

MAYO
CLINIC



HOSPITAL HANDBOOK



Telephone numbers

All numbers are in the 904 area code.

Business Services	953-7058
Care Management.....	956-3186
Chaplain	956-0043
Gift Shop.....	953-6900
Nutritional Counseling	956-0039
Operator.....	953-2000
Pharmacy.....	953-2021
Patient Information	956-0000
Volunteer Services.....	956-0074

To call any of the services above from inside the hospital, dial the LAST five digits of the number only.

Interpreters	0
Local Phone Calls.....	Dial 9 + number
Long Distance Calls	Dial 9 + 0 + number
Operator	0
Room Service	*00222

Welcome



Thank you for placing your trust in us. Our team of health-care professionals is committed to working together to provide you with outstanding medical care, skilled and compassionate nursing and a supportive environment to make your hospital stay as comfortable as possible.

While you are here, you may have questions about your care, the services you receive or the hospital in general. We hope that this guide will satisfactorily address some of those items. However, I encourage you or members of your family to contact any staff member if you have additional questions or concerns. All of us, staff and volunteers, are eager to help you at any time and in any way we can. Please touch 0 on your room phone and the hospital operator will direct your call.

Sincerely,

Kent R. Thielen M.D.

Kent Thielen, M.D.

*Chief Executive Officer
Mayo Clinic, Jacksonville, Florida*

Making your hospital stay the best it can be

At Mayo Clinic, we are committed to providing the best care in a safe environment. We want our patients to be informed consumers of hospital care. To help you make informed decisions and protect your rights, we have summarized advice from several consumer agencies.

- 1. Ask all health-care workers who attend you to wash their hands or use sanitizing foam.** Hand hygiene remains a critical way to prevent the spread of infections in hospitals, but studies show it is not done often enough.
- 2. Ask questions.** Know what drug and what dose you're being given — and why — before taking it.
- 3. Make sure that everyone who gives you medications checks your hospital ID bracelet every time.** This ensures you get the right medication, every time.
- 4. Make sure any allergies are noted in your medical record and mention them to everyone who provides care to you.** Likewise, make sure your medical record notes every medication you are taking, including over-the-counter medicines and dietary supplements such as vitamins and herbs.
- 5. Try to have an advocate on hand — a trusted friend or family member who can monitor the situation and actively seek help if there's a problem.** It's difficult to track people or process information when you're bed-bound, in pain or taking some medications.
- 6. If you are having surgery, make sure your doctor marks the proper surgical site clearly — and initials it.** Wrong-site surgery should never occur.

- 7. Upon discharge, ask your doctor to explain the treatment you are to follow at home.** Health-care providers will take the time to ensure you fully understand your follow-up care.
- 8. You are in a teaching hospital. If you are worried that the doctor taking care of you isn't sufficiently knowledgeable or experienced, ask that a more senior physician be consulted.** That may be the chief resident or an attending physician. Don't worry about hurting a staff member's feelings; your safety is more important.

Sources:

Agency for Healthcare Research and Quality (www.ahrq.gov)

Leapfrog Group (www.leapfroggroup.org)

Center for Medical Consumers (www.medicalconsumers.org)

American Academy of Orthopaedic Surgeons (www.aaos.org)

Your admission

Inpatient/outpatient admission and care

Whether your status is inpatient, observation or outpatient, your admission to the hospital at Mayo Clinic was arranged by your Mayo physician, who has complete charge of your medical care. Spending one or two nights in the hospital is possible for patients in any status. Ask your nurse if you have any questions about your hospital status.

Advance directives

Advance directives are written instructions about your wishes for treatment in the event a medical condition renders you unable to make or communicate decisions. Advance directives can be in the form of a living will, designation of health-care surrogate or other document naming an alternate decision maker. You are responsible for informing Mayo Clinic and your health-care providers if you create, modify or revoke an advance directive. We honor advance directives that are valid pursuant to Florida laws. An advance directive is not required to receive treatment at Mayo, and you may waive your right to make one. For more information, contact

your attorney, ask to see the case manager for your hospital unit or call the Care Management Office at (904) 956-3186.

If you are interested in an in-depth review to help you with advance directives documents after you leave the hospital, please ask your provider to schedule you for a free Advance Care Planning appointment with a trained facilitator.

