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Inpatient Center Family Handbook



Dear Patient and Family;

Welcome to the Ogeechee Area Hospice Inpatient Center. We hope you will consider the Hospice Center to be your home away from home. During your stay with us our staff and volunteers will make every effort to assure your comfort.

Please take a moment to read this booklet to familiarize yourself with the floor plan, services of the Inpatient Center and the amenities available for your use.

If at any time you have questions or concerns regarding your stay at the Inpatient Center or the care of your loved one, please let us know. We consider it an honor and a privilege that you have chosen Ogeechee Area Hospice to provide care during this special time.

Sincerely,

Ogeechee Area Hospice Management

(This booklet relates to the daily operations of the Inpatient Center. Please refer to your larger booklet "Patient/Caregiver Orientation for Hospice Care" for information related to The Hospice benefit, Notice of Privacy, Patient Rights, Informed Consent and other pertinent topics)



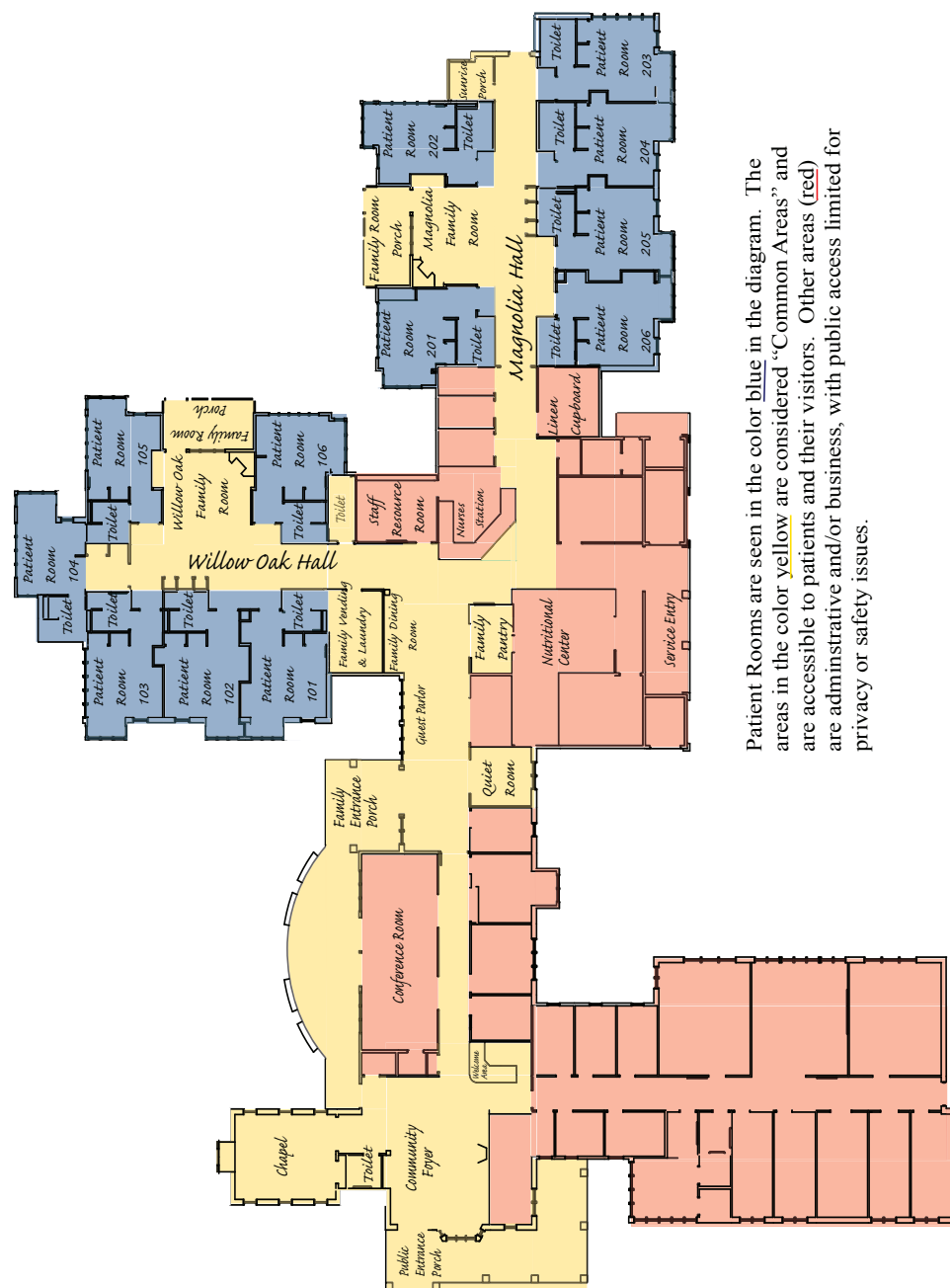
Patient Resuscitation

The nursing staff is trained in cardiopulmonary resuscitation (CPR); however, advanced life support equipment is not available in the Inpatient Center due to our philosophy and goals of care.

