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# PATIENT HANDBOOK

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BOCA RATON  
REGIONAL HOSPITAL





## LETTER FROM THE PRESIDENT & CEO

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Welcome to Boca Raton Regional Hospital and thank you for choosing our facility for your medical needs. We are confident that you will benefit from the high quality care and state-of-the-art technology we provide. Boca Regional has been a vital and integral part of our service area for over 50 years. During that time we have grown from a capable community Hospital into one of the preeminent academic regional referral centers in Florida.

This patient welcome guide has been designed to assist you and your loved ones through your Hospital stay. It explains patient rights and responsibilities, as well as processes that you can expect and Hospital services that are offered. Please take the time to familiarize yourself with this information and do not hesitate to talk to any of your caregivers should you have questions.

On behalf of our physicians, nurses and entire Hospital staff, I extend best wishes to you for a favorable stay and quick return to good health and well-being. Should you have any comments or suggestions, I would encourage you to call Patient & Guest Relations at 561.955.4358.

Sincerely,

A handwritten signature in dark ink, reading "Jerry J. Fedele". The signature is written in a cursive, flowing style.

**Jerry J. Fedele**, President & CEO  
Boca Raton Regional Hospital

### OUR MISSION

*Boca Raton Regional Hospital delivers the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety. Our team of professionals demonstrates unparalleled compassion and commitment to those we serve.*

### OUR VISION

*To be the preeminent regional leader in healthcare delivery and the hospital of choice for patients, physicians, employees and volunteers.*



## ABOUT US

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### **Boca Raton Regional Hospital**

Born out of compelling need in 1967, Boca Raton Regional Hospital has consistently focused its efforts and its resources on one mission and one purpose only: the health and welfare of the patients it serves. Now, over 50 years later, that singular approach to medicine has placed the Hospital in the vanguard of patient care in such areas as Cardiovascular Care, Oncology, Women's Health, Orthopedics, Emergency Medicine and the Neurosciences. With 400 licensed beds, over 800 physicians, a nursing and support staff of over 2,800 and 1,200 volunteers. We invite you to learn more about us. You'll find renowned physician expertise. The most sophisticated technology available. Superior nursing care. You will find Boca Raton Regional Hospital...advancing the boundaries of medicine.

### **Foundation**

Boca Raton Regional Hospital Foundation is a not-for-profit, tax-exempt subsidiary of Boca Raton Regional Hospital. For more than half a century, philanthropic support has enabled the Hospital to maintain high quality, compassionate care that meets and exceeds the needs of our community. Gifts are used to fund the Hospital's ever-expanding scope of services, invest in the most advanced technology, conduct pioneering research and recruit the finest healthcare professionals. Every gift makes a difference, and every gift helps us save lives. For more information, please call 561.955.4142.

### **Debbie-Rand Memorial Service League**

Each year our members donate collectively as much as 155,000 hours of service as Debbie-Rand volunteers, meeting the needs of patients, their families and the staff at Boca Regional. Our volunteers work in over 60 departments and are an integral part of the Hospital: acting as Hospital ambassadors to patients, employees and visitors; assisting patients and staff on a nursing unit; raising funds for equipment and services; serving on an event planning committee; helping with our Pet Therapy program; delivering flowers and much more. They include high school and college students, adults and retirees and even former patients. They play a valuable and meaningful role in the lives of our patients throughout our Hospital. Over the years, our program has evolved into one of the largest hospital-based volunteer services in the country.

If you are interested in volunteering at Boca Raton Regional Hospital, please call the Debbie-Rand Memorial Service League volunteer office at 561.955.4098.

## ABOUT YOUR STAY

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### Visitor Guidelines

We encourage visitors for a patient's emotional support and recovery. To provide a restful and safe environment, guests are asked to conclude their visit by 9:00pm. We ask that all visitors comply with these guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any other contagious condition.
- Perform hand hygiene upon entering and when leaving the patient's room
- Observe precaution signs before entering the room.
- Step out of the room during tests or treatments, when asked.

Patients may designate a family member or friend to serve as a support person during their stay. When requested, Boca Regional will make every effort to accommodate extended visitation for the support person. However, there may be limitations based on the clinical condition of the patient or the effect to other patients. Please speak with the charge nurse or director of your unit regarding these accommodations.