Medications

It is extremely important that you take only the medications ordered by your physician and administered to you by your nurse. If you have any medications from home, including vitamins, prescriptions, over-the-counter products or herbal supplements, please notify the admitting nurse.

For your safety, while you are a patient in our hospital, we will provide your medications in the form of a single unit dose whenever possible. We will inform you about new medications, the reason for them and the potential side effects. Please ask questions about medications if you do not understand why you are receiving them.

Personal care by a family member

We encourage patients to handle their own personal care when appropriate. When feasible, your family will be encouraged to participate in your care as much as possible. This may mean helping you while you walk or eat a meal.

As family members learn to assist you during hospitalization, they are also preparing to care for you after you leave the hospital.

Ethics Committee

The Ethics Committee is available if a conflict of an ethical nature arises in the course of your care. Further information describing the committee and consultation process is available through the nursing team leader of your unit. The committee functions in

an advisory capacity and does not dictate or direct patient care.

Concerns

If you have a concern about any aspect of your care at the hospital, please inform us so that we can address it. Reporting a concern will in no way negatively impact your present or future care. Here are some recommendations:

1. The most direct step is to speak to your physician or the nurse caring for you.
2. If the above process is not successful, please ask to speak with the team leader or nurse manager for your unit or the nursing administrator.
3. If your concern still is not resolved, ask to see the patient experience representative or call the Office of Patient Experience at (904) 953-2019.

Delivering safe medical care

Delivering safe patient care is very important to us. You can help us achieve our goal of providing safe care by being an active member of the health-care team. We encourage you to be involved in your care. If you have concerns, please share them with your doctors or nurses.

Another way that you or your family can participate in the safe delivery of care is by calling the Rapid Response Team if you feel you are getting much sicker. The Rapid Response Team is a group of nurses and respiratory therapists who are trained to help when there are signs that a patient is getting much sicker. The purpose of a rapid response team is to help before there is a medical emergency. You may ask the nurse to call the Rapid Response Team or touch 911 and ask the hospital operator to call the Rapid Response Team.

Your hospital team

Teamwork

Teamwork is an important aspect of care at Mayo Clinic. Your physicians, nurses and other care providers will work with you as a member of the team to best meet your needs. For instance, telling your care providers if you are in pain and indicating your level of pain is the most accurate way for them to understand what you are experiencing. If you need more information or have questions or concerns about your care, discuss them with your care providers.

Physicians

The hospital is staffed exclusively by Mayo Clinic physicians. In addition to staff physicians, members of the following groups may assist with your care.

- **Residents from Mayo School of Graduate Medical Education**

Residents are physicians training for a particular medical or surgical specialty. While advancing their skills, they participate in patient care by helping with exams, tests, diagnoses, surgeries and other treatments.

- **Fellows**

Fellows are physicians who have completed their residency training and are continuing their studies in a subspecialty area. They help with patient care under supervision of a Mayo Clinic physician.

Nursing staff

Professional nurses deliver comprehensive care of the highest standard. The nursing staff on the Florida campus has earned the gold standard in nursing — Magnet Recognition status from the American Nursing Credentialing Center. The Mayo Clinic Department of Nursing coordinates and collaborates with other caregivers and departments to provide excellence in patient care. Nursing practice is closely integrated with advanced education and evidence-

based practice to ensure you receive the best quality, holistic nursing care using the most up-to-date procedures and techniques. Members of your nursing team include nurses and technicians who work under the supervision of a nurse manager. If you have questions regarding your nursing care, please ask for the team leader or your nurse manager.

You will notice nurses using hospital-provided wireless phones to communicate with each other and with other health-care providers, including your physicians. This provides an efficient way of conveying messages quickly with minimal disruption of patient care.

Pharmacists and pharmacy staff

A team of pharmacists and pharmacy technicians is available 24 hours a day to meet your needs for medication and intravenous therapy. Medication orders are entered by your physician, reviewed and verified by the pharmacist and then individually prepared for you. For your safety, we will provide your medication in the form of a single unit-dose whenever possible. If you would like to speak with a pharmacist about your medications, please notify your nurse.