Ogeechee Area Hospice does not require a patient to have an “Allow Natural Death Consent” (Do Not Resuscitate or DNR) in place to receive hospice services in the home setting, nursing home setting and the hospital setting. However, all patients who are transferred to Ogeechee Area Hospice Inpatient Center, under the General Inpatient Level of Care, must have an “Allow Natural Death Consent” in place. Patients who do not desire to complete the consent will be cared for in a contracted hospital.

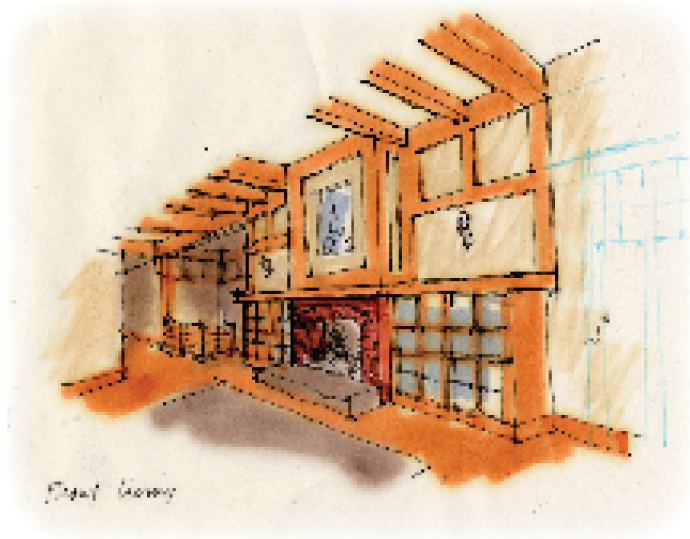
*****Ogeechee Area Hospice provides care regardless of age, sex, race, religion, national origin, lifestyle, cancer or non-cancer diagnosis, or ability to pay. GA License #016-057-H**

The direct phone number to the
Inpatient Center
at Ogeechee Area Hospice is
912-764-8470
or
1-888-223-0315



Patient Rooms are seen in the color blue in the diagram. The areas in the color yellow are considered “Common Areas” and are accessible to patients and their visitors. Other areas (red) are administrative and/or business, with public access limited for privacy or safety issues.





Community Foyer

The Community Foyer is considered the formal guest entrance of the Center. This area is open weekdays from 8:30 AM until approximately 5:00 PM. This area will be closed during weekend hours. The Welcome Area, frequently staffed by Ogeechee Area Hospice Volunteers, is located in the Foyer. Please consider the Community Foyer a space of relaxation; however, keep in mind the following:

- 1) No food or drink should be taken into the Community Foyer.
- 2) Guests are not permitted to handle or operate the fireplace controls.
- 3) This area may not be used for sleeping.
- 4) Children may not be left unattended in the Community Foyer.

Safety and Disaster Plan

The Ogeechee Area Hospice Inpatient Center has a Safety Plan in place that is designed to maintain safety, as well as respond to disasters such as fire, tornado or hurricane. Disaster rehearsals may take place while you are present in the Inpatient Center. In the event of an actual emergency, the staff will move quickly and precisely. Visitors are asked to listen and obey all instructions. The safety of patients is critical, including the prevention of falls and infection. Family members and other visitors must be part of this safety team. Please remember the following basic rules:

- The patient's bed is kept in the low position (except when giving bedside care).
- The side rails are kept up on the beds of patients who are not totally alert and oriented or who cannot walk independently.
- The nurse call button should be placed within reach of the patient when the visitor leaves the room.
- Patients who are not independent in their care are not to be left alone in the bathroom.
- Hand-washing is required before and after physical care of the patient or after touching used patient supplies or equipment.
- Staff should be notified immediately of spills in the patient care area.
- No smoking is permitted except on the "Sunrise Porch".
- Visitors should notify a Hospice Supervisor of any injury that occurs in the Hospice Center or on the grounds so that appropriate treatment may be rendered.
- Firearms/weapons, displayed or concealed, will not be brought into the Inpatient Center other than by law enforcement personnel in uniform with their weapon of official duty.