### Patient & Guest Relations Department

Whether our patients are here for an emergency visit, a one-night stay or an extended course of treatment, they will be assisted by a patient advocate. An advocate is skilled in dealing with the concerns that affect care and treatment. Our team of patient advocates treat everyone as an individual with compassion and respect. They listen to concerns, answer questions, include the patient's loved ones and provide care with a sensitive and human touch. The patient advocate provides the following services:

- Advance Directives
- Patient rights and responsibilities
- Emotional and spiritual support while hospitalized
- Interpretation of Hospital policy
- Assistance with translation services
- Emergency amenities
- Service for vision and hearing impaired

Patient advocates also serve as liaisons between patient, family, staff and physicians. A patient advocate may be reached by calling 561.955.4358 between the hours of 8:30am to 5:00pm.



## ABOUT YOUR STAY

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### Your Hospital Experience

We encourage you and your family members to provide us with feedback about your care and service while at Boca Regional. We appreciate any suggestions and/or recognitions related to your Hospital experience. Please contact your nurse or Patient & Guest Relations at ext. 4358 in this regard.

Once you have been discharged, you may be mailed a written survey. We hope that you will take a few moments to answer the questions so that we can continually improve our patient experience. The survey is a standardized tool for measuring satisfaction across all hospitals in the United States. We hope that your experience with us exceeds your expectations, as our goal is to always provide exceptional care to our patients.

### Your Room

Most of our rooms are semi-private. Private rooms, if available, can be requested at an additional cost. For more information on private room accommodations or to request one of these rooms, contact Patient Access at ext. 4365.

A staff member will familiarize you with your room, which includes use of your telephone, television, call system, bed controls and a patient-specific information board. Each bed is assigned a telephone number that your family and friends can use to call you directly. For your convenience your phone number is on your patient information board. For local calls outside the Hospital, dial "9" followed by the seven digit number. For calls made to the Hospital departments or staff listed on your patient information board, simply dial the four-digit extension.



## ABOUT YOUR STAY

### Calling for Assistance

You are able to request assistance by using the call buttons located on the sides of your bed rails, the hand-held remote connected to the wall and assistance pull cords located in the bathroom. Your nurse's phone extension is located on your patient information board closest to your bed.

### Securing of Valuables

We request that you send any medication, jewelry, cash, credit cards and other valuables home. If you cannot send your valuables home, you will be asked to secure these items in the Hospital safe until you are discharged.

If you require eyeglasses, hearing aids and/or dentures during your stay, please store them on your bedside stand when not in use. Please do not leave them on your bed or on top of your food tray – they may be damaged or lost. Be sure to take these items with you when you are transferred to a new room or discharged from the Hospital.

**Boca Raton Regional Hospital is not responsible for any items that may be lost or stolen during your Hospital stay.**

### Photography, Video or Audio Recording

Patients, family members, visitors and other third parties are prohibited from photographing, video or audio recording Boca Regional personnel, equipment, facilities or other patients. Boca Raton Regional Hospital reserves the right to prohibit any photography or recording for any reason.

### Housekeeping Services

The Environmental Services Department at Boca Regional provides housekeeping services to the facility. Your room and bathroom will be cleaned daily between the hours of 7:30am and 3:00pm by one of our Environmental Services staff members.

**Upon request the nursing staff provides new bed linens, towels and toiletries.** If your room needs attention or if there is an unexpected clean-up required, services are available 24-hours-a-day, seven days a week by calling ext. 5295 or notifying your nurse.

### Bedside Report

We want you to be an active participant in your care. The nursing staff will provide their shift-to-shift report at your bedside.

## PATIENT DINING

We strive to provide our patients with the highest quality of nutrition, no matter what type of diet your physician has prescribed. Your host/hostess will provide you with a menu of your meal options.

- Breakfast:  
7:00am to 11:00am
- Lunch:  
11:15am to 2:00pm
- Dinner:  
4:15pm to 6:30pm
- Light snacks and sandwiches are available upon patient request through your host/hostess at the phone extension listed on your patient information board.

**Guest trays** are available for purchase during patient meal times for \$5 per meal. Arrangements can be made through your host/hostess or by calling the Dietary Supervisor at ext. 3246.