Care managers

Illness or accident can cause many disruptions for you and your family. When you need help planning for employment, financial assistance, ongoing care or nursing home placement, care managers can help. Care managers offer many services, including advance-directive counseling; guides to financial resources, discharge planning, medical equipment and transportation; community-agency referrals and information about post-hospital and long-term care services. Care managers are available 8 a.m. to 4:30 p.m. Monday through Friday and on weekends as needed. You may discuss your needs with your nurse or contact a care manager at (904) 956-3186. There is no charge for this service.

Spiritual Care

Care of the spirit is an important part of healing. The Spiritual Care team at Mayo Clinic is available to support you and your loved ones' emotional and spiritual needs. Professional chaplain services are offered to people of all religious, spiritual or secular faiths, traditions and world views.

Mayo Clinic staff chaplains have specialized training from nationally accredited programs. Each chaplain has a wide range of competencies and experiences. Chaplains are members of an interdisciplinary team of healing professionals in Mayo Clinic hospital and in the Jacksonville community. Mayo's chaplains will supplement and support your own clergy at your request. Serious illness can cause fear, loneliness and spiritual crisis. The Spiritual Care team offers support, guidance and spiritual care for:

- Crisis intervention
- Emotional distress
- End-of-life and ethical decision-making
- Grief and loss
- Ritual or sacramental needs
- Resources for relaxation, meditation and devotion

If you would like a chaplain visit, tell your nurse, or call extension 3-0553 Monday through Friday from 8 a.m. to 5 p.m. You also may contact the Mayo Clinic operator at any time and ask for the chaplain on call. Spiritual care is available seven days a week.

Services ranging from meditation and Catholic mass to Protestant, Jewish and Muslim prayers are held throughout the week in Cannaday 1050. Contact Spiritual Care at 3-0553 for the schedule. Cahill Meditation Atrium in the Cannaday Building is open daily for meditation and prayer.

Nutrition care and counseling

Registered, licensed dietitian nutritionists are on staff to provide nutrition care and counseling. Proper

nutrition plays an important role in your care and is vital to your recovery. Nutrition Services staff can help make sure your food intake is well balanced and meets your needs and preferences. A dietitian will work with you and your family to meet these goals. Nutrition counseling is available to teach you how to eat and plan your meals according to your diet prescription. For more information, call (904) 956-0039.

Unit coordinators

Each patient care unit has a unit coordinator who is responsible for the receptionist and clerical functions of the unit. This person is a good source of general information for you and your family.

A reminder about gratuities

All Mayo Clinic hospital staff are here to serve you. Tips are not expected or accepted. If you wish to express appreciation, please write to the chief nursing officer.

If you are interested in making a donation to Mayo Clinic, please contact the Department of Development. This area of Mayo works with patients and the public who are interested in making philanthropic contributions to Mayo Clinic's mission. Phone: (904) 953-7200.

Safety and security

Security

Your safety and security are of utmost importance to us. Mayo Clinic's trained and skilled security staff manage all aspects of campus security, including state-of-the-art closed-circuit TV and radio-controlled security systems. They also monitor the hospital fire alarm and access system — one of the most sophisticated systems available. Security staff members are available 24 hours a day, seven days a week.

Patient identification

A patient identification bracelet was placed around your wrist during admission. To ensure proper

patient identification, do not remove the bracelet until you are discharged from the hospital. Showing staff your identification bracelet and stating your name clearly can help to properly identify you before medication is administered or treatments are begun.

Allergy band

If you have an allergy, it should be noted on a red allergy band placed around your wrist. To ensure proper identification of allergies, do not remove the band until you are discharged from the hospital.

Electrical devices

Due to safety concerns, devices with heating elements (curling irons, heating pads, etc.) are not allowed. The exception is hair dryers, which you may use if your condition permits you to use it safely. Please notify the nursing staff before using any electrical safety equipment.

Valuables

Please leave your valuables at home. Mayo Clinic cannot be responsible for personal belongings or valuables you keep with you or in your hospital room. All valuable items should be left at home or sent home with a family member. The Security Office has limited capacity to store valuables in a safe.

Weapons

Weapons are not allowed in any buildings on the Mayo Clinic campus. Please leave your weapon at home when you are admitted to the hospital. If you have a weapon in your belongings, please send it home with a family member or notify your nurse immediately. Security staff will keep the weapon safe until you leave the hospital.

Lost and found

The Security Office maintains a lost and found service. The staff at any desk can call Security for you to check on lost items.

Smoke-free facility

Smoking is not permitted in any Mayo building or on the clinic and hospital campus. This applies to patients, visitors and employees.

Food services

Your meals

Mayo Clinic's Food and Nutrition Services provides nutritious, healthy meals to patients via Room Service. Patients on any diet may order a meal from Room Service from 7 a.m. to 6:30 p.m. by dialing *00222. There is no additional charge for this service. A menu is available in every room. Our menu is based on Mediterranean and D.A.S.H. diet principles. The flavorful recipes are modified to be lower in sodium and fat.

Guest trays

Visitors may dine with you in your room. Guest meal trays may be purchased when available. Please call Room Service at *00222 for information.

Visitor cafeterias

- **The Bundy Café & Atrium** is located on the main floor of the Davis Building and provides indoor seating as well as outdoor patio dining overlooking lush landscaping and fountains. The Bundy Café is open 6:30 a.m. to 5 p.m. Monday through Thursday and 6:30 a.m. to 4:30 p.m. Friday. The café offers soups, salads, sandwiches and desserts as well as hot entrees for breakfast and lunch.
- **The Cannaday Café** is located on the ground floor of the Cannaday Building next to the Gift Shop. The deli-style café serves sandwiches, salads and soups from 7 a.m. to 8 p.m. daily.
- **The Woodruff Bistro** in the Mangurian Building lobby is open 6:30 a.m. to 5 p.m. Monday through Friday.

- **Vending machines** are located off the Mayo Building main lobby near the West Elevators, in the Emergency Department Waiting Room and near the Mayo Building Fourth Floor Surgery Waiting Room.

Communication

White boards

Every patient room has a white board that serves as an essential communication tool. The white board typically includes the room's phone number and the names of physicians, residents, nurses and other members of your care team. It may also list appointment dates and times for procedures or tests. There's also room for family members and caregivers to leave short messages or questions.

Mail and flowers

Mail and flowers (note restrictions on page 21) sent to you during your stay will be delivered directly to your room by our volunteers. Mail that arrives after you are discharged will be returned to the sender.

Newspapers

Newspapers are available in the Gift Shop and in vending machines located in the parking garage.

Telephone

- **Local calls:** Telephone service is available to all patients. Local calls are free. Simply dial 9 and the number.
- **Long-distance calls:** Dial 9, 0, the area code followed by the number for any collect calls or those billed to a credit card or third number.
- **Operator-assisted:** Dial 9, then 0 to reach an operator.
- **Outside calls:** The hospital's telephone system allows outside calls to be made directly to your room without going through the hospital

switchboard by dialing 956-0 plus your room number. Please give this information to your callers. If you are transferred to another room, your telephone number will change.

- **Internal calls:** You may reach departments and other patient rooms within the hospital by dialing the last five digits of their phone number. For example, to call the Mayo Clinic Pharmacy in the Davis Building (phone 953-2021) from your room, dial 3-2021.

Television service

Television service is offered free of charge. Patient rooms are furnished with 32-inch LCD televisions carrying the Mayo Clinic Television Network and its Media on Demand service.

The television service offers a Mayo Clinic information channel, about 200 patient education videos, cable television and complimentary movies. Local television stations, plus many familiar cable TV channels such as CNN, ESPN, Comedy Central, A&E and others, are available 24 hours a day.

Ask your nurse about patient education programs designed to help you better understand your condition or treatment. Patients and visitors can view an electronic program guide by pressing the “Guide” button on the hand-held remote control. An operating guide to the remote is available in each room.

Wireless Internet access

High-speed, wireless Internet access is a free service for patients and their visitors. It’s available in the Cannaday, Davis, Mangurian and Mayo buildings.

Resources

Gift Shop

The Mayo Clinic Gift Shop is located on the first floor of the Cannaday Building. It offers a wide variety of items, including gifts, flowers, balloons, magazines, books, greeting cards, toiletries and other sundries.

Phone: (904) 953-6900.

Hours:

Monday through Friday: 8 a.m. – 7 p.m.

Saturday: 9 a.m. – 5 p.m.

Sunday: 11 a.m. – 4 p.m.

Meditation Atrium

The Cahill Meditation Atrium is located on the first floor of the Cannaday Building near the Gift Shop.

The sacred space is open 24 hours daily for meditation and prayer.

Interpreters

Interpreters for several languages are available in-house, and arrangements can be made for other languages through local agencies. If you require the services of an interpreter, please contact your nurse.

Pharmacy

The Mayo Clinic Pharmacy is available for your prescription needs and is located on the first floor of the Davis Building. Pharmacy hours are 7 a.m. to 7 p.m. Monday through Friday and 10:30 a.m. to 6 p.m. Saturday, Sunday and holidays. Phone: (904) 953-2021.

Patient information

Call (904) 956-0000.

Volunteer Services

Our volunteers are dedicated men and women who donate their time and talents to help with your care. Volunteers serve in more than 60 areas, including the Gift Shop, information desks and patient transport. To reach the hospital volunteer office, call (904) 956-0074. If you would like information about becoming a volunteer, call the office or go online to www.mayoclinic.org/volunteers-jax/.

Preparing to leave the hospital

Members of the health-care team will help you plan your discharge. Your family or a person you designate also will be asked to participate in your discharge planning. Your physician and other members of the health-care team will work with you to design a plan for your continued care outside the hospital. The plan will include specifics such as use of medications, diet instructions, limitations on exercise or other activities and discussion of supplies or equipment you will need. Please ask questions and share concerns about your home situation with our staff before the day you are discharged. If you are concerned about your readiness to leave the hospital, please ask a member of the nursing staff about alternative programs to help with the transition from hospital to home or to another setting.

Discharge planning

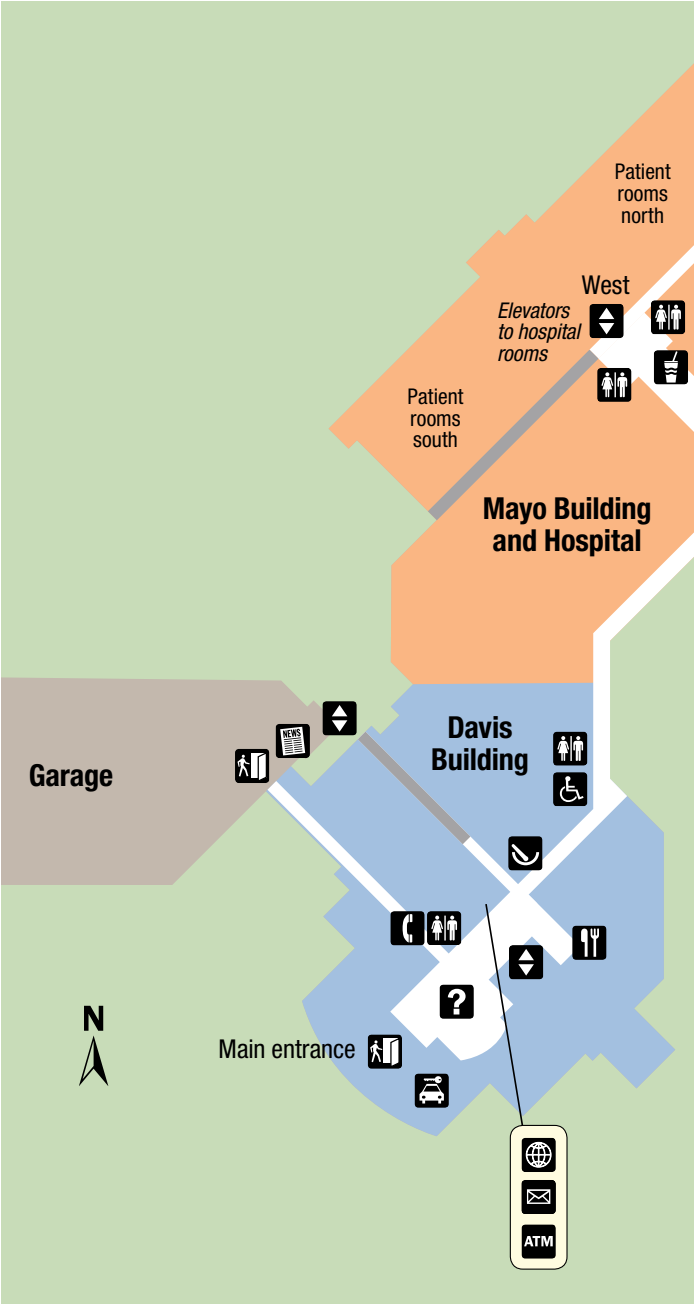
Discharge planning begins the day your are admitted or shortly thereafter. The discharge process can be complex, and your discharge plan is based on your individual needs. Nursing and care management staff can help you and your family plan post-hospital care. Information about health education, Medicare coverage, home health-care services, visiting nurses, home therapists, extended-care facilities and rehabilitation programs will be offered if needed.

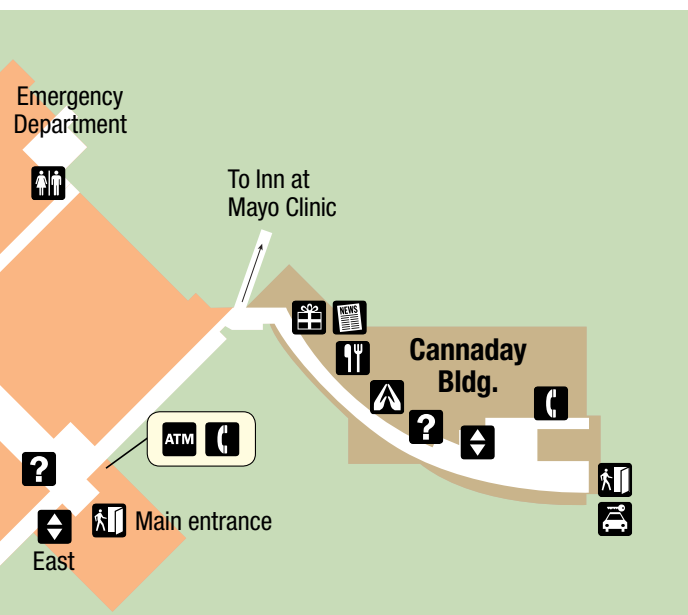
Ask your nurse or contact Care Management at (904) 956-3186 for assistance.

Medications

When you are discharged from the hospital, your physician may write prescriptions for you. You have the option of having your prescriptions filled at Mayo Clinic Pharmacy or at your local pharmacy. Mayo Clinic Pharmacy is located off the main lobby in the Davis Building. Hours of operation are 7 a.m. to 7 p.m. Monday through Friday and 10:30 a.m. to 6 p.m. Saturday, Sunday and holidays. Most insurance plans are accepted. Phone: (904) 953-2021.

Campus Amenities





- | | |
|--|---|
|  Public restrooms |  Cafeteria |
|  Public elevator |  Gift Shop |
|  Entrance |  Pharmacy |
|  Information |  Valet parking |
|  Vending |  Meditation Atrium |
|  Newspaper |  International Services |
|  Mail |  Family/special needs restroom |
|  Public telephone | |
|  ATM | |

Paying your medical bill

Arrangements to pay your medical bill are made with a Business Services representative when you are pre-admitted or as soon as possible after admission to the hospital. It is important to be aware of your financial arrangements since you may be asked to pay all or part of your bill when you leave the hospital. Payment can be made by cash, check or credit card. We accept MasterCard, VISA, Discover, American Express and Diners Club. Payments by credit card or eCheck also may be made via Mayo's secure online portal. Go to MayoClinic.org and click on "Log in to Patient Account." Log in or create a new account, and follow instructions on how to enroll to view statements and pay your bill.

If you have questions regarding financial aspects of your care, a financial counselor can help you. Call Hospital Registration at (904) 956-0045 for assistance. If you have billing and insurance questions after discharge, contact Patient Financial Services at (904) 953-7058.

Discharge procedure

Before you leave the hospital, your physician will write an order for your discharge, and your nurse will assist you with the discharge procedures. This could take several hours after the order is written. It's helpful to have the person who is driving you home be at the hospital on the morning you are being discharged. Transporters may help you with your belongings, bring you to the front entrance of the Mayo Building and wait with you until your vehicle arrives. If your nurse determines you are physically able, you may leave unassisted.

Medical records

You can access parts of your medical record free of charge and electronically via Mayo Clinic Patient Online Services. Go to mayoclinic.org/onlineservices to create a Patient Online Services account or to login.

Health Information Management Services retains a record of the care you received. These records are kept in strict confidence and are not released without your written consent, except as required under the Health Insurance Portability and Accountability Act (HIPAA) or by law. Please call Health Information Management Services at (904) 953-2022 to obtain a copy of your medical record information.

The maximum fee for receiving a copy of your medical record is \$6.50. This fee is waived if the information is provided for continuing care. Copies of your radiology exams also are available on CD or film.

For your convenience, Mayo Clinic prefers to mail your records or X-rays. However, you can arrange to pick them up at the Mayo Clinic Campus Support Center building located at the corner of W.M. Davis Parkway and Worrall Way.

Patient Online Services

Patient Online Services enables you to connect via the Internet with Mayo Clinic anywhere at any time.

Once you create your account, you have secure, round-the-clock access to your information, including lab results, medication lists, doctors' notes, hospital discharge instructions and other portions of your medical record. You can also:

- Manage your appointments by viewing your appointment schedule and instructions
- View and pay your bill and update your personal and insurance information

To create your account, go to www.mayoclinic.org and click on "Log in to Patient Account."

Visitor information

Guidelines for visitors

Please limit the number of visitors to two or three in your room at one time.

Children, accompanied by parents or an adult, are

permitted to visit patients in their rooms during visiting hours. Some specialty areas may have restrictions on children visiting. Please check with the nursing staff if you have any questions.

Mayo Clinic is a smoke-free institution. Smoking is not permitted in any Mayo building or on the clinic and hospital campus.

Flowers

Due to infection control precautions required in many hospital rooms, fresh flowers or plants are only allowed in rooms 501 to 557 and 801 to 829. Non-latex balloons, artificial flowers or pictures are acceptable to brighten any patient's room.

Visiting hours

General visiting hours are 5 a.m. to 9 p.m. Patients have the right to receive the visitors of their choice and to not be restricted, limited or otherwise denied visitation based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Patients may withdraw consent to have visitors at any time.

Elevators

The West Elevators in the Mayo Building serve the hospital patient care area. Please note that you cannot access patient rooms via the East Elevators at the front of the Mayo Building.

Overnight accommodations

When best for the patient, one family member may stay in the patient's room overnight. Please discuss with the nursing staff, and they will help obtain the needed linens.

Parking

Free parking is available in patient parking lots A, B, C and D. A free shuttle provides transportation from the parking lots to the Davis, Mangurian and Mayo buildings.

The four-story, 600-space garage provides parking for a fee (cash only). Valet parking, managed by an independent company, is available for a fee at the front entrance of the Cannaday, Davis and Mayo buildings.

Information for visitors from Infection Control

Please use the hand sanitizer located at the room entrance whenever you enter and leave a patient's room.

What conditions should normally exclude visitors from coming to the hospital?

- Fever (temperature over 100° F)
- Respiratory symptoms, like coughing, sneezing, nasal discharge
- New skin rash or lesions
- Gastrointestinal illness
- Unexplained new illness

How long after an illness should someone wait before visiting a hospital patient?

- In general, visitation should be safe three to five days after the symptoms listed above have disappeared.

Can exceptions to these precautions be made on an individual basis?

- Yes. Please discuss, by telephone, with the nurse or physician who is caring for the patient.

What if you are unsure whether it is safe for you to visit a relative or friend in the hospital?

- Telephone the nursing unit and ask the nurse who is caring for them.

What is the most important step you can take to prevent the spread of infection during your visit?

- Cleanse your hands with the sanitizing foam available just inside the patient's room when arriving and leaving. Ask a nurse if you do not know how to use this product.

What other precautions will help prevent the spread of infection?

- Some patients will be managed with special precautions. Signs detailing the precautions will be posted outside the patient's door.
- Visitors should read and follow the directions on the precautions sign. Ask the nursing staff if you have any questions.

Can visitors bring food to patients?

- It's important to check with the nurse about any special diet or food restrictions patients may have. Because there is no refrigerator in patient rooms and only limited storage on patient care units, visitors are discouraged from bringing in food that requires preparation or refrigeration.

Are there any patients who cannot receive plants or flowers?

- Due to infection control precautions required in many hospital rooms, fresh flowers or plants are only allowed in rooms 501 to 557 and 611 to 621. Non-latex balloons, artificial flowers or pictures are acceptable to brighten

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