

Patient & family guide.



Welcome.

Welcome to Baylor Scott & White Medical Center – Lake Pointe, where your safety, care and recovery are our number one priority.

Our treatment philosophy empowers you and your family to be at the center of your care, surrounded by your physicians, your nursing team, your support staff and administration. We're committed to providing you with quality care.

This guide will provide you with information about important resources and amenities available to you during your stay. Please let your care provider know if there is anything you need to make your stay a quality healthcare experience.

Sincerely,

Donas H. Cole
President

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About us.

Baylor Scott & White Medical Center – Lake Pointe is a 164-bed, fully accredited, not-for-profit hospital providing a broad spectrum of healthcare services to families in Rowlett, Rockwall, Forney, Greenville, Wylie and surrounding communities since 1987. The hospital offers personalized care and advanced technology on a beautiful campus with all private rooms. Services include emergency care with an Advanced Level III Trauma Facility, orthopedics, neurosciences, primary care, surgical services with robot-assisted and minimally invasive surgery, and women's services, including a Level III Maternal Care Center and a Level III Neonatal ICU with private suites. The hospital has received numerous recognitions, accolades and accreditations, including Pathway to Excellence from the American Nurses Credentialing Center (ANCC).

General information.

Your information

ROOM: _____

NURSING STATION: _____

DATE OF ADMISSION: _____

MEDICAL RECORD NUMBER: _____

APP CODE: _____

Phone numbers

To call outside of your room, dial **9** and then the number you would like to call. To call departments from within the medical center, dial **44** and the last four digits of the telephone number below.

On weekends and evenings, please call the patient advisory nurse at **1.800.724.7037**.

A complete phone directory for our facility is available on page 20.

Cellphone and picture/video policy

Communication with others during a hospital stay is extremely important.

Wireless devices such as cell phones, tablets, and laptops can be used in public areas. Please silence your cell phone's ringtone or set to vibrate.

For privacy and confidentiality, taking pictures or videos of a patient or team member is not allowed without expressed written consent.

Wi-fi

Complimentary wireless internet is available for all patients and guests on the "BSWHGuest" network. No password is necessary; simply accept the terms and agreements to connect.

Wireless login on laptop, tablet or cell phone:

Choose "BSWHGuest"

Review Terms and Agreements

If you agree, select "Log On as Guest"

Self-parking and valet

Baylor Scott & White – Lake Pointe offers self-parking on surface lots as well as complimentary valet parking at Tower I, Monday – Friday from 6:00 AM – 5:00 PM.

Overnight accommodations

One to two visitors may stay overnight with a patient at the nurses' discretion. Families and visitors that want to remain close to the hospital may wish to stay overnight at a nearby hotel.

For more information

Visit BSWHealth.com/LakePointe.

MyBSWHealth app



Get the MyBSWHealth app to view your test results and health record. When you leave the hospital, you'll also be able to get medication refills, schedule video visits or set up appointments, add and view family records, and more. Scan here to download the app or text **BETTER** to **88408**.

Meet your healthcare team.



During your stay, you will have a team of specialized professionals working together to provide you with quality, safe care.

Physicians (also called doctors) oversee your care and will regularly visit your room to assess you, explain test results and procedures and discuss your care plan with you or other specialized physicians who are involved in your care.

Hospitalists are physicians who practice hospital medicine and are often the attending physicians while you are with us and engage other physicians that have specialized training in specific areas that maybe be needed while you are in the hospital.

Specialists/sub-specialists are physicians who have specialized training in very specific areas and may be consulted during your hospitalization.

Registered nurses (RN) will update you on your care plan, teach you about your condition and treatment, and give you medicine and other care as you need it.

Patient care technicians (PCT) help you with walking, bathing, getting dressed and other tasks you are unable to do alone.

Respiratory therapists (RT) may be called to give you treatment that will help you breathe better and/or monitor your oxygen level.

Physical/occupational/speech therapists (PT/OT/ST) focus on your rehabilitation, teaching you skills to help you live as normally as possible once you are back home.

Care management/social work team members work with your insurance company as well as help identify what your needs will be when you leave the hospital through a process called discharge planning.

Chaplains are available 24 hours a day to provide you and your family with emotional and spiritual support.

Dietitians can help you and your family plan the special diet that you need due to your medical condition or treatment.

Laboratory (lab) technicians may visit your room to draw your blood for testing.

Radiology department staff perform X-rays and scans to diagnose or track your medical condition.

Pharmacists review all of the medications ordered during your hospital stay to ensure that you are given the right medication at the right dose and to check for potential interactions with other medications.

Health unit coordinators (HUC) manage the activities at the nurses' station and answer your calls when you use the call light.

Environmental services (housekeeping) provide daily cleaning services that include checking supplies, removing waste, cleaning bathroom facilities, sanitizing highly touched surfaces and mopping the floor.

Central transportation offers a centralized resource for transporting patients in a courteous, timely and efficient manner.

Communicating with your team.

Good communication is an important part of your care. We encourage everyone to speak up and actively participate in their own care or the care of a loved one.

You should feel free to discuss any topic associated with your care and treatment with members of your healthcare team. For example, you may want to discuss:

- Your diagnosis
- Goals of your treatment
- Types of treatment appropriate to meet those goals
- Benefits, burdens and risks of treatment as well as the probability of success

It is important that you discuss your goals and the types of treatment with your physicians, nurses and your family while you are able to speak for yourself. How do you want to be treated if you have an accident or an illness and become so sick you cannot speak for yourself? Who should speak for you and what should they say?



Interpreter and translation support

It's important that we understand you and you understand us. We offer certified interpreters for 200-plus languages and ASL (American Sign Language). Tell your nurse if you would like an interpreter or use TDD (Telecommunications Device for the Deaf) tools.

The importance of advance care planning

Advance care plans have been shown to improve patient care and reduce family stress in the setting of serious illness. Whether or not you choose to complete an advance directive, your care, treatment and services will not be affected, nor will your decision result in any discrimination against you. In addition, you may cancel or change any advance directive at any time.

There are several types of advance care plans that are legally binding in the state of Texas, including Living Will (Directive to Physicians and Family or Surrogates), Medical Power of Attorney, Notice of Declaration and Declaration for Mental Health, and Out-of-Hospital Do-Not-Resuscitate Order. For more information on these advance directives, please ask your nurse to contact the chaplain's office for additional resources or go to [BSWHealth.com/PatientInformation](https://www.bswhealth.com/PatientInformation). You may also wish to consult your personal or family lawyer if you have questions about advance care planning.

If I complete an advance directive, can I change my mind?

Yes, you may revoke any advance directive simply by destroying the document, signing and dating a written statement that states your desire to revoke the directive, or telling your doctor or nurse. You may also review and revise your advance directive. If you choose to change an advance directive, you must execute a new one.

Caring for you during your stay.

Keeping you informed and making your stay as comfortable as possible is our goal.

Purposeful rounding

On a regular basis, a member of your care team will visit your room to check on you, ask you about your comfort level and pain, help you change positions and use the restroom, and make sure everything in the room is how you want it and easy to reach.

Visitation

When possible, you may have a visitor in your room; however, they may be asked to leave during tests or procedures. Minor children (under age 18) must be accompanied by an adult at all times. Some departments (i.e., ICU) may have special requirements for visitation. Visitation may be limited as appropriate.

Bedside report

During a shift change, your caregiver going off shift will introduce you to your caregiver coming on shift, update him or her on your condition, and give you the chance to ask questions and provide information.

Keep your belongings safe

Patients are responsible for all personal belongings. We recommend that you keep only essential items with you at the hospital.

These items should be labeled with your name:

- Dentures
- Eyeglasses or contact lenses
- Hearing aids
- Personal identification
- Wheelchair, walker or cane

Patient valuables

Patients are responsible for personal belongings. Please send valuables home with a family member, or you may set your own secure code on the safe available in each patient room. Send outside medications home with a family member.

We recommend that you keep only essentials items with you in the hospital. Ask our staff if you have items you would like to have secured. Each patient room is equipped with a safe to store valuables, and you are able to set your own secure code.

Smoke-free campus

We are a smoke-free campus, providing a healthier and more comfortable environment. Smoking and e-cigarettes are not allowed, including in parking lots, on sidewalks and in garages.

Weapon-free campus

All hospitals in the state of Texas are designated gun-free and weapon-free zones. These restrictions apply to the ability to carry firearms or weapons, concealed or otherwise, on any hospital property.

Help us conserve

Please help us conserve water and energy as well as reduce the amount of detergent wastewater that must be recycled within our community.

We strive to deliver high-quality, safe care during your stay, and we recognize that we also have a responsibility for keeping our communities safe by doing our best to reduce the amount of detergent wastewater that we generate.

Floral and balloon deliveries

For the safety and well-being of all patients, check with the patient's nurse before bringing flowers or balloons. All Intensive Care Units (ICUs) prohibit fresh flowers and plants in soil for this reason.

Safety and security

The Baylor Scott & White Police Department provides security escorts on campus 24 hours a day, seven days a week. You may request assistance by calling **214.820.4444**. Refer to key phone numbers page.

Levels of care.

Your physician will determine the level of care required based on the severity of your illness and your progress.

The unit you will be assigned to will be the most appropriate for the level of care you need. This could include an Intensive Care Unit (ICU) where patients require more frequent monitoring. As

you improve, you may be moved to another unit to ensure you receive the most appropriate care for your condition.

Family Activated Rapid Response Team

Sometimes it is a family member who first notices a change in your condition. The following conditions should be monitored for changes.

- Increase or decrease in the heart or breathing rate
- Decrease in blood pressure
- Chest pain
- Decrease in urine output
- Confusion or other changes in thinking/mental status
- When something just does not seem or look right with your loved one

If you are concerned the patient's condition is getting worse, do the following:

- Press the call button to alert the nurse that you need help.
- Tell the nurse what you are worried about or what changes you are seeing. Be as specific as you can.

- If, after working to resolve your concerns with your nurse and care team, you are still worried, you can call the Rapid Response Team (RTT) by pressing the red RRT button on the wall or by dialing **44.8030** from the bedside phone to call our RTT.

Provide the below information to the Rapid Response Team:

- Location: Baylor Scott & White Medical Center – Lake Pointe
- Room number
- Patient's name
- Your concerns
- Inpatient/outpatient building
- Floor number

What will happen next?

- A Rapid Response Team will be activated as needed to see your loved one.
- The team will talk with the provider and nurse to develop an appropriate plan of care.

Daily schedule.

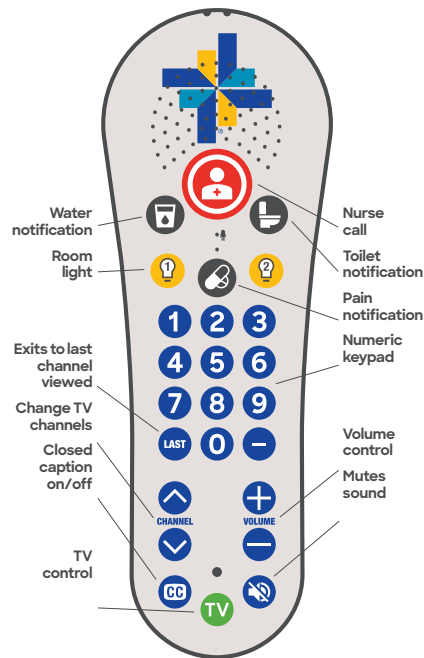
You will have your own individualized care plan. After admission, your care team will talk with you about what to expect and can tell you when a physician may visit.

For patients with diabetes, it is very important to eat on time in order to regulate blood sugar. Please consult with your nurse before ordering your meal.



Your room.

Room pillow speaker/TV remote



Alarms and bed controls

Equipment: You may be monitored by various machines during your stay. Alarms convey different messages to your nursing team, alerting them to next steps. For safety reasons, DO NOT push any buttons on the equipment.

Handheld controls: Patient beds are equipped with a handheld controller, which allows you to reach the nursing staff, turn on the TV and control the lights in your room.

Bed controls: The bed also has control buttons, which will allow you to move the head of the bed up or down and raise or lower the bed, as well as an alarm to let the care team know if you are out of bed.

Many beds are also equipped with a USB port to charge personal devices. For questions about location, please consult with your nurse.

TV channel guide.

On the Menu, press *BACK to watch regular television. For information about the hospital on your TV, press the yellow MENU button at any time to go to the Main Menu. Use the four arrow keys to move through the menus. To select an option, highlight it with the arrow keys and press the SELECT button.

4 KDFW (Fox)	26 Cartoon Network	44 ESPNU
5 KXAS (NBC)	27 Discovery Channel	45 ESPN2
8 WFAA (ABC)	28 Disney Channel	46 Spike
11 KTVT (CBS)	29 Disney Junior	47 TNT
13 KERA (PBS)	30 Disney XD	48 TBS
14 TX-21(IND)	31 Nickelodeon	49 truTV
15 Univision	32 Nick Jr.	50 SYFY
16 My27	33 CNN	51 BBC America
17 KDAF (CW)	34 HLN	52 CNBC
18 Telemundo	35 CMT	53 MSNBC
19 KSTR	36 BET	54 Fox News Channel
20 HGTV	37 MTV	55 TV Land
21 Comedy Central	38 VH1	56 TMC
22 A&E	40 FX	57 Weather Nation
23 Freeform	41 US Network	
24 Food Network	42 ESPN	
25 Animal Planet	43 ESPNEWS	

Dining and shopping.

Information about your diet

Based on your condition, your doctor may place you on a specialized diet. A registered dietitian is available for questions about dietary needs. Some diets could include:

Carbohydrate controlled: Carbohydrates will be counted at each meal to help control your blood sugar.

Regular diet: There are no restrictions for this diet order. We encourage you to order a variety of foods.

Clear liquid diet: This diet is generally used short term. Foods like broth, juice, gelatin and fruit ice are allowed. All other foods are not recommended.

Heart-healthy diet: This diet limits the amount of cholesterol and fat, and includes heart-healthy foods.

Family members or friends may order a guest meal to be delivered to the patient's room for \$10. We accept payment by credit or debit cards (no cash accepted).

Guest dining and shopping

We have delicious dining and shopping options right here at the hospital. We accept payment by credit or debit cards. (No cash accepted.)

Pointe Café: Monday – Friday: 7:00 AM – 2:00 PM

Cozy Corner: Self-serve mini market. Tower II, open 24/7. Grab-and-go sandwiches, snacks, beverages.

Vending machines

We accept payment by credit or debit cards. (No cash accepted.)

Farmers Fridge: Outside Café
(Credit card accepted only.)

Convenient on-the-go meals.

Starbucks/Gift Shop: Tower I

Monday – Friday: 6:30 AM – 8:00 PM

Saturday – Sunday: 6:00 AM – 2:00 PM

Second Floor:

- Guest lounge (Tower II between 2 South and ICU)
- Labor and Delivery Waiting Room (Tower II)

Third Floor:

- Guest lounge (Tower I near 3 West)



Preventing falls.

You may be at risk of falling down when walking or getting out of bed due to certain factors. If so, fall precautions may be put in place. If you are at risk, there are things you and your family can do to help prevent falls:

What helps you avoid a fall?

- Use the call light for help
- Bathroom schedule with team member assistance
- A team member will stay within arm's reach while you are toileting or showering
- Help of one or two team members to get up
- Use gait belt when out of bed
- Bed exit alarm on
- Wear non-skid shoes or socks

What makes you more likely to fall?

- Going to the bathroom without help
- History of falls
- Tube, drain, IV pole or machine
- Medication side effects
- Not using call light
- Unsteady walk
- Unfamiliar surroundings

Infection prevention and control.

The most important thing that you and your family can do to help stop the spread of infection is the W.A.V.E.

Wash: Wash your hands frequently with soap and water or use hand sanitizer before meals, after going to the bathroom and after touching any equipment.

Ask questions: Do not be afraid to ask caregivers if they cleaned their hands or about any other infection control measures we follow. Speak up if anything concerns you or if you do not understand something.

Vaccinate: Get your flu and pneumonia shots unless your physician directs you otherwise.

Ensure safety: Do not touch medical equipment unless necessary. Work with your care team to make sure catheters and other medical devices are clean and removed when they are no longer needed, and please ask friends and family members who are sick not to visit you in the hospital.

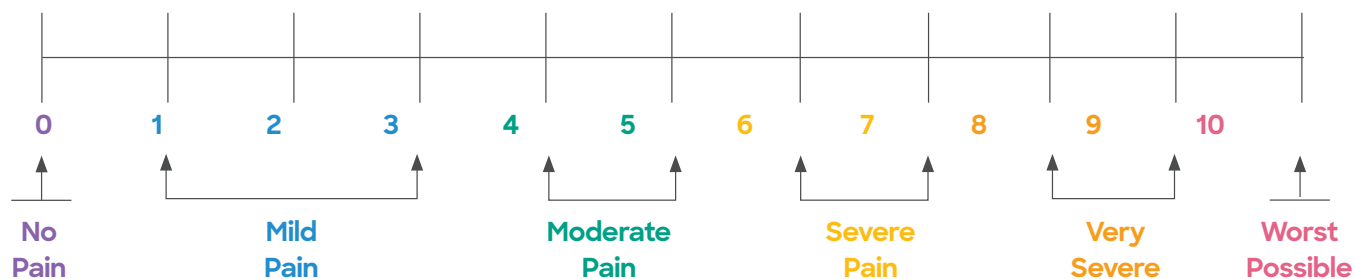


Courtesy: U.S. Department of Health and Human Services

Pain control.

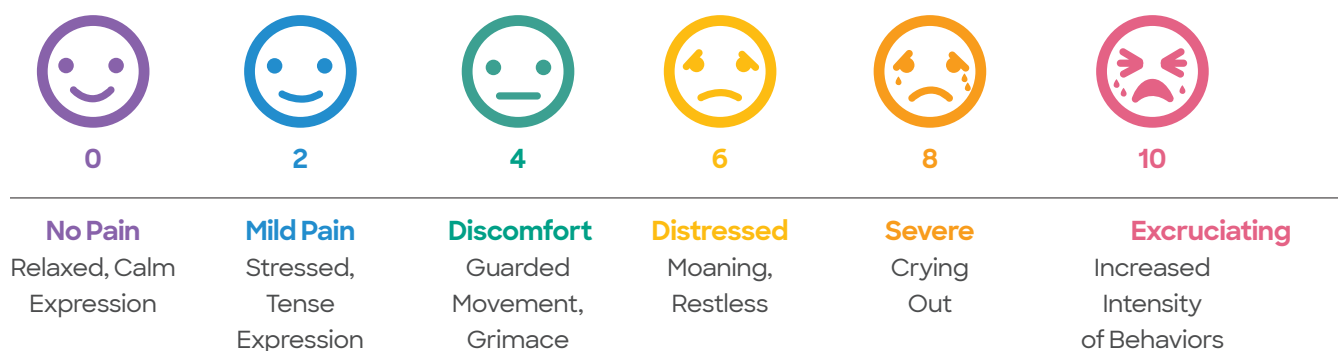
Keeping pain under control is important to your well-being and the recovery process. Your care team will ask you about your pain often.

Please pay attention to your level of pain and use the 0 – 10 scale below to report it so your care team can take action to manage your pain as quickly as possible. Please note, even strong pain medications, when given with proper supervision, are safe, effective and rarely addictive.



It is important to keep your pain out of the moderate to severe range (4 and above), so please do not wait until your pain gets worse to tell one of your care team members. If your pain is not relieved by your medicine, or if you are having any side effects, please tell your physician or nurse. Please note that with some procedures, pain may be expected. We will work with you to manage your pain. If you are unable to communicate, we also use a non-verbal pain intensity scale.

Non-verbal pain intensity scale



Family and visitors: Contact the nurse if you see any of the following changes in your loved one:

- Cannot wake up
- Too drowsy/sleepy
- Falls asleep while talking
- Slurred speech
- Slow breathing
- New snoring
- Confusion
- Any change that worries you

The patient may be receiving patient-controlled analgesia (PCA) or other sedating medications. The PCA pump gives a dose of pain medication when the patient feels pain and pushes the pain pump button.

- DO NOT push the pain pump button for the patient, as it may cause the patient to be too sleepy and cause breathing problems.
- DO NOT give the patient any medication.
- Check with the nurse if you have concerns. We have a team that can check rapidly on the patient if needed by dialing **44.8030** from any phone in the hospital.

Activity.

Occasionally, there are reasons you are not advised to get out of bed. But in most cases, activity is in your best interest.

Benefits of activity (out of bed):

- Improve circulation
- Improve breathing/lung function
- Improve bowel and bladder function
- Improve mood and mental clarity
- Decrease pain

Ways to increase activity in the hospital:

- Sit up in a chair for all meals
- Call for assistance to the bathroom for bladder and bowel emptying

Always call for assistance, as your safety is our priority.



Smoking cessation.

Smoking cigarettes is one of the most important preventable risk factors of the number one killer of Americans—heart and blood vessel disease.

The long list of deaths due to smoking is frightening, and smoking also harms thousands of non-smokers, including infants and children. It is never too late to quit smoking and experience the following health benefits of quitting:

- Sense of smell and taste return
- Smoker's cough improves
- Digestive system returns to normal
- Increased energy and life expectancy, and it becomes easier to breathe and do physical activities
- Less chance of heart disease and cancer
- Freedom from addiction and the mess, smell, burns and expense of cigarettes

You can learn more about quitting by asking your doctor, nurse or other member of your healthcare team. Or call the American Heart Association at 1.800.AHA.USA1 (1.800.242.8721).

Steps to stopping smoking

1. Choose a stop date.
2. Tell people close to you that you're going to quit smoking.
3. Prepare for challenges while quitting.
4. Get rid of your cigarettes, lighters and ashtrays.
5. Talk to a medical professional about options to help you quit.

Cough etiquette.

Cough etiquette refers to the common-sense things we know about coughing and the spread of germs. The simple rules of cough etiquette are:

- Cover sneezes or coughs with a tissue or face mask; dispose after use.
- If tissues are not available, sneeze or cough into your sleeve or elbow and not on your hands, when possible. Clothing sleeves are less likely than your hands to touch and transfer germs to other people or things.
- Wash hands after contact with a sneeze or cough. If soap and water are not available, use an antibacterial spray/gel.
- Avoid sitting or standing near others when coughing or sneezing. Wear a face mask to prevent the spread of germs.
- Do not visit patients in the hospital or other care facilities when you are ill with a cold or other respiratory infection.

Isolation precautions.

Standard precautions are used in caring for all patients, based on the knowledge that any blood or bodily fluid can be contaminated with disease-causing germs.

Caregivers will wear gloves when they come in contact with blood, body fluid or skin that is broken (cuts, wounds).

When a patient has an infection caused by certain kinds of germs, special precautions (sometimes called isolation) are taken by hospital staff and visitors.

Contact precautions are used for infections spread by touch of hands or other items in the patient's surroundings. Contact precautions involve the use of gloves and gowns when caring for the patient.

Droplet precautions are used when a patient has an infection that is easily spread by coughing or sneezing. Caregivers will wear regular face masks when using droplet precautions.

Airborne infection precautions are used when a patient has an infection that is spread by tiny particles that may remain suspended in the air for long periods of time. Patients under airborne infection precautions or isolation will be placed in a special room with airflow that

keeps contaminated air from reaching others. Caregivers will wear special masks when providing care.

All visitors should discard gowns, gloves and/or masks immediately upon leaving a patient room and perform hand hygiene.



Pastoral care and counseling services.



Chaplains offer support for the spiritual and emotional needs of patients, families and staff. Baylor Scott & White chaplains are committed to providing professional ministry to people and their families who receive medical care at a Baylor Scott & White hospital as an aid to healing.

Baylor Scott & White chaplains assist patients and their families in crisis situations 24 hours a day, seven days a week, including holidays. Crisis care is also provided during the normal business hours in most hospitals. Additionally, Baylor Scott & White may have pastoral care volunteers assisting professional chaplains in offering support representing various faith traditions.

Services provided for patients and families:

- Pastoral visitation for patients and families, offering emotional-faith support that comforts and aids healing in both critical and non-critical situations.
- Emergent pastoral counseling, grief, bereavement support, and prayer as requested by patients and families.
- Religious services provided in both the room and in the chapel (if the medical condition of the patient allows) as requested for the

patient and the family. These include Holy Communion, blessings, anointings, memorial services, worship services, celebrations and/or recognitions for birthdays and anniversaries.

- Our hospitals have trained chaplains, social workers and nurses who can help you with advance care planning. These documents, such as a Living Will or a Medical Power of Attorney, help your family and the medical team to honor your wishes when you are unable to make your own medical decisions. These services are provided free of charge.
- Chaplains facilitate your connection to religious resources outside the hospital such as the pastor, priest, minister, rabbi, imam or spiritual adviser of your choice.

To speak to a chaplain, please contact your nurse or call **972.520.9009**. Request a prayer by calling **214.820.2333**.

Frequently asked questions about medications.

Ask your care team for more information about common medications, their purpose and side effects.

Why can't I take my own medications while in the hospital?

While you are at our hospital, it is our job to keep you safe. An orderly and consistent method to giving medication is an important part of our safety guidelines. If we are able to order, store and give all of your medications, we are able to better manage that process.

Is it ever OK to use my own supply of medication?

Yes, there are times when you may be asked to bring in and use your own supply. This may happen if your medication is not stocked by the pharmacy. Your doctor will consult the pharmacy before making that choice.

If my medication is approved for hospital use, why can't I bring my pills in my daily pill container?

Hospital policy requires that approved home medications be in their original bottle in order to properly label the medication and to make sure they are just what your doctor has prescribed.

If my medication is approved for hospital use, why can't I keep it in my room and take it on my own?

It is important to keep a careful record in your chart of all medications taken. This step may be missed if the nurse is not the one who gives you your medication and could possibly lead to an overdose. Your medication will be kept in a secure place, available only to the nursing staff.

Why does the medication have to be in date? Is it dangerous otherwise?

Although most medications simply no longer work after they have expired, others can become toxic. Taking medications that no longer work can cause some harm.

Why are herbal/homeopathic remedies, alternative medication remedies, alternative medications and dietary supplements restricted? After all, they are natural products.

Substances that are not approved by the FDA may not be predictable and can interact with prescribed medications. Many of these interactions are not well known or even suspected. In addition, alternative medicines may contain other chemicals that could cause toxic effects. "Natural" does not necessarily mean "safe."

Why are my controlled substances not approved for hospital use?

Federal and state laws require careful use of controlled substances. Drugs that are not given by the hospital pharmacy are not as secure and have a higher risk of being lost. To protect your property, we do not allow personal supplies of controlled substances.

Additional things you should know:

Fake medications have become increasingly available in the world today. Therefore, we feel it is our duty to provide medications that we know to have been ordered through a secure supply chain.

Our computer system checks for allergies and drug interactions. If you use your own medications, you will not benefit from important safety checks built into the system.

We take patient safety very seriously, and we want your hospital stay to be as safe as possible.



Patient's rights and responsibilities.

As a patient, you have certain rights and responsibilities. As a hospital, it is our responsibility under federal law and hospital accreditation standards to make sure you are informed about those rights and responsibilities.

Patient rights

- Patients have the right to have a family member, surrogate decision-maker, support person or designated representative and the patient's physician promptly notified of their admission to a Baylor Scott & White facility.
- We will collaborate with patients and their surrogate decision-makers to promote patient health and welfare by recommending treatments based on medical science and healthcare professional judgment.
- We will treat all with dignity, compassion and respect for personal values, including spiritual beliefs.
- Patients will not be discriminated against for any reason.
- Patients have the right to receive information in a language and form necessary for their understanding and agreement with, or refusal of, the treatment recommended. If patients are unable to receive this information, it is given to their surrogate decision-maker.
- Patients have the right to formulate advance directives such as living wills, and we will respect those directives within the law and facility policy.
- Patients have the right to receive information about our policies on advance directives and the initiation, maintenance or withdrawal of life-sustaining treatments. Patients have the right to receive information about Cardiopulmonary Resuscitation (CPR) and our policies on Code Status Orders, including Full Code, Do Not Attempt Resuscitation (DNAR) and Limited Code (LC) orders.
- Patients may request, or have their surrogate decision-maker, designated representative, support person and/or physician request on their behalf, a discharge planning evaluation to be performed and to have that information given to the patient, surrogate decision-maker, designated representative, support person and physician. When appropriate, a discharge planning evaluation is offered to outpatients.
- Patients have the right to accept or refuse visitors of their choosing except when accepted visitors might interfere with their medical treatment or the

treatment of others.

- Patients have a right to privacy as outlined in law and regulation.
- Patients have a right to a copy of their medical records in accordance with law and facility policy. You may request copies of your medical records (fees may apply) by completing an Authorization for Release of Medical Information form. You may submit it in one of the following ways:
Email: **BSWH@HealthMark-Group.com**
Fax: **855.563.BSWH (2794)**
Mail: **Baylor Scott & White Health
c/o HealthMark Group, 325 N. St. Paul
Street, Suite 1650, Dallas, TX 75201**
- For questions regarding medical records or to obtain the status of your request, call us at **844.848.BSWH (2794)**.
- Patients have the right to consent or refuse participation in research and in the involvement of students and residents in their care.
- Patients do not have a right to testing or treatments that are unavailable in our facilities.
- Patients do not have a right to testing or treatment which, in their physicians' judgment, is medically inappropriate for their condition.

Patient responsibilities

- Provide a complete and honest medical history.
- Cooperate with all necessary examination, testing and treatment recommended. If a patient is unwilling to do so, we will consider the patient responsible for the consequences, and the patient should seek treatment elsewhere.
- To show respect at all times for our staff, other patients and visitors.
- To pay for that portion of medical treatment not covered by insurance or to disclose to us any need for financial assistance.
- To speak up and ask questions if the patient or surrogate decision-maker does not understand or feels dissatisfied with the treatment and care we are providing, or if the patient or surrogate decision-maker feels the patient is unsafe while under our care.

Ethics.

You, your family, your healthcare decision-maker, your physician or any member of your healthcare team may request guidance from our hospital ethics committee.

For further information, members of your healthcare team can help you reach the ethics committee. You may also wish to consult your personal or family lawyer if you have questions about advance care planning.

Ethical disagreements

On rare occasions, there may be ethical disagreements between you, your family and/or healthcare providers. We believe good communication can prevent most ethical disagreements. It is also worth remembering:

- We will make every reasonable attempt to honor your treatment preferences within the mission, philosophy and capabilities of our hospitals and the accepted standards of medical practice. This includes those expressed by an advance directive or by others on your behalf if you lack an advance directive and are unable to make decisions.
- We respect your right to reject treatments.
- We do not recognize an unlimited right to receive treatments that are medically inappropriate.
- Texas law, specifically Chapter 166 of the Texas Health and Safety Code, provides a process for resolving ethical disagreements between you, your family and/or healthcare providers in those rare cases where further communication does not resolve the disagreement. This process relies on ethics consultants and ethics committees available at our hospitals to help as needed.

Complaints and grievance process information

We treat both positive and negative feedback as an opportunity for us to learn, correct and constantly improve. If you have any concerns, we hope you will:

- First report your concerns to the bedside nurse so that it may be shared with the clinical leadership for the unit involved. We will make every effort to address and resolve your concerns in a timely manner during your stay.
- If your concerns have not been resolved by staff or leadership for the area involved, please contact Patient Relations at email **PatientRelations@BSWHealth.org** or by calling **1.866.218.6919**. Patient

Relations serves as an advocate for our patients and a liaison for staff to address your concerns and facilitate a resolution.

Privacy and confidentiality concerns

Although we encourage you to share concerns with the unit's leader or Patient Relations, you always have the right to take any complaint to the Texas Department of State Health Services and/or The Joint Commission by email, fax, letter or phone at the contact numbers and addresses listed below.

Texas Health and Human Services Commission

Health and Human Services Commission

Complaint and Incident Intake

Mail Code E-249 | P.O. Box 149030

Austin, TX 78714-9030

888.973.0022 | Fax 833.709.5735

HFC.Complaints@DSHS.State.TX.US

The Joint Commission

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

800.994.6610 | Fax 630.792.5636

PatientSafetyReport@JointCommission.org

If a Medicare beneficiary has a complaint regarding quality of care, disagreement with a coverage decision, or wishes to appeal a premature discharge, the Medicare beneficiary is informed of his/her right to file a complaint with the Quality Improvement Organization ("QIO") for Texas Medicare beneficiaries.

KEPRO

Rock Run Center

5700 Lombardo Center, Suite 100

Seven Hills, OH 44131

844.430.9504 | Fax 844.878.7921

KEPRO.Communications@HCQIS.org

Baylor Scott & White Health compliance/ethics hotline

If you have concerns about patient privacy or confidentiality, you may also call the Baylor Scott & White Health system compliance/ethics toll-free hotline at **866.245.0815**.

Planning for your discharge.

We start planning discharge on the first day of your hospital stay. On the day of discharge, we will strive to discharge you as early in the day as possible. Our goal is to make your discharge as smooth and timely as possible.

What you can do:

1. Talk with your physician every day.

- Write down your questions.
- Ask about your discharge plan.
- Share this information with the nursing staff and your family/caregivers.
- Ask what day you will be discharged so you can plan for it. This date may change depending on your condition.

2. Make sure you have a ride available on the day of discharge. Having discharge plans ahead of time enables your family to manage their day appropriately.

3. Have a support person available on the day of discharge:

- To hear the discharge instructions with you
- To help fill your prescriptions so you have them when you get home
- To help you get settled at home
- To help you get to your follow-up appointment

4. A hospital representative may come to your room prior to your discharge to discuss new medications started during your recent hospitalization, any changes made to your home regimen and possible side effects you may encounter with each new medication. Please let your care team know if you are interested in having the hospital's Concierge Pharmacy fill your discharge medications.

5. Be prepared for discharge.

- Take a shower early, if you choose to take a shower before leaving.
- Pack personal items and have them ready to go early. Ask a family member or friend to take home unneeded items the night before discharge.
- Order your meal early.

Comprehensive Care Management will be involved in coordinating your care if needs are identified by your healthcare team.

Discharge suite

Our discharge suite is open Monday - Thursday from 9:30 AM - 6:00 PM. We may move you to our discharge suite while you wait for your ride home. The discharge suite is comfortable and always has staff available to help you.

Support after discharge

After your discharge, there are resources for you:

Enroll in Discharge Care Companion:

Digital check-ins are available through the MyBSWHealth app for 30 days after discharge. Live check-ins are also available with your healthcare team if needed. If you need to download the app, ask your care team to help you, or scan here or text **BETTER** to **88408**.



Health/medication questions: If you have general questions, you can call the Patient Advisory Nurse at **1.800.724.7037**, 24 hours/seven days a week.



Discharge checklist.

My follow-up appointment is with _____ (provider name)

on _____ (date) at _____ (time)

- ☐ I understand what medications I am to take when I get home, including new medications and medications that have been stopped.
- ☐ I am able to get my medications filled so I can take them at home.
- ☐ I have the medical equipment I need.
- ☐ I have downloaded the MyBSWHealth app.
- ☐ I understand how the Discharge Care Companion will help me at home.
- ☐ I have a ride home.
- ☐ I understand what I need to do when I get home.
- ☐ I understand what problems to watch for after going home, including when to call someone or go back to the hospital.

Talk to your nurse if you are not able to complete the checklist or have questions.

Phone directory.

You only need to dial “44” and the last four digits of any telephone number within the hospital to reach a department.

1 East
(rooms 12 - 16)

972.520.9055

2 North
(rooms 200 - 213)

972.520.9351

2 South
(rooms 226 - 248)

972.520.8280

3 North
(rooms 300 - 335)

972.520.9360

3 West
(rooms 341 - 372)

972.520.9300

Intensive Care Unit (ICU)
(rooms 1 - 15)

972.520.9200

Access Services/Registration

972.520.8191

Cardiac Rehabilitation

972.520.8590

Central Billing Office

1.800.725.0024

Chaplain's Office

972.520.9009

Emergency Department

972.520.8100

Gift Shop

972.520.9150

Hospital Information

972.520.8000

Labor and Delivery

972.520.9240

Medical Records

972.520.9141

New Family Unit

972.520.9340

NICU

972.520.9260

Nutrition Department

972.520.8140

Patient Advisory Nurse

1.800.724.7037

Patient Relations

1.866.218.6919

Patient Room

972.520.8 (room number)

Security

214.820.4444

Hospital map.

Floor **1**



- 1 East
- Auditorium
- Cardiac rehabilitation
- Chapel
- Conference room
- Cozy Corner market (self-service*)
- **Emergency department**

- **Labor and delivery entrance**
(Use orange elevators to get to second floor)
 - Gift shop*
 - Surgery waiting area
 - Medical records
 - Registration/information desk
 - ScriptCenter
 - Pointe Café*
- * Cashless – card only

Legend

Chapel	Orange elevator	Food	Restrooms	Mobile order pickup
Coffee shop	Purple elevator	Gift shop	ScriptCenter	Stairwell
Green elevator	Emergency department	Information	Vending machines	

Hospital map.

Floor 2

- Intensive Care Unit (ICU)
- Discharge lounge
- Labor and delivery
- Labor and delivery waiting area
- Neonatal Intensive Care Unit (NICU)
- New family/NICU waiting area
- **Obstetrics emergency (OBED)**
- Rooms 200 - 221 (2 North)
- Rooms 222 - 248 (2 South) purple elevators only
- Rooms 261 - 275 (New Family Unit)
- Second floor waiting area



Floor 3

- Rooms 300 - 335 (3 North)
- Rooms 341 - 372 (3 West)
- Third floor waiting area



Notes.

This image shows a single page from a notebook or ledger. It features approximately 20 evenly spaced, thin grey horizontal lines running across the width of the page. The background is plain white, providing a clean space for writing or drawing.



Baylor Scott & White
MEDICAL CENTER

LAKE POINTE

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BSWHealth.com/LakePointe