## ABOUT YOUR STAY

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### Patient-Centered Rounding With Care

Your safety is important to us. To ensure you have important items such as a telephone, television remote and nurse call button within reach, staff will visit your room every hour. They will assist you to the restroom and with repositioning.

If you are having pain that requires medication or other interventions, the staff will inform your nurse to assist you.

### Morning Laboratory Tests

While you are in the Hospital your doctor may order daily blood work to monitor your condition and treatments. In order for the results to be available to your physician during morning rounds, our laboratory staff will draw your blood very early in the morning.

### Physician Team

While you are in the Hospital, there may be several physicians involved in your care. The attending physician is the primary doctor responsible for your care throughout your hospitalization, which includes entering your discharge orders and completing your prescriptions.

Your primary physician may seek consultation from other doctors about your care at their discretion.

### The Discharge Process

Planning for your safe transition home or to another setting for your recuperation begins when you arrive at the Hospital. Your post-hospital plan of care is dependent upon factors such as your medical condition, living arrangements, support systems and insurance coverage. Your physician will recommend what level of medical care and services you will require and case managers will assist you and your family in developing the best plan for your circumstances.

The attending physician determines when you are ready to be discharged. Even though consulting physicians or surgeons caring for you may say that you can be discharged from their standpoint, it is the attending physician who makes the final determination.

Your attending physician will complete the discharge order, give any additional instructions and prescribe all medications. To ensure that you are discharged safely, there are important steps that need to be completed. The timing of your discharge is dependent upon services required on your written discharge.

*We respectfully request your patience with this process.*



## ABOUT OUR BOCA REGIONAL CHANNELS

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### Patient Relaxation Channel – 17

To support a healing environment, our patient relaxation channel offers relaxing music and scenery. At the top of each hour, enjoy 20 minute segments of our popular Peaceful Mind Peaceful Life Wellness Series at Boca Raton Regional Hospital featuring Barb Schmidt, author of the best-selling book, *The Practice*. Topics include: meditation, mindfulness, resilience and forgiveness. Barb Schmidt, founder of Peaceful Mind Peaceful Life, is a teacher and a mindfulness activist who educates audiences on how to mindfully create their best lives. Learn more about our Peaceful Mind Peaceful Life Wellness Series at BRRH.com.

### Patient Handbook Channel – 18

This channel is a review of our inpatient patient handbook, a booklet containing important information about your care as well as helpful phone numbers and resources for patients and visitors.

### Patient Education Channel – 19

This channel offers informative programs for patient and visitor education on a variety of topics. Programs include:

**Diabetes:** Provides information on how diabetes affects the body, and what patients who are diagnosed with diabetes while in the Hospital can expect. It also explains how to best manage diabetes at home, with instructions on how to use an insulin pen, and how to draw up insulin using a syringe and a vial.

**PleurX™ Drainage System:** Provides step-by-step instructions on how to drain fluid from the chest or abdomen using this drainage collection system. It also provides important information on caring for the insertion site, and when to contact a medical professional.

**Medication Information:** Boca Regional pharmacists provide helpful information on commonly prescribed medications for conditions such as constipation, anxiety, nausea, sleep disturbances, high blood pressure and pain management. Anticoagulants and antibiotics are also discussed. This information is presented in short segments between other channel programming.

**Patient Connect:** Introduces the Boca Regional personal health record management system, and how patients can access their medical records from home.

### New Parent Channel – 20

This channel offers education for new parents to help you care for your new baby. It also offers breast feeding education for our new parents at Toppel Family Place.

