMBER

337-527-7034

Patient Information/Lobby

337-527-7034

Billing

337-527-4232

Gift Shoppe

337-527-4271

Diabetes Education

337-527-4282

Please visit us at
www.wcch.com

Calling a Department WITHIN the Hospital?

Dial the last four digits of the number.

To reach a local number, you must first dial 9 to get an outside line.



“Truth is what stands the test of experience.”

Your Satisfaction

We encourage your feedback to improve care.

West Calcasieu Cameron Hospital (WCCH) is committed to providing exceptional patient care. As a Joint Commission accredited healthcare organization, your healthcare is our priority.

To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. This survey asks questions about your hospital stay. Please take the time to participate in the HCAHPS survey by completing the questionnaire; your feedback is valuable!

What is HCAHPS?

HCAHPS is a government mandated survey that it is backed by the U.S. Department of Health and Human Services.

The survey is used to improve the quality of healthcare. HCAHPS makes survey results public, so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. www.medicare.gov/hospitalcompare

The Joint Commission

has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations are available on its website. www.qualitycheck.org

You are Part of the Team

Communicate: It's your health; don't be afraid to ask your doctors and nurses questions.

Participate: You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

Appreciate: There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.



Visitor Information

■ We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visitor Guidelines

All visitors of West Calcasieu Cameron Hospital (WCCH) are asked to follow the general guidelines below:

- Only one person is allowed to spend the night with the patient.
- Visitors should be free of respiratory or communicable infections.
- Observe the confidentiality and privacy of other patients.
- Assist staff by leaving the room during tests, treatments or exams if asked.
- Do not overcrowd the room with visitors.
- A responsible adult must accompany all children under age 12. All children visiting a patient must remain in the patient room.
- No children under the age of 12 are allowed in the Intensive Care Unit.
- Do not bring weapons, guns, alcoholic beverages or narcotics onto the hospital premises.
- Present your picture identification if asked.
- Check with the nursing staff to see if any other visitor regulations may apply.
- **Please refrain from taking photographs or videos.** Due to confidentiality, safety, and privacy, no photographs or videos of patients, families, or WCCH employees are permitted; the only exception to this is the Maternity Unit and Nursery.

Visitation Rights

WCCH shall not restrict, limit or deny patient visitation privileges on the basis of race, color, national origin, sex, gender identity, sexual orientation or disability.

It is your right as a patient (or as the patient's support person where appropriate) to receive visitors whom you designate. This may include, but not be limited to, a

Visiting Hours

General

7 a.m. – 8:30 p.m.

Maternity

- Labor & Delivery
Support Person/Coach
Anytime
- Postpartum
7 a.m. – 8:30 p.m.
Quiet time is observed
daily from 2 p.m. - 4 p.m.

Intensive Care Unit

5:30 a.m. – 6 a.m.
9 a.m. – 9:30 a.m.
12 p.m. – 12:30 p.m.
3 p.m. – 3:30 p.m.
5:30 p.m. – 6 p.m.
8 p.m. – 9 p.m.

Pediatric Patients Primary Caregiver

Anytime

There are some situations when visitors are unable to come during the scheduled visiting hours. Visitors who arrive after 9 p.m. must check in at the Security Guard's desk at the Emergency Department entrance. Visitors who leave after 9 p.m. must leave through the Emergency Department entrance. Please request security if an escort to your vehicle is needed.



Visitor Information

Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital. For assistance in locating the restroom nearest you, please ask a member of our hospital staff.

Condition Reports

Any personal information about the patient's diagnosis and treatment is confidential. This information is only available to the patient and members of his or her immediate family whom he or she designates to receive it.

Balloons

Some patients have allergies to latex products. The latex powder on balloons can cause severe reactions in these patients. Therefore, latex balloons are not permitted in the hospital. Mylar balloons are acceptable.

spouse, a domestic partner, another family member or a friend. You have the right to refuse visitors at any time during your stay.

All visitors designated by the patient (or the support person when appropriate) shall enjoy visitation privileges that are consistent with patient preferences.

Our goal is to protect your health and safety. To achieve this, there may be times where WCCH may impose clinical restrictions on visitation rights. When restricting visitation, WCCH shall explain to the patient (or support person as applicable) the reasons for the restrictions or limitations on visitation.

Gift Shoppe

The Auxiliary Gift Shoppe is located on the first floor near the Stelly Lane/South Entrance.

Hours of Operation:

9 a.m. to 5 p.m., Monday through Friday

8 a.m. to 12 p.m., Saturday

Waiting Rooms

Several waiting rooms are available throughout the hospital for visitors and family members to rest during their loved one's stay. Waiting rooms for day surgery and ICU are available on the second floor of the hospital's new expansion. Several other waiting areas are available throughout the hospital for those seeking outpatient services.

Gifts for Patients

A doctor will sometimes place a patient on a special or restricted diet. Because of this, it is necessary that all gifts of food are to be checked at the nurse's station prior to delivering to the patient. In the Intensive Care Unit, all gifts for patients must be checked prior to delivery. Live plants and animals are not allowed in patient rooms.



During Your Stay

Leave Your Valuables At Home

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost.

West Calcasieu Cameron Hospital is not responsible for the loss or replacement of personal belongings.

If you cannot send your valuables home, an Admissions Representative or member of the nursing staff can place them in the hospital safe. You will be given a written receipt for all items and this receipt must be presented when you withdraw them. Please note that items such as medications cannot be stored in the hospital safe.

Physicians & Hospitalists

Your primary care physician or a hospitalist will supervise your care while you are in the hospital.

A hospitalist's only focus is to take care of patients when they are in the hospital. Hospitalists work in close consultation with the patient's primary care physician and specialists. They manage a patient's entire hospital experience, from admission until discharge.

Please Refrain from Taking Photographs or Videos

Due to confidentiality and privacy, no photographs of patients, families or WCCH employees are permitted; the only exception to this is the Maternity Unit and Nursery.

Case Managers & Social Workers

Ext. 4279

Case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care.

Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Housekeeping Services

A member of the housekeeping staff will clean your room daily. If there is a housekeeping problem in your room, dial 0 and inform the operator. He or she will contact housekeeping and the problem will be taken care of as soon as possible.

Medications

For safety reasons, patients are not permitted to take their own medications or keep them at bedside. Your doctor will prescribe your medications, to be dispensed by the hospital pharmacy, while you are here. The hospital pharmacist will give your medications to the nurse, who will then administer them to you. Also, for your safety while you are a patient at WCCH, we will provide your medication in the form of a single-unit dose whenever possible. If you would like to utilize the hospital's outpatient pharmacy after your discharge from the hospital, you may do so on weekdays from 9 a.m. to 5 p.m.

Lost and Found

In the event that you misplace personal items, you may contact the hospital's Admissions department for information on items that have been turned in.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.



During Your Stay

Interpreters

The hospital has access to interpreters for a number of foreign languages should a patient require it. Please notify your nurse of any special needs.

For the Hearing Impaired

A telecommunications device (TDD) is available to help hearing impaired patients. Arrangements can also be made to have a person who uses sign language help a hearing impaired or deaf patient.

Newspapers

Newspapers may be purchased near the Cypress Street Entrance of the hospital.

ATM

For your convenience, there are automatic teller machines (ATMs) located in the north parking lot next to Cypress Street and in the main hallway by the Emergency Department.

Pastoral Care

Clergy members are welcome to visit with you and your family during your hospital stay. Your nurse can assist you in contacting the clergy of your choice.

Wireless Internet Service

WCCH is pleased to offer free wireless service to its doctors, patients and guests. Connectivity is available throughout the hospital, including patient rooms and visitor waiting areas. To access this free service, your laptop needs a wireless card. Please be courteous to other patients and visitors while using your computer and keep the volume muted or use headphones.

Your use of the WCCH wireless Internet connection is at your own risk. Any information being sent or received could potentially be intercepted by another wireless user. To access our free wireless Internet service, please contact your nurse for log-in instructions.

Smoking

WCCH is a 100 percent tobacco free campus. Patients, staff and visitors are not allowed to use tobacco products of any type, including smokeless and electronic tobacco products, on any part of the hospital campus. This policy includes parking lots, sidewalks, lawn areas and all hospital owned property.

Oxygen

Special rules are in effect in areas where patients are using oxygen. Battery-operated toys or friction toys (which create sparks) are not allowed in these areas. Absolutely no smoking is permitted in any room in which oxygen is in use or on standby.

Electrical Equipment

The Maintenance Department must check any electrical equipment that is brought from home before it can be used. This includes razors, hair dryers, radios, etc. Please notify your nurse before using your personal electrical equipment.

Mail and Flowers

Cards and flowers sent by your family and friends to make your stay better are brought to your room daily.

If the hospital receives your mail after you've been discharged, it will be returned to its sender. Flowers delivered after you leave, however, are returned to the florist. Outgoing mail may be left at the nurse's station or given to a volunteer.

Weapons Prohibited Within WCCH

Weapons are potential safety hazards. Possession, use or display of weapons is prohibited within WCCH and any building owned or used for WCCH business purposes.



Nutrition Services

Patient Meals

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. WCCH makes every effort to provide nutritious meals that are prepared according to your doctor's orders. Patients are generally served breakfast between 7:30 a.m. and 8:30 a.m., lunch between 11:30 a.m. and 12:30 p.m., and dinner between 5 p.m. and 6 p.m. Occasionally, your meal may be delayed if you are scheduled for a test or treatment.

Vending Machines

Vending machines for snacks and beverages are accessible 24 hours a day, except those located in the cafeteria. They can be found in the following locations:

- Labor & Delivery Waiting Area – Located across from the Outpatient Pharmacy on the first floor. This area contains a microwave in addition to vending machines.
- Emergency Department Waiting Area – Located in the Emergency Department.
- Intensive Care Waiting Area – Located on the second floor, near the ICU waiting room.
- Cafeteria – Located on the first floor and accessible during cafeteria hours.

Where's the Cafeteria?

Location:

The cafeteria is located on the first floor of the hospital, near the Cypress Street Entrance. From the entrance, follow the main hallway south and turn right at the first hallway.

Visitors are welcome to dine in the cafeteria.

Hours:

Monday – Friday
6 a.m. – 6:30 p.m.
Saturday & Sunday
7 a.m. – 1 p.m.

Guest Meals

If a family member or friend would like to dine with you in your room, they may visit the cafeteria, purchase a meal, and take it back to the room.



Television Channel Listing

1	Suddenlink On Demand		40	truTV	6440
3	KATC-ABC Lafayette, LA	983	41	A&E	6441
4	QVC	984	42	The Travel Channel	6442
5	Local Government	985	43	Home Shopping Network	6443
6	KFDM-CBS Beaumont, TX	986	44	TNT	6544
7	KVHP-DT CW Lake Charles, LA	987	45	History Channel	6545
8	Suddenlink Homesource	988	46	Bravo	6546
9	KPLC-NBC Lake Charles, LA	989	47	Investigation Discovery	6547
10	KLFY-CBS Lafayette, LA	9810	48	Trinity Broadcasting Network	6548
11	KVHP-FOX Lake Charles, LA	9811	49	C-SPAN 2	6549
12	KBMT-ABC Beaumont, TX	9812	50	Headline News	6550
13	KLTL-PBS Lake Charles, LA	9813	51	Fox News Channel	6551
15	TBS	9915	52	Cartoon Network	6552
16	EWTN	9916	53	E! Entertainment	6553
17	The Weather Channel	9917	54	ABC Family	6554
19	Inspirational Network	9919	55	CNBC	6655
20	KFAM-LP (IND) Lake Charles, LA	9920	56	Food Network	6656
24	Disney	6324	57	Cox Sports Television	6657
25	USA	6325	58	C-SPAN	6658
26	AMC	6326	59	Discovery Channel	6659
27	Fox Sports Houston	6327	60	Local Access	6660
28	MTV	6328	61	Up!	6661
29	CNN	6329	62	NBC Sports Network	6662
30	Lifetime	6330	68	SEC Alternate	6768
31	Sprout	6331	69	Hallmark	6769
32	Animal Planet	6332	70	MSNBC	6770
33	The Learning Channel	6333	71	Syfy	6771
34	SEC Network	6434	72	FXX	6772
35	ESPN 2	6435	73	Lifetime Movie Network	6773
36	ESPN	6436	75	OWN	6775
37	FX	6437	76	BBC America	6776
38	The Blaze	6438	77	ELRAY	6777
39	HGTV	6439	78	Game Show Network	6778
			79	WGN	6779

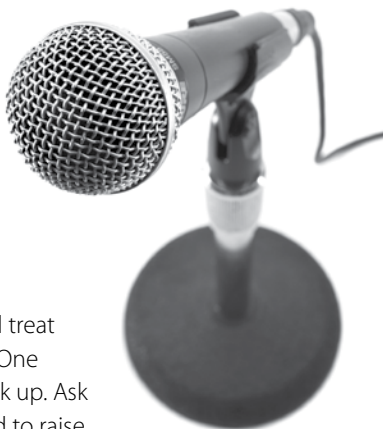
“Who questions much, shall learn much, and retain much.”

Speak Up!

Take charge of your care.

During your stay, our doctors, nurses and staff will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.



STEP UP & SPEAK UP

- ✓ **Speak up** if you have questions or concerns. If you still don't understand, ask again. It's your body, and you have a right to know.
- ✓ **Pay attention** to the care you get. Always make sure you're getting the right treatments and medicines by the right healthcare professionals. Don't assume anything.
- ✓ **Educate** yourself about your illness. Learn about the medical test you get, and your treatment plan.
- ✓ **Ask** a trusted family member or friend to be your advocate (advisor of supporter) or support person.
- ✓ **Know** what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.
- ✓ **Use a hospital**, clinic, surgery center, or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards. WCCH is accredited by the Joint Commission.
- ✓ **Participate** in all decisions about your treatment. You are the center of the healthcare team.

Remember:

- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

Don't Get Overwhelmed, Write It Down!



Courtesy of The Joint Commission.



Rights & Responsibilities

Access

- ✓ You have the right to equal access to care.
- ✓ You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- ✓ We will respect your religious, cultural and personal beliefs and traditions.
- ✓ We will not discriminate against you.

Decision Making

- ✓ You have the right to participate in the development and implementation of your care plan.
- ✓ You have the right to be involved in all aspects of the care you receive.
- ✓ You have the right to have your family participate in decisions regarding your care.

Knowledge

- ✓ You (or your designee) have the right to make informed decisions regarding your care.
- ✓ Your doctor will inform you of risks, benefits and alternatives prior to any invasive procedures.
- ✓ If you are asked to participate in a research project, you have the right to be given information describing the expected benefits, potential discomforts, and any alternatives that might benefit you. Your doctors will be honest and truthful about any experimental procedures. You have the right to refuse to participate in research projects, and your care will not be compromised.
- ✓ You have the right to be informed of your health status, to be involved in your care planning and treatment, and to request or refuse treatment.

- ✓ Your right to treatment or service is respected and supported.
- ✓ You have the right to request transfer to another hospital. If you desire to be moved to another facility, we will assist you in safely transferring to that healthcare facility.

Advance Directives

- ✓ You have the right to formulate an Advance Directive, and to have the hospital staff and doctors comply with your wishes.
- ✓ The hospital will provide you with information regarding Advance Directives and will assist you with the development of an Advance Directive.
- ✓ The hospital will provide you with information regarding Organ Donation and will assist you with decisions concerning the donation of organs.
- ✓ We will honor your wishes regarding your end-of-life decisions.
- ✓ You have the right to Pastoral care and other spiritual services.

Safety and Security

- ✓ You have the right to receive care in a safe setting.
- ✓ You have the right to be free from all forms of harassment.
- ✓ You have the right to a secure environment.
- ✓ We will keep you safe and protect you from verbal/physical abuse.
- ✓ You have the right to access protective services.
- ✓ You have the right to be free from restraints of any form that are not medically necessary.



Rights & Responsibilities

Comfort

- ✓ You have the right to appropriate assessment and management of pain.

Communication

- ✓ You have the right to communication.
- ✓ If your mail, telephone, etc., is restricted, please be mindful that such action has been taken to ensure that you receive the rest that you need.
- ✓ You have the right to request an itemized copy of your bill, an examination and an explanation of your account regardless of your source of payment.
- ✓ You have the right to receive a printed copy of these rights.

Accreditation

WCCH is accredited by The Joint Commission. The Board of Commissioners, Medical Staff, Hospital Leadership and employees of WCCH are committed to providing our community with safe, high-quality health services with an emphasis on wellness and health promotion. It is through our ongoing performance improvement process that we continuously evaluate and improve the safety and quality of care we provide.

You are Responsible for:

- ✓ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- ✓ reporting unexpected changes in your condition to your healthcare providers.

- ✓ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- ✓ following the treatment plan recommended by your healthcare providers.
- ✓ keeping appointments and, if you cannot, notifying the proper person.
- ✓ knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- ✓ being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.
- ✓ fulfilling your financial obligations to the hospital as promptly as possible.

While your health is our primary concern, you are responsible for your hospital bill.

You need to:

- ✓ ask for help if you have a problem paying the bill.
- ✓ give us correct information about your insurance.
- ✓ find a way to pay for your bill as soon as possible.

“Fear is the father of courage
and the mother of safety.”

Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

PATIENT IDENTIFICATION

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your name and one other form of identification before they proceed. This verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.



Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

KEEP A WALLET-SIZED NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.



Preventing Medication Errors

Remember—you play an important role in helping to reduce medication errors.

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.



Fighting Infections

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, your family and friends should wash hands:

1. **after touching objects or surfaces in the hospital room**
2. **before eating**
3. **after using the restroom**

It is also important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Doctors, nurses and other healthcare providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds.

That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.



What are Your Advance Directives?

Patient Services Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of Directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated, or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot.

A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?

A living will, healthcare proxy, and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about Advance Directives, contact the hospital Social Worker at 337-527-4279.

Organ Donation

It is a patient's right to be informed about organ and tissue donation. If you would like more information about becoming an organ or tissue donor, please let your nurse know.



Privacy & Your Health Information

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental healthcare
- Market our services and sell your information
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law

- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. ***This section explains your rights and some of our responsibilities to help you.***

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.



Privacy & Your Health Information

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or healthcare item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with and why.
- We will include all the disclosures except for those about treatment, payment, and healthcare operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free, but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.

- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting the Privacy Officer at 337-528-7891.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/privacy
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. **If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.**

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory



Privacy & Your Health Information

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including



Privacy & Your Health Information

with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- **We are required by law to maintain the privacy and security of your protected health information.**

- **We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.**
- **We must follow the duties and privacy practices described in this notice and give you a copy of it.**
- **We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind. For more information see: www.hhs.gov/privacy**

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our website, and we will mail a copy to you.

*Effective Date of this Notice:
September 23, 2013*

The hospital will abide by the terms of this notice. The hospital reserves the right to make changes to this notice and continue to maintain the confidentiality of all healthcare information. The current notice will be available from the Admitting Office, from the Privacy Officer, on the website and posted throughout the hospital.

You have the right to complain to the hospital if you believe your rights to privacy have been violated. If you feel your privacy rights have been violated, please mail your complaint to the hospital.



Privacy & Your Health Information

West Calcasieu Cameron Hospital
Attn: Privacy Officer
701 Cypress St.
Sulphur, LA 70663

All complaints will be investigated. No personal issue will be raised for filing a complaint with the hospital.

Your protected healthcare information may NOT be released for any other purpose than that which is identified in this notice.

Your protected healthcare information may be released only after receiving written

authorization from you. You may revoke your permission to release protected healthcare information at any time.

For further information about this Privacy Notice, please contact the hospital's Privacy Officer at 337-528-7891, or you may call the Compliance Confidential Line at 337-528-4168.

How do I Obtain Copies Of X-ray Films?

1. The patient may visit the Radiology Department (Monday through Friday, 8 a.m.–5 p.m.), complete an authorization to release information, and present picture ID. Copies of films and/or reports may then be obtained. **OR**
2. The patient may contact the Radiology Department at 337-527-4256 with the pertinent patient information so that copies of the records can be prepared prior to arrival. Upon arrival, the patient will be required to sign an authorization to release information and present a picture ID. Once such items have been presented, the patient may obtain copies of his or her X-ray films.
3. For safety and security of information reasons, we cannot release records without proper identification.
4. For release of information to a third party, please call 337-527-4256 for instructions.

How do I obtain copies of my medical records?

The patient may visit to the Medical Records Department (Monday through Friday, 8 a.m.-5 p.m.), complete an authorization to release information, present picture ID, and obtain copies of requested medical records. **OR**

The patient may contact the Medical Records Department at 337-527-4113 with the pertinent patient information so that copies of the records can be prepared prior to arrival. Upon arrival, the patient will be required to sign an authorization to release information and present a picture ID. Once such items have been presented, the patient may obtain copies of requested medical records.

Results from tests performed at West Calcasieu Cameron Hospital will be available to patients three business days from the time the test or screening is performed.



Patient Portal

Access your medical information online with our new Patient Portal!

When you are an inpatient at West Calcasieu Cameron Hospital, you are now able to access your health information online. The Patient Portal will provide you with information related to you or your loved ones' hospital stay, including medications, allergies, radiology results, and discharge instructions.

It's quick to set up an account.

To activate this secure service, you will need an email address which can be given at the time of your admission or before discharge from the hospital. Detailed instructions will be provided to you on the complete process or you may call 337-527-4353 with any questions.



“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”

Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much, if any, pain your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?



USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

Wong-Baker FACES® Pain Rating Scale



0

No
Hurt



2

Hurts
Little Bit



4

Hurts
Little More



6

Hurts
Even More



8

Hurts
Whole Lot



10

Hurts
Worst

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“In the field of observation,
chance favors only the prepared mind.”

Don't Leave Until...

5 things to know before you walk out that hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (*see If You Disagree, at right*).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may

have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

Make sure you have the following information before you leave the hospital:

1. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. But also having a list prepared by the hospital is a good way to double-check the information.

2. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

3. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long.
- what kinds of activities you can and can't do, and for how long.
- how to properly care for any injury or incisions you may have.
- what follow-up tests you may need and when you need to schedule them.
- what medicines you must take, why, and for how long.
- when you need to see your physician.
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for.
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

4. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

5. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care, and agencies that can help with patient care and respite care.

Be sure to ask what foods to stay away from while on your medications.



“Love begins by taking care of the closest ones
—the ones at home.”

After-Hospital Care

Know what your healthcare options are after you leave the hospital.

When you leave the hospital, you may need to spend some time in a rehabilitation facility, nursing home, or other institution. Or you may be able to stay home and receive healthcare services there. Be sure that you and your caregiver understand the plan for your care before you are discharged from the hospital. Here's a brief list of the various services that you may use during your recovery. Your case manager will review these options with you and help coordinate them if you are in need of these services.

- **Home Healthcare**
- **Medicare-Covered Equipment and Supplies**
- **Independent Living**
- **Assisted Living**
- **Nursing Home**
- **Hospice**



Be sure that you and your caregiver understand your care plan before you are discharged from the hospital.



Preparing for Discharge

When You Are Discharged

Your doctor determines when you are ready to be discharged. Your doctor and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

In most cases, patients can anticipate discharge 1.5 hours after the doctor issues the order for their discharge.

Going Home

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Additional Services

There are times when a patient needs additional treatment or care after he or she leaves the hospital. Our Case Managers will assist you in arranging the additional care or medical equipment that you will need. The following services are offered by West Calcasieu Cameron Hospital (WCCH) to assist with your transition to the home environment and your road to recovery.

- **Lifeline** – Philips Lifeline, a national medical alert service, provided by WCCH as a service to the community, is an easy-to-use medical alert service that helps older adults to live safely and independently in their own homes. The Lifeline program is designed to provide each subscriber with prompt, courteous care at the press of a button 24 hours a day, 365 days a year.
- **Pharmacy** – In addition to our inpatient pharmacy, we also offer the services of our Outpatient Pharmacy. This full-service pharmacy is open to the community and is extremely helpful in filling prescriptions at the time of discharge. Our pharmacists are very knowledgeable and willing to provide information about any of the medications prescribed for you. Outpatient Pharmacy hours are Monday through Friday from 9 a.m. to 5 p.m. For additional information, call 337-527-4174.
- **Home Health** – More than a place of comfort, home is a symbol of independent living and belonging. Home can also provide the most comfortable environment for recovery after an injury or illness. The Home Health Agency of WCCH provides the quality care you need, right where you need it – in the



Preparing for Discharge

comfort of your own home. Our home health agency is accredited by the State of Louisiana, The Joint Commission, and is also Medicare approved. For more information, call 337-527-4362.

■ **Physical Medicine.** Physical medicine is a specialty that focuses on restoring an individual's functional abilities after illness or injury. The physical medicine team of WCCH follows rigorous, proven techniques for timely healing. Services offered include Physical, Occupational and Speech Therapy. For more information, please call 337-527-4357.

If You Have Health Insurance

We will need a copy of your identification card or any insurance forms that are supplied by your employer or insurance company. You will be asked to assign benefits from the insurance company directly to the hospital. Questions concerning your insurance benefits should be directed to your employer's benefits coordinator or to your insurance company.

Many of our patients carry insurance that requires the patient and doctor to contact the insurance company for authorization of the admission. Please know your benefits. Without this authorization, some benefits may be subject to a 50 percent reduction. If there is a question about your insurance coverage, a member of the Admissions Department will contact you or a member of your family while you are here. Information is needed in order to pre-certify and process your claims and pre-certification with the insurance carrier is the responsibility of the patient. As a courtesy, our staff will assist with this process. All Worker's Compensation claims must be approved by

your carrier before services are rendered.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

If you have questions about your hospital bill, please feel free to call WCCH Patient Financial Services at 337-527-4232 Monday through Friday from 8 a.m. to 5 p.m.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy, and the services of hospital employees. You will receive a separate bill from your doctors for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

To make payment on a bill, patients are asked to visit the Patient Financial Services Department, located directly across from the hospital's gift shoppe.



Preparing for Discharge

two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicaid

We will need a copy of your Medicaid card for the current month. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

Medicare

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP (Medicare Secondary Payer) Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and co-insurance are

covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state funded program.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

For Self-Pay Patients

The Patient Financial Services Department will send statements for payment of self-pay accounts. You will receive two to three billing statements over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement of your account or if you have questions about your billing statement, you may contact the Patient Financial Services Department at 337-527-4232.

Uninsured?

A representative from Admissions or Patient Financial Services will discuss financial arrangements with you. A hospital representative is available to assist you in applying for Medicaid, charity application or other government assistance programs.



Your Medicare Discharge Rights

Planning For Your Discharge:

- If you think you are being discharged too soon:
 - You can talk to the hospital staff, your doctor and your managed care plan (if you belong to one) about your concerns.
 - You also have the right to an appeal, that is, a review of your case by a Quality Improvement Organization (QIO). The QIO is an outside reviewer hired by Medicare to look at your case to decide whether you are ready to leave the hospital.
 - If you want to appeal, you must contact the QIO no later than your planned discharge date and before you leave the hospital.
 - If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles).
 - If you do not appeal, but decide to stay in the hospital past your planned discharge date, you may have to pay for any services you receive after that date.

Steps To Appeal Your Discharge

Step 1: You must contact the QIO no later than your planned discharge date and before you leave the hospital. If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles).

- Here is the contact information for the QIO: eQHealth Solutions 800-433-4958
- You can file a request for an appeal any day of the week. Once you speak to someone or leave a message, your appeal has begun.
- Ask the hospital if you need help contacting the QIO.

- The name of this hospital is: West Calcasieu Cameron Hospital – Provider #190013.

Step 2: You will receive a detailed notice from the hospital or your Medicare Advantage or other Medicare managed care plan (if you belong to one) that explains the reasons they think you are ready to be discharged.

Step 3: The QIO will ask for your opinion. You or your representative need to be available to speak with the QIO, if requested. You or your representative may give the QIO a written statement, but you are not required to do so.

Step 4: The QIO will review your medical records and other important information about your case.

Step 5: The QIO will notify you of its decision within one day after it receives all necessary information.

- If the QIO finds that you are not ready to be discharged, Medicare will continue to cover your hospital services.
- If the QIO finds you are ready to be discharged, Medicare will continue to cover your services until noon of the day after the QIO notifies you of its decision.

If You Miss The Deadline To Appeal, You Have Other Appeal Rights

You can still ask the QIO or your plan (if you belong to one) for a review of your case:

- If you have Original Medicare: Call the QIO listed at left.
- If you belong to a Medicare Advantage Plan or other Medicare managed care plan: Call your plan.

“Surgery is half the race, but you have to go for the follow-up or do yourself a major disservice.”

What You Should Know Before Surgery

How you can make your surgical procedure and follow-up care as safe as possible.

Mistakes can happen during surgery. As an active member of your healthcare team, you can make your surgical procedure and follow-up care as safe as possible. Here's what you need to know.

Before Your Surgery

- Bring a list of any questions you have about your surgery to your pre-surgical doctor's visit. Also bring a list of all the prescription, over-the-counter, and herbal medications that you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure.
- Be sure your surgeon knows about any allergies you have to medications and foods.
- Ask your surgeon whether you can eat or drink before your procedure, and if so, what kinds of food or drink, and within how many hours of your surgery.
- Ask your surgeon whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion, and if there are other preparations you need to make prior to surgery.
- Find out if you will need therapy after your surgery, who will arrange

for it, and whether you can have therapy at home.

- Arrange for transportation to and from the hospital or surgical center.
- Ask a relative or friend to go to the hospital or surgical center with you, to stay during your procedure, and accompany you home afterward.



It's hard to remember everything yourself.

When you meet with your doctor, bring your questions and a friend. Your friend can help listen, take notes and ask questions, too!

A Team Effort

Here's how to work with your surgical team to get the best outcome:

- Know the preparations you must make before your surgery.
- Get to the hospital or surgical center early on the day of your surgery.
- Review paperwork carefully before signing.
- Make sure the proper part of your body is marked for surgery.
- Get your post-surgical care instructions in writing before you leave.

On the Day of Your Surgery

- Shower or bathe and wash your hair. Don't wear makeup or perfume. Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards, and other valuables at home.
- Allow yourself plenty of time for travel.
- Once you arrive at the hospital or surgical center, you will be given an Informed Consent form to sign. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form.

Before Your Procedure Begins

- Staff at the hospital or surgical center should ask you the following questions more than once before your surgery:
 - Your name
 - What kind of surgery you're having
 - The part of your body that is being operated on
- A healthcare professional will mark the spot on your body that is going to be operated on. Make sure he or she marks only the correct part. If he or she makes a mistake and has to make a new mark, be sure the old mark is completely cleaned off.

- If you won't be awake for the marking, be sure your relative or friend watches the marking.
- Ask your surgeon if the team will take a "time out" just before your procedure. This is done to make sure the team is doing the right surgery on the right body part of the right person.

After Your Surgery

- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after surgery, ask what they are and what they are for. Ask about side effects. If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications, and for how long.
- If you are given IV (intravenous) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.
- Ask your surgeon if your activities need to be limited, and if so, for how long. Ask when you will be able to resume work, exercise, and travel.
- Be sure to get instructions for post-surgical care in writing before you leave.



Physician Directory

Anesthesia

Anesthesia Associates

4150 Nelson Road, Building A, Lake Charles, LA 70605
 Altier, Carole G, MD 337-474-6353
 Fairchild, Chad D. 337-474-6353
 Fairchild, Tammy L. 337-474-6353
 Lee, Eric, MD. 337-474-6353
 Nester, Kyle P, MD 337-474-6353
 Price Jr, Jere K, MD. 337-474-6353
 Walkin, Patrick P, MD. 337-474-6353

Audiology

Hearing Solutions of Louisiana, LLC

1327 Stelly Lane, Suite C, Sulphur, LA 70663
 Cavanaugh, Jake, AuD. 337-528-7842

Cardiology

Cardiovascular Specialists, a division of Imperial Health

600 Dr. Michael DeBaKey Drive, Lake Charles, LA 70601
 DePuy Jr, Miguel A, MD 337-436-3813
 Foster, Corey G, MD 337-436-3813
 Mulhearn, Thomas J, IV, MD. 337-436-3813
 Turner, Michael C, MD. 337-436-3813

Heart & Vascular Center

1717 Oak Park Boulevard, 2nd Floor, Lake Charles, LA 70601
 337-494-3278

913 E. Kent Drive, Sulphur, LA 70663
 337-527-3610

Angelopoulos, Peter, MD
 Hammett, Albert C, MD
 Thompson, Christopher S, MD
 White, Jean K, MD
 Winterton, John M, MD
 Young, Kevin R, MD

Heart Associates, a division of Imperial Health

501 Dr. Michael DeBaKey Drive, Lake Charles, LA 70601
 Fastabend, Carl, MD. 337-433-8400
 Gilmore, Richard, MD 337-433-8400
 Lebeau, Jake T, MD 337-433-8400

Cardiology - Pediatric

Pediatric Cardiology of Southwest Louisiana

2005 Southwood Drive, Lake Charles, LA 70605
 Gugol, Rubee A, MD 337-562-2293
 Kattash, Mudar M, MD 337-562-2293

Dentistry

Manning Dental Associates, Inc.

1910 Maplewood Drive, Sulphur, LA 70663
 Manning, Bryan, DDS 337-625-8787
 Manning, Dean L, DDS 337-625-8787

Rhett Cates, DDS

1400 Oak Park Boulevard, Lake Charles, LA 70601
 337-439-2111

Dentistry - Pediatric

Roger G. Grimboll, Jr., DDS

910 S. Beglis Parkway, Sulphur, LA 70663
 337-625-2212

Emergency Medicine

Professional Emergency Medicine Management

1201 Camellia Boulevard, Suite 207, Lafayette, LA 70508
 Bernauer Jr., Robert, MD
 Boudreaux, Brad, MD
 Kataria, Shammii, MD
 Lecky, Robert A, MD
 Magann, Timothy S, MD.
 Poche, Mahlon P, MD.
 Quattrone, Timothy L, MD
 Shah, Syed A, MD

Family Medicine

Calcasieu Family Physicians of WCCH

920 1st Avenue, Sulphur, LA 70663
 Fuqua, Jason B, MD 337-528-7472
 Fuqua, Kelly M, MD 337-528-7472

The Cypress Clinic

622 Cypress Street, Sulphur, LA 70663
 Braud, Rebecca, MD 337-527-2491
 Lannan, Maureen R, MD. 337-527-2491
 Thomas, Kenneth L, MD 337-527-2491

Davies Family Medicine

1114 Stelly Lane, Sulphur, LA 70663
 Davies, Andrew T, MD 337-527-7087

The Family Care Center of SWLA

2345 Sampson Street, Westlake, LA 70669
 George, Jody R, MD 337-439-1484

Family Practice Center of Sulphur

2509 Maplewood Drive, Sulphur, LA 70663
Gonzales, José M, MD 337-625-0341
Stewart, Brian W, MD 337-625-0341

Hackberry Rural Health Clinic

1020 Main Street, Hackberry, LA 70645
Galley, Julie, APRN 337-762-3762

Imperial Health

277 Hwy 171 N., Suite 8, Lake Charles, LA 70611
Sanders, Richard, MD 337-312-0030

Johnson Bayou Rural Health Clinic

6240 Gulf Beach Highway, Cameron, LA 70631
Bougie, Regina, APRN 337-569-2245

Maplewood Family Medicine Clinic

3702 Maplewood Drive, Sulphur, LA 70663
Devillier, Marné E, MD 337-625-5459
Nguyen, Dang D, MD 337-625-5459

Schlamp Family Medical Clinic

921 1st Avenue, Sulphur, LA 70663
Oler, Michael J, MD 337-527-6385
Schlamp, Kevin T, MD 337-527-6385

Vinton Medical Clinic

1611 Hampton Street, Vinton, LA 70668
Cavanaugh, Lacey, MD 337-589-5951
Waldmeier, Lance, APRN 337-589-5951

Gastroenterology

Imperial Health

501 Dr. Michael DeBakey Drive, Lake Charles, LA 70601
Nichols III, Paul H, MD 337-433-8400
Teran, Juan C., MD 337-433-8400

Hospital Medicine

Professional Emergency Medicine Management

1201 Camellia Boulevard, Suite 207, Lafayette, LA 70508
Kataria, Shammi, MD
Lafuente, Michael, MD
Mullins, Ashley J, MD
Quattrone, Timothy, MD
Shitta-Bey, Abiola L, MD
Soileau, Amy, MD
Tchakarova, Tania S, MD
Varghese, Lesly T, MD

Infectious Disease

Carlos M. Choucino, MD

1000 Walters Street, Lake Charles, LA 70607
337-480-8153

Neonatology

The Children's Clinic

2903 1st Avenue, Lake Charles, LA 70601
Bossano, Juan M, MD 337-478-6480
Saqr, Jamal, MD 337-478-6480

Chih Hao Lin, MD

4200 Nelson Road, Lake Charles, LA 70605
337-474-3270

Nephrology

William A. Gabbard, MD

2770 3rd Ave, Suite 345, Lake Charles, LA 70601
337-494-4720

Tony W. Leung, MD

105 Dr. Michael DeBakey Drive, Lake Charles, LA 70601
337-497-0366

Chaudhry A. Nisar, MD

300 18th Street, Ste. 200, Lake Charles, LA 70601
337-439-5369

The Kidney Clinic, LLC

333 Dr. Michael DeBakey Drive, Ste. 140, Lake Charles, LA 70601
Abu Shammat, Abdel Raouf F, MD 337-494-7090
Lodhi, Ahad A, MD 337-494-7090

Neurology

Neuro Associates

707 Dr. Michael DeBakey Drive, Lake Charles, LA 70601
Best, Timothy, MD 337-433-0762
Shamieh, Fayez K, MD 337-433-0762

Odenheimer, Reynard C, MD

816 W. Bayou Pines
Lake Charles, LA 70601 337-439-5588

Obstetrics/Gynecology

OBG-1 of WCCH

1200 Stelly Lane, Sulphur, LA 70663
Bergstedt, Scott E, MD 337-312-1000
Darby, Edward B, MD 337-312-1000

Women's Health of SWLA

4150 Nelson Road, Building B, Ste. 5, Lake Charles, LA 70605
McAlpine, David C, MD 337-562-9995



Physician Directory

Oncology/Hematology

Hematology and Oncology Clinic

3924 Maplewood Drive, Sulphur, LA 70663
Khan, Mohammad Y, MD 337-491-7598

Oral/Maxillofacial

James Pollard, DDS

3704 Maplewood Drive, Sulphur, LA 70663
337-626-1444

Orthodontics

Paul C. Perry, DDS

3109 Maplewood Drive, Sulphur, LA 70663
337-625-5330

Orthopaedics

Center for Orthopaedics, a division of Imperial Health

1747 Imperial Boulevard, Lake Charles, LA 70605
Foret, Andrew L, MD 337-721-7236
Foret, Jonathan L, MD 337-721-7236
Green, Tyson, DPM 337-721-7236
Hale, Steven S, MD 337-721-7236
Lowry Jr., William J, MD 337-721-7236
Morton, Craig G, MD 337-721-7236
Noble, Jr., John W, MD 337-721-7236
Pourciau, John K, DPM 337-721-7236
Trappey, George J, MD 337-721-7236

Center for Orthopaedics - Sulphur Office

250 S. Beglis Parkway, Ste. 1, Sulphur, LA 70663
Foret, Andrew L, MD 337-626-2529
Foret, Jonathan L, MD 337-626-2529
Green, Tyson, DPM 337-626-2529
Hale, Steven 337-626-2529
Lowry Jr., William J, MD 337-626-2529
Morton, Craig G, MD 337-626-2529
Noble, Jr., John W, MD 337-626-2529
Pourciau, John K, DPM 337-626-2529
Trappey, George J, MD 337-626-2529

Collins Orthopaedics & Sports Medicine

250 Beglis Parkway, Sulphur, LA 70663
Collins, Geoffrey J, MD 337-905-7100

Orthopaedic Specialists

1717 Oak Park Boulevard, Lake Charles, LA 70601
Cascio, Brett M, MD 337-494-4900

Clark A. Gunderson, MD

2615 Oak Park Boulevard, Lake Charles, LA 70601
337-439-0385

Michael A. Hinton, MD

230 W. Sale Road, Lake Charles, LA 70605
337-477-5252

Otolaryngology

ENT Associates of WCCH

1327 Stelly Lane, Suite 3, Sulphur, LA 70663
DeSonier, Keith, MD. 337-439-2040

Pathology

The Pathology Laboratory

830 Bayou Pines Drive, Lake Charles, LA 70601
Burton, Regenia S, MD 337-436-9557
Eapen, Paula D, MD 337-436-9557
Kelly, Brandi, MD 337-436-9557
Primeaux, Thad, MD 337-436-9557
Richard, Stephanie S, MD 337-436-9557
Rumsey, Robert L, MD 337-436-9557
VanHoose II, John S, MD 337-436-9557

Pediatrics

The Children's Clinic

2903 First Avenue, Lake Charles, LA 70601
Ardoin, Kipp B, MD 337-478-6480
Bossano, Juan M, MD 337-478-6480
Decker, Deborah M, MD 337-478-6480
Drez, Susan E, MD 337-478-6480
Karpovs, Anatole J, MD 337-478-6480
Karriker, Bryan S, MD 337-478-6480
Kordisch Jr, Foster C, MD 337-478-6480
Landry, Stuart G, MD 337-478-6480
Maust, Jay R, MD 337-478-6480
Murray, Elizabeth S, MD 337-478-6480
Saquer, Jamal G, MD 337-478-6480
Thompson, Bruce M, MD 337-478-6480
Wallace, David R, MD 337-478-6480

The Pediatric Center of Southwest Louisiana

600 Cypress Street, Sulphur, LA 70663
Babineaux, Julie D, MD 337-527-6371
Hernandez-Aviles, Maria G, MD 337-527-6371
Hickey-White, Sarah, MD 337-527-6371
Richert Jr, Albert W, MD 337-527-6371
Richert Sr, Albert W, MD 337-527-6371
Rodgers, Alycia L, MD 337-527-6371
Stephenson, Lyle, MD 337-527-6371
Thomas, Jenny M, MD 337-527-6371

Physiatry

Center for Orthopaedics, a division of Imperial Health

1747 Imperial Boulevard, Lake Charles, LA 70605
Lowry Jr., William J, MD337-721-7236
Morton, Craig G, MD337-721-7236

Lopez, Frank, MD

3505 Fifth Avenue, Lake Charles, LA 70607
337-475-1028

Podiatry

Center for Orthopaedics, a division of Imperial Health

1747 Imperial Boulevard, Lake Charles, LA 70605
Green, Tyson, DPM.337-721-7236
Pourciau, John K, DPM337-721-7236

Pulmonology

Imperial Health

501 Dr. Michael DeBakey Drive, Lake Charles, LA 70601
Williams, Luke M, MD337-433-8400

Radiology

Access Radiology

1800 Ryan Street, Ste. 105, Lake Charles, LA 70601
Bordlee, Bruce P, MD337-439-4706
Braud, Jason J, MD337-439-4706
Brdlik, Charles J, MD337-439-4706
Brown, Robert N, MD337-439-4706
Casey, Stephanie, MD337-439-4706
Dartez, Denny, MD337-439-4706
Lim, Charles A, MD337-439-4706
Martinez, Richard L, MD337-439-4706
McFarland, David R, MD337-439-4706
Olsan, Adam D, MD337-439-4706
Thomas, Donald L, MD337-439-4706
Walker, Michael D, MD337-439-4706

Sleep Medicine

WCCH Sleep Medicine

701 Cypress Street, Sulphur, LA 70663
337-527-4175

Surgery

Sulphur Surgical Clinic

914 Cypress Street, Sulphur, LA 70663
Castleberry, Stephen B, MD337-527-6363
Ledet Jr, Walter P, MD337-527-6363

Urology

Sulphur Urology

1327 Stelly Lane, Suite 2, Sulphur, LA 70663
Alderson, Thomas, MD337-528-7898

Urology Center of Southwest Louisiana

234 Dr. Michael DeBakey Drive, Lake Charles, LA 70601
Ewane, Kenneth, MD337-439-8857
Siddiq, Farjaad M.337-439-8857

Wound Healing

Wound Healing Center at WCCH

701 Cypress Street, Sulphur, LA 70663
337-528-4708
Bergstedt, Scott, MD337-528-4708
Braud, Rebecca, MD337-528-4708
Cavanaugh, Lacey, MD337-528-4708
Lannan, Maureen, MD337-528-4708
Pourciau, John K. MD337-528-4708
Schlamp, Kevin, MD337-528-4708



Physician Directory

NOTES