The Patient Care Team

The care team consists of registered nurses, social workers, chaplains, licensed practical nurses, nursing assistants, volunteers, bereavement counselors, a physical therapist and dietician. You will also come in contact with housekeepers, dietary workers and members of the management staff. A registered professional nurse is always present to manage each patient's physical care. Your physician, the hospice medical director or the medical director's designee may be reached at any time by the hospice nurses regarding a patient's condition or care.

Meals

Patients are offered three meals a day. The patient's nutrition is tailored to their desires and ability to eat and/or drink. Soft foods and nutritional drinks are available to patients 24 hours a day. Guest meals are available for purchase. Ask a hospice representative if you would like to request a guest meal.

Resources in the Neighborhood

Although Ogeechee Area Hospice Inpatient Center has many amenities for your comfort, if you are not familiar with the area, we will be happy to assist you in locating resources in the area for dining, shopping, lodging, or other business.



Family Entrance and Guest Parlor

The Family Entrance is utilized only for guests who are visiting patients in the Inpatient Center or who have authorized business in the Inpatient Center. This is the only entrance to the patient care area during the evening, night and weekend hours.

After daylight hours the Family Entrance will be locked in order to maintain building security. Therefore, visitors may request entrance through the door of the Family Entrance by a hand buzzer. The door will then be opened at the discretion of the Hospice Staff on duty.

The Guest Parlor is located immediately inside this entrance. You may use this an area for sitting, reading and/or relaxing.

We ask guests using the Parlor to use these guidelines:

- 1) Do not open the Family Entrance Door for other visitors after hours, as this must be performed by Hospice Staff in order to maintain security of the building.
- 2) Do not use this area for sleeping.
- 3) Do not leave children unattended in the Guest Parlor.

Quiet Room

The Quiet Room is a private retreat that may be utilized for family staff discussions, bereaved loved ones or for grief counseling. Normally, Hospice staff will direct family members to the Quiet Room when it is needed. Therefore, the Quiet Room should not be considered an area for general waiting or relaxation. A phone for use in this area is available at the Nurses Station.



Chapel



Ogeechee Area Hospice is committed to the spiritual well-being of patients, visitors and staff. The Chapel reflects a spiritual environment that supports all faiths and refrains from the permanent display of religious symbols. Use of the Chapel by patients and visitors is possible at any time that this area of the building is open and the Chapel is not scheduled for use. If the door to this area is locked, please ask one of the nurses to assist you. Keep in mind the following:

- 1) Visitors may not burn candles in the Chapel.
- 2) Children may not be left unattended in the Chapel.
- 3) Activities unrelated to the hospice program are not permitted.

Conference Room

The Conference Room is not considered a public area. It is utilized for staff meetings, education, volunteer activities, support groups and other activities related to hospice functions. *Please do not enter the Conference Room without invitation.*



Financial Responsibility (cont.)

For the “**Respite Level of Care**” of up to five (5) days of care, the Medicare and/ or Medicaid Benefit also includes hospice care and room & board amenities.

*Patients who are deemed to have care needs less than the “**General Inpatient Level**” must be considered as “**Residential Patients**”. For Residential Care, patients under the Medicare or Medicaid Hospice Benefit and most private insurance plans, the Hospice receives payment for hospice services, including care from staff, medications for comfort, medical supplies and treatment related to the terminal illness. **However, the Room and Board fee is the responsibility of the patient/family.** This fee includes the cost of all building related services that are required to maintain the patient in the environment, such as electricity, water & sewage service, cable TV, telephone, linen service, housekeeping, facility maintenance and meals. The patient’s next of kin will receive, in writing, the standard room and board fee. Families may be excused from responsibility of a portion of the fee, based on their level of income. Our Social Worker will assist you in preparing this paperwork.*

Patient’s Personal Articles

Patients are encouraged to bring appropriate personal clothing, preferred toiletry articles, one or two family pictures, and even a blanket or stuffed animal from home. Because Ogeechee Area Hospice cannot be responsible for personal articles, personal valuables should not be brought into the Center.

You may be asked to bring the patient’s personal medication from home for use in the Inpatient Center. All medications will be administered by the nursing staff.



PATIENT CARE AND COMFORT

Levels of Care

Individuals admitted to the Inpatient Center are generally those most in need of supervised bedside care (General Inpatient Care). The Hospice Inpatient Center is designed to create a home-like environment in order to promote peace and comfort. However, due to regulatory guidelines, the Inpatient Center is not intended for long term stays of stable patients (Residential Care) who could be cared for in their own homes or in other long term care settings. The Hospice Social Workers will assist the patient and family in planning for discharge from the Inpatient Center under such circumstances.

The Inpatient Center offers Inpatient “Respite Care” for up to five days. This level of care is designed to give caregivers a break from the day-to-day responsibilities of caring for a patient who is in Ogeechee Area Hospice’s home care program.

Financial Responsibility for Care in the Center

The Medicare Benefit, Medicaid Benefit and many private insurance carriers offer 100% payment to the Hospice for **“General Inpatient Care.”** Such reimbursement covers all care, medications for control of symptoms related to the hospice diagnosis, supplies and equipment, as well as the cost of room and board. Reimbursement for this level of care is only available for patients who require:

- 1) Symptom management that is best done in an inpatient setting **and/or**
- 2) Are in the very final stage of life and are without capable caregiver(s) in the home setting.



Family Pantry

The Family Pantry is a small kitchen for the convenience of families and visitors of patients. A microwave, refrigerator, coffee maker, ice machine and various utensils are provided for visitors in this area. Visitors may obtain a fresh cup of coffee or warm up a dish from home in the Family Pantry. Please adhere to the following guidelines when using the family pantry:

- 1) All items placed in the refrigerator must be placed in a sealed container, labeled with the patient’s name and dated by the visitor. Masking tape and markers are available for labeling.
- 2) Visitors who utilize the Family Pantry are asked to clean up personal items after use.
- 3) The microwave and ice maker are not to be operated by small children.
- 4) Children should not be left unattended in the Family Pantry.
- 5) Visitors are NOT allowed in the adjoining Kitchen.
- 6) Only appliances provided by hospice may be used. Please do not bring small appliances into the building.
- 7) Juices, colas and small frozen meals are available for guests. Please ask staff members for assistance.

Family Dining Room

The Family Dining Room is for the use of patients and visitors who have loved ones in the Inpatient Center. Feel free to sit and enjoy a snack or meal at the Dining Room table. For family members spending the night, a “midnight snack” can be a welcomed reminder of home. If you are not eating, we request that visitation occur in the family living rooms to allow other families to use the area.



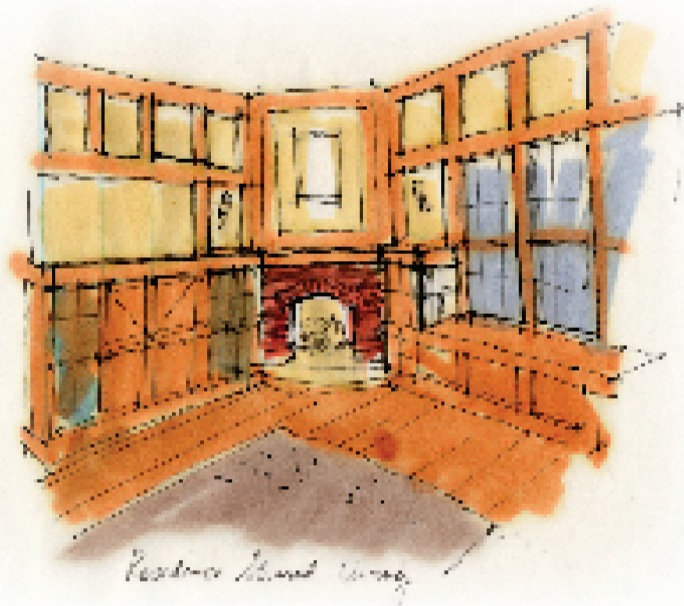
Family Vending and Laundry

Family members who choose to stay overnight may have the need to do personal laundry. Family members may also choose to launder small items of night clothing or other personal belongings of the patient.

Snacks and beverages are available in vending machines. Change for dollar bills is not available in the Center.

Corridor Offices

Several staff offices are located along the main corridor of the Center. Visitors should direct general questions to the volunteer at the Welcome Area or to the staff at the Nurses Station, rather than to Hospice employees who are working in these offices.



Overnight Guests

The window seat/guest bed can accommodate one overnight guest. Although the patient rooms are suited for one (1) overnight guest, two guests may stay in certain situations. Please talk with the Inpatient Center Staff if you think more than one person will be spending the night. Children under the age of 13 will not be permitted to spend the night alone.

Overnight guests:

- Must sign in with the staff as an overnight guest by 9:00 PM.
- Will receive an overnight guest package, which includes guest linens.
- May request a light breakfast and/or other meals when the Inpatient Center can accommodate such requests. Payment for guest meals may be made with the Inpatient Center Staff.
- Should bring personal toiletry items and snacks when a stay is anticipated.
- May utilize the patient bathroom and shower.
- Should maintain a tidy personal space in order that safe patient care can be maintained. Guest bed linens must be neatly stored during the day.
- May NOT smoke in the patient room, but may smoke on the "Sunrise Porch" at the end of Magnolia Hall.
- May not bring alcoholic beverages into the building for personal use.



Visitation (cont.)

In order for this to remain a home-like and restful place and to maintain safety standards, it may be necessary at times when the center is fully occupied for staff to ask that the number of visitors for each patient be limited. Should this be necessary, we ask that you cooperate with staff members to insure the safety and comfort of all patients and their immediate families.

(All individuals entering the Hospice Inpatient Center must have a hospice related purpose for entering the building. Visitors must be dressed appropriately in any common area of the Hospice Center. Visitors exhibiting inappropriate or disruptive behavior may be asked to leave and may be prohibited from visiting. We request that all visitors sign in/out at the Nurses Station for safety purposes.)



Pet Visitation

We understand that a patient's relationship with his or her dog or cat may be important to the patient's quality of life. In order to protect the welfare of all patients, staff and visitors, pet visitation guidelines are in place and must be strictly followed. Pets must not be brought into the building until a "Request for Pet Visitation Form" is completed and approved. Guidelines for pet visitation will be explained and presented in writing before the pet visits. Pet visitation forms may be picked up at the Nurses Station.



Patient Care Wings

You will find the 12 room patient care area divided into two wings, "Willow Oak Hall" and "Magnolia Hall". The Nurses Station which is the command center for nurses and other patient care staff and volunteers, is in close proximity to all patient rooms. Visitors are asked to sign in and out at the Nurses Station. Patients and/or their visitors may retreat to the "Willow Oak Family Room" or the "Magnolia Family Room" and attached screened porches. Both porches exit onto the enclosed "Serenity Garden," and can be enjoyed by patients and their loved ones. Please keep in mind:

- 1) Privacy of all patients must be maintained. Therefore, keep your loved one's door closed or, if preferred, slightly ajar whenever possible.
- 2) You will be with family members and loved ones of other patients. A quiet, non-intrusive atmosphere should be maintained.
- 3) Furniture in the Family Rooms is not to be moved.
- 4) Family Rooms may not be used for sleeping so that other visitors can enjoy and/or relax in the area.
- 5) No eating or drinking is allowed in the Family Living Rooms, but is allowed on the adjoining screened porches.
- 6) Televisions are in each Family Room for the enjoyment of visitors. Please keep the volume at a level that does not disturb others and turn the TV off when leaving the area.
- 7) The service entry door and the rear fire exit door are not to be used by patients or visitors, except in case of emergency.



Patient Bedrooms

Patient rooms, all with private baths, are designed to make the stay of our patients and their loved ones as comfortable as possible. Each room is equipped with the following:

- A special patient bed with positioning and safety features, including a nurse/call button, piped in oxygen when needed, and an over-bed table;
- A closet and drawer space for the use of patients and over night guests;
- A comfortable reclining patient chair, guest chair, window seat/guest bed, television, and cd/dvd player;
- A “nurse server” which is a station for patient supplies;
- A telephone that may be used for local calls by dialing 8
- A thermostat and ceiling fan to ensure individual comfort.

Patients and Guests must keep in mind:

- 1) Taping, tacking or nailing items to the walls is strictly prohibited.
- 2) Smoking in the patient rooms or anywhere in the building, other than the “Sunrise Porch,” is strictly prohibited. Please ask staff to show you this location.
- 3) Large personal items, such as furniture, may not be brought into the patient bedrooms unless approved by management.
- 4) Coffee makers, heating pads, space heaters and other electrical appliances should not be brought into the Inpatient Center without prior permission. Any small electrical device must be inspected by the Hospice Facility Manager and tagged before use.

Visitation

The Hospice Inpatient Center does not restrict visitors at any time unless so requested by the patient or immediate family member(s). Staff will assist in enforcing the restriction of visitors as requested. Upon admission, or at any time, the patient/family may request restriction of visitors. Also, upon admission, or at any time during a patient’s stay, the patient or next of kin may request that the patient’s name not be included in the Hospice Center Directory. Children of all ages are allowed to visit patients. However, children under 13 may not be left unsupervised by adult visitors in any area of the facility.

We realize that you may have many friends and family members who wish to visit during your loved one’s stay at the inpatient center; however, we also realize that you need time to spend alone with your loved one. We would like to suggest that friends and other family members visit between the hours of 10:00 AM and 9:00 PM. This will allow you ample time to greet visitors and also allow time for personal care and much needed rest.

We also hope that you will feel free to speak to your nurse if you feel that visitors need to be restricted. The staff will be happy to assist you by placing a sign on your room door indicating that visitors need to check with the nurse before entering.