## CHANNEL LINEUP

Display No.	Channel	Display No.	Channel
17-1	Boca Regional Relaxation Channel	18-1	Boca Regional Patient Handbook
19-1	Boca Regional Patient Education	20-1	Boca Regional For New Parents
23-1	WPTV-HD NBC	51-1	The Weather Channel
24-1	WPBF-HD ABC	52-1	Bloomberg HD
25-1	WPEC-HD CBS	53-1	USA
26-1	WLFX-HD FOX	54-1	TNT
27-1	WTVX-HD UPN	56-1	Bravo
28-1	WTCN-SD IND	57-1	AMC
29-1	WXEL-HD PBS	58-1	TBS
30-1	WFGC IND	59-1	TLC
31-1	WHDT IND	61-1	WSCV Telemundo
32-1	WPXP ION PAX	62-1	UNI
33-1	WTCE Religious	63-1	A&E
34-1	WWHB-CA Azteca	64-1	Freeform
35-1	WBED-AN Education	65-1	Cartoon Network
36-1	WPBT-AN PBS	66-1	Discovery
40-1	ESPN	67-1	Animal Planet
41-1	ESPN2	68-1	Disney
42-1	The Golf Channel	69-1	Nickelodeon
43-1	NBC Sport Net HD	70-1	History Channel
44-1	FSN Florida	71-1	Travel
45-1	Sun Sports	75-1	HGTV
46-1	CNN	77-1	Food Network
47-1	Fox News	80-1	MTV
49-1	Headline News (CNN)	82-1	FX
50-1	CNBC		

## PATIENT IDENTIFICATION

Before administering medications, providing transportation or performing procedures, we will validate your name and other personal information. You will be asked this repeatedly to ensure the right care is provided to the right patient at the right time.

### Why do staff keep asking who you are?

It is very important that we ensure you are the right person and that you receive the right care, treatment and test results. It is vital that your safety and confidentiality is maintained.

### Do not be worried if from time to time staff ask for your:

- Name
- Date of birth
- Address
- Medical record number
- Reason of visit if necessary)

### Staff might ask when you are:

- Making and/or attending an appointment
- Entering the Hospital
- Receiving medication or treatment
- Having a procedure (e.g., X-ray, blood test)
- Being visited in your home
- At medical staff shift changes (handover)

Contact Patient & Guest Relations at 561.955.4358 with any questions.



## PREVENTING INFECTIONS

### Handwashing

Hand hygiene is the key to preventing infection. Our staff will cleanse their hands before and after entering your room. This may be done with soap and water or the antiseptic spray outside your room.

These guidelines will help keep you safe during your stay:

- Remind your doctor and nurse to clean their hands before touching you if you do not see them do so.
- Ask friends and family to clean their hands with soap and water or an alcohol hand rub placed near the entrance to your room before and after visiting you.
- Do not touch a surgical wound, dressing, IV and/or central lines.
- Ask them to perform hand hygiene and put on gloves before they do anything with your bandages.
- Tell your doctor or nurse immediately if bandages come off or become wet or soiled.



## PREVENTING PRESSURE INJURIES

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### What is a Pressure Injury?

- A pressure injury is an injury to the skin and underlying tissues
- They are also called *pressure ulcers*, *bed sores* or *decubitus ulcers*

### What Causes a Pressure Ulcer?

- Being ill and in the hospital increases your risk for pressure injuries
- Lying or sitting too long in one position
- Sliding down in a bed or chair
- Prolonged pressure to any area of skin, such as oxygen tubing on ears or masks resting on the nose
- Fragile heels resting on the bed for a prolonged time

### Help Us Protect Your Skin From Pressure Injuries

- Allow your nurse to inspect your skin
- Report any discomfort to your nurse
- Report any reddened skin to your nurse
- Report any wet or soiled skin
- Change your position in bed at least every two hours
- Shift your weight in a chair at least every 15 minutes
- Avoid sliding or dragging in and out of the bed or chair

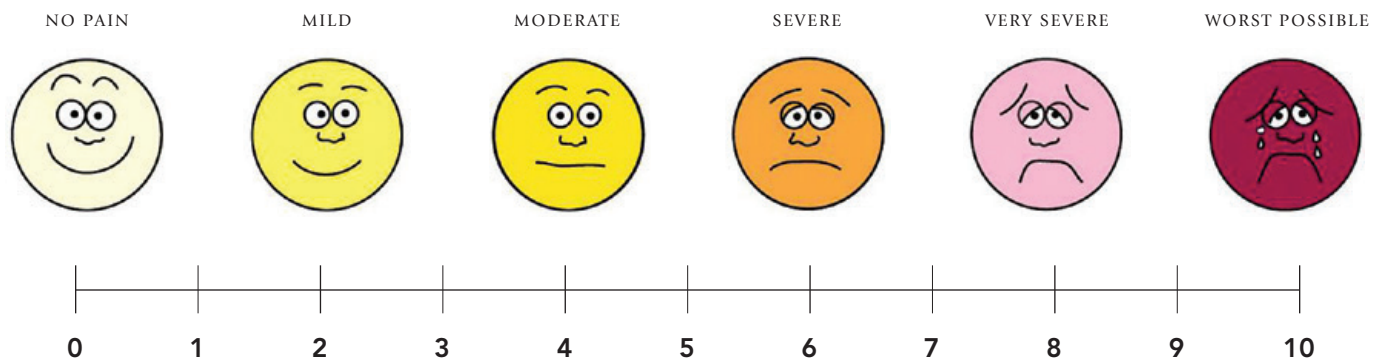
While not all pressure injuries can be prevented, many can. Your care team is here to provide the best possible prevention plan for you.

## PAIN MANAGEMENT & PREVENTING FALLS

### Pain Management

Your healthcare team cares about your comfort and well-being. We recognize that each person will experience pain differently. As part of your individualized plan for pain management, we will ask you to describe your pain and pain level. You may be asked to rate your pain on a scale of "0 to 10" or to choose a "face" on a scale that indicates your level of pain. This will also help your healthcare team determine if your treatment or medication should be changed.

If you feel your pain is not adequately relieved, please tell your nurse so that we can intervene as soon as possible to keep you comfortable.



### Preventing Falls

Patients of all ages are at risk for falls within the Hospital. The unfamiliar environment, acute illness, surgery, bed rest and medications place patients at risk. Your nurse will discuss with you the potential side effects of medications that increase your risk for falls. These guidelines will help keep you safe during your stay:

- Encourage family members and/or your support person to stay with you as much as possible.
- Keep frequently used items, including the nurse call bell, within reach.
- When changing positions, move in a slow, controlled manner allowing your body to adjust.
- Ask for assistance before getting out of bed to use the bathroom or bedside commode.
- Wear non-skid socks (available from your nurse) or slippers.

## FOR YOUR SAFETY AND SECURITY

### Keeping Your Personal Information Safe

Please assist us in keeping your personal information secure. **Boca Regional staff will never call your room to request personal information, such as your social security number or date of birth.**

All staff, physicians and volunteers entering your room will have an identification badge with their name, department and photo.

### Privacy & Your Health Information

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law created to help protect your privacy. It guides hospitals on how to protect your personal health information. It must be followed by doctors, hospitals and other healthcare providers.

Because of this law, your healthcare team will be careful in what information is shared with your loved ones. If you would like a family member to receive more information, you can give permission when asked on admission or by speaking with your nurse.

### Stay Safe & SPEAK UP

Our patients are encouraged to **SPEAK UP**. *Research shows that patients who take part in decisions about their own healthcare are more likely to get better faster.* The Joint Commission, which provides accreditation services for hospitals, sponsors this program to help patients be more informed about their care.

- S** : Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know. Feel free to speak up and ask anyone entering your room to perform hand hygiene if you did not see them do it.
- P** : Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.
- E** : Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.
- A** : Ask a trusted family member or friend to be your advocate (advisor or supporter).
- K** : Know what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.
- U** : Use a hospital, clinic, surgery center or other type of healthcare organization that is carefully reviewed for quality of care by outside organizations. For example, The Joint Commission visits hospitals to see if they are meeting their quality standards.
- P** : Participate in all decisions about your treatment. You are the center of the healthcare team.

### RAPID RESPONSE TEAM

If you feel your loved one is in distress, such as a change in level of alertness, new confusion, agitation or changes in breathing, please contact your nurse immediately! If your nurse is not immediately available, do not wait!

**Call our Rapid Response Team by dialing 5555 from any Hospital phone.**

Our Rapid Response Team consists of a group of specialty-trained healthcare professionals who respond to changes in condition in an effort to prevent a medical emergency.



## ANTIBIOTICS

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### What Do I Need to Know?

When you use antibiotics appropriately, you do the best for your health, your family's health and the health of those around you. Improving antibiotic use starts with you. Using antibiotics wisely is the best way to ensure they work for future bacterial illnesses and prevent unnecessary side effects.

Here are tips for how to use antibiotics wisely (Hint: It starts with preventing infections in the first place):

- **Keep up with vaccinations.** Vaccinations help prevent infections that may require antibiotics and helps prevent diseases from spreading.
- **Handwashing.** Washing your hands is one of the best ways to keep yourself and your family healthy by preventing the spread of germs that cause infections.
- **Ask about symptom relief.** Never pressure your healthcare professional for antibiotics, instead ask for the best treatment for your illness. Talk to your healthcare professional or pharmacist about how to relieve symptoms so that you can feel better.

**Only take antibiotics for infections caused by bacteria.** Illnesses caused by viruses, like the common cold and the flu, do not improve with antibiotics. Using antibiotics when they are not needed can cause harmful side effects and make antibiotics less powerful against certain bacteria.

- **Ask if watchful waiting is right for you.** Even some bacterial infections, like mild sinus and ear infections, can get better without antibiotics. For some illnesses, your healthcare professional may recommend watchful waiting, meaning waiting a few days to see if you get better before deciding to prescribe antibiotics.
- **Ask about side effects.** Talk to your healthcare professional or pharmacist about potential side effects of antibiotics.
- **Take antibiotics exactly as prescribed.** Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your healthcare professional.
- **Throw leftover antibiotics away.** Never save antibiotics for future illnesses, take antibiotics prescribed for others or share antibiotics with others. Talk to your pharmacist about how to dispose of leftover antibiotics.
- Visit [cdc.gov/getsmart](https://www.cdc.gov/getsmart) to learn more about using antibiotics wisely.

Source: [cdc.gov](https://www.cdc.gov)

## ANTIBIOTICS

### Virus or Bacteria: What's got you sick?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Illness	Usual Cause		Antibiotic Needed
	Viruses	Bacteria	
Cold/Runny Nose	✓		No
Bronchitis/Chest Cold (in otherwise healthy children and adults)	✓		No
Whooping Cough		✓	Yes
Flu	✓		No
Strep Throat		✓	Yes
Sore Throat (except strep)	✓		No
Fluid in the Middle Ear (otitis media with effusion)	✓		No
Urinary Tract Infection		✓	Yes

### MANAGING YOUR MEDICATION

Please be sure to inform your physician and/or nurse about all medications you are currently taking including prescriptions, samples, over-the-counter items, nutraceuticals, vitamins, herbal remedies and vaccines. Your physician uses this list to determine which medications should be continued, changed or stopped during your hospitalization and to evaluate for potential interactions.

Your doctor may prescribe new medications for you. To ensure that you understand exactly what they are and why they are being prescribed, education will be provided to you.

**All medications including your own will be given to you by your nurse.**





## INFORMATION ON YOUR RECORDS AND HOSPITAL BILL

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### Requesting Copies of Your Medical Records

To receive a copy of your medical record, please complete the downloadable Release of Information form located on the Internet at BRRH.com or you can receive a form from the HIM department at 567.955.4072. The completed form can be faxed to 561.955.4137 or emailed to [roi@brrh.com](mailto:roi@brrh.com). The form can also be mailed to 634 Glades Road, Boca Raton FL, 33431. We must have the completed form before we can release any records.

Your records can be provided in paper form, on a CD-ROM or via secure email. If you are picking up your records in person, you will be asked to provide proof of identification (such as a driver's license). If you wish to have your spouse or significant other pick up your records, the Release of Information form must have your signature and specify the person designated to pick up the records. The person designated to obtain the records must provide proof of identification to pick up records. Alternatively, your medical records can be mailed to you. Per Florida statute 395.3025, there is a \$0.25 per page, plus postage fee if the records are mailed. Medical records on a CD-ROM or secure email are available for a flat fee rate of \$6.50.

### Billing: What a Hospital Bill Covers

The Hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Be sure you have provided accurate and specific insurance policy information to the Hospital and let the Hospital Business Office know if your hospitalization was the result of an auto accident or worker's compensation injury. The Hospital may contact you if your assistance is needed with obtaining payment from your insurance carrier. Boca Regional offers financial assistance to those who can demonstrate financial need. Contact the Hospital's Business Office for more information if you think you may qualify.

### Inpatient Versus Observation Status

Based on Medicare and insurance company guidelines, there are different types of admission status. While you are a patient here, you may not be admitted as an inpatient status type. Being assigned to a room and spending the night does not guarantee that you are an inpatient. If you have questions about your admission status type, please ask to speak with a Case Manager or a Business Office representative. **It is important for you to understand that if you are admitted as an observation patient or outpatient status, you will be responsible for any outpatient out-of-pocket expenses**, such as co-payments, deductibles, diagnostics test and certain medications, in accordance with your specific insurance plans. If you have questions about your insurance coverage, contact your plan provider.

### Transparency in Healthcare

Services provided at Boca Raton Regional Hospital will be provided by the Hospital, as well as by other healthcare providers who may separately bill the patient. These other healthcare providers may or may not participate with the same health insurers or health maintenance organizations as Boca Raton Regional Hospital. Patients should contact other healthcare providers who will provide services to them in the Hospital directly to determine the health insurers and health maintenance organizations that the healthcare provider participates as a network provider or preferred provider. The names, mailing addresses and telephone numbers of the healthcare providers and medical practice groups with which Boca Raton Regional Hospital contracts with to provide services in the facility are listed on our website at [BRRH.com/transparencyinhealthcare](http://BRRH.com/transparencyinhealthcare).

## FINANCIAL ASSISTANCE POLICY

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Boca Regional provides a financial assistance program to Hospital patients without regard to race, sex, age, religion, national origin, marital status, sexual orientation, disabilities, military service, or any other classification protected by federal, state or local laws.

### Eligibility and Assistance Offered

Financial assistance covers only medically necessary services provided by Boca Regional. Boca Regional offers two types of financial assistance for patients having a balance due.

- **Catastrophic Approval:** if the balance owed Boca Regional is more than 25% of a patient's annual family household income, and that annual income is less than 600% of the Federal Poverty Guidelines (FPG). If approved, the total balance owed Boca Regional is discounted to equal 25% of the patient's annual family household income.
- **Non-Catastrophic Approval:** is available at two levels. If annual income is less than 200% of the FPG the patient qualifies for a 100% write-off of the balance. If annual income is from 200% to 300% of the FPG, the patient qualifies for a 50% write-off of the balance.

Certain residency requirements apply for cases not originating in the Emergency Department. No one eligible for financial assistance will be charged more for emergency or other medically necessary care than the Medicare allowable amount.

### How to Apply

To receive assistance, generally patients must complete and submit a financial assistance application to Boca Regional and provide supporting documentation.

### How to Obtain More Information

To learn more about the Boca Regional financial assistance program, obtain a free copy of the financial assistance policy, application, policy summary, or to obtain assistance with the financial assistance application process, please contact Boca Regional as follows:

#### **Boca Raton Regional Hospital**

800 Meadows Road, Boca Raton, FL 33486  
Phone 888.629.7686 or 561.955.3662

### Hours of Operation

Monday through Friday | 8:30am – 5:00pm

Please call for appointment.

Online: [BRRH.com](http://BRRH.com)

Click on "Bill Pay," or click on "Financial Assistance."





## BOCA RATON REGIONAL HOSPITAL TELEPHONE DIRECTORY

### DINING OPTIONS

**The Bistro at Boca**..... 561.955.4343  
 Monday – Friday: 6:00am to 10:00pm | The Bistro at Boca offers breakfast, lunch and dinner. It is located in the main hallway between the main lobby and the Gift Shop.

**Cafeteria** ..... 561.955.4253  
**Breakfast:** Monday – Sunday: 6:30am to 10:00am | **Lunch/Dinner:** Monday – Friday: 11:15am to 7:00pm and Saturday & Sunday: 11:15am to 6:30pm | The Cafeteria offers breakfast, lunch and dinner options ranging from quick-take items to hot foods.

### HOSPITAL SERVICES

<b>Environmental Services / Housekeeping</b> .....	561.955.5295
<b>Food &amp; Nutrition</b> .....	561.955.4253
<b>Foundation</b> .....	561.955.4142
<b>General Information</b> .....	561.395.7100
<b>Gift Shop</b> .....	561.955.4100
Monday – Friday: 9:00am to 8:00pm <u>and</u> Saturday & Sunday: 10:00am to 5:00pm   Cash and credit cards are accepted. We welcome telephone orders or in-shop customers.	
<b>Massage Therapy (requires physician order)</b> .....	561.955.2100
<b>Medical Records</b> .....	561.955.4072
<b>Patient Financial Services (Business Office)</b> .....	561.955.4007
<b>Patient &amp; Guest Relations</b> .....	561.955.4358
<b>Physician Referral Service</b> .....	561.955.3276
<b>Protective Services</b> .....	561.955.4022
<b>Rapid Response Team</b> .....	561.955.5555
<b>Scheduling</b> .....	561.955.4700
<b>Volunteer Services</b> .....	561.955.4098

## GENERAL INFORMATION

### Parking & Valet Services

As a courtesy to our patients and family members, we provide free valet parking services outside of the main entrance on the east side of the Hospital. Valet services at the main entrance are offered:

**Monday through Friday: 8:00am to 8:00pm**

**Saturday and Sunday: 9:00am to 8:00pm**

If you do not wish to utilize our valet services, there are two parking lots available to patients and visitors at no charge. One is on the east side, outside the main entrance and Outpatient Surgical Services. The other lot is on the west side near Toppel Family Place and the Wold Family Center for Emergency Medicine.

For patients visiting our Wold Family Center for Emergency Medicine, valet services are provided outside the front entrance to the Center. There is also parking for emergency patients and visitors, located across Meadows Road, in the 745 building parking lot, in spots marked clearly in red.

### Community Clergy

Community clergy members from a variety of local denominations are available to address your spiritual needs upon request. For those of the Jewish faith, there is a secure Shabbat Room on the third floor that can be accessed using the Hospital's main elevators. Please contact Patient & Guest Relations for more information.

### Automated Teller Machine (ATM)

For your convenience, there is an ATM machine located on the first floor by the Hospital's main elevators, across from the Gift Shop.

### Electronic Devices

Cell phones are permitted in your room and throughout the Hospital. Please note that there are areas of the Hospital where reception may be intermittent due to medical equipment.

Please keep your cell phone with you or store in your bedside table. Boca Raton Regional Hospital is not responsible for any items that may be lost or stolen during your Hospital stay.

### Patient Connect

Patients of Boca Raton Regional Hospital now have a convenient, easily accessible and secure way to electronically access a host of personal medical data. Patient Connect, a portal located on the Boca Regional website, provides an entry point for patients to review their medical visits or treatment, see summaries of inpatient stays and be able to monitor lab and radiology reports.

Visit [BRRH.com/patient-connect](http://BRRH.com/patient-connect) for more information.

## SMOKE-FREE ENVIRONMENT

As part of our commitment to providing a safe and healthy environment, Boca Raton Regional Hospital maintains a no smoking policy.

Smoking is prohibited in all buildings and on all grounds of the Hospital campus, including parking lots. This policy extends to all employees, patients and visitors. Please note: The use of electronic cigarettes and chewing tobacco are also prohibited.

**Thank you for your cooperation.**



## WIRELESS SERVICE

Free WiFi is available for patients and guests. When searching for available wireless networks from your mobile device, select BRCHGUEST.

## HOME HEALTH

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### While You Are At Boca Raton Regional Hospital

Boca Raton Regional Hospital Home Health provides private duty services of registered nurses, licensed practical nurses and certified nursing assistants.

### When You Leave Boca Raton Regional Hospital

Boca Raton Regional Hospital Home Health Services can go home with you providing skilled nursing, physical, occupational and speech therapy, medical social work, home health aides and private duty personnel in the comfort of your home or skilled nursing facility.

### Care From Professionals You Can Trust

Boca Raton Regional Hospital Home Health Services ensures that our employees meet rigorous hiring standards, are fully insured and have proven professional qualifications and experience. This commitment goes beyond professional expertise and encompasses compassion and sensitivity as well as individualized care.

### How Our Home Service Works

A registered nurse (RN) makes the initial assessment visit to each patient and develops a patient-specific plan based on doctor's orders and patient needs. We address home safety issues and a plan for medication management.

### Our Professionals

- Registered nurses and licensed practical nurses provide skilled care, private duty and intermittent visits.
- Physical, occupational and speech therapists assist patients to become independent in the performance of daily activities.
- Medical social workers help patients find resources from within the community.
- Home Health aides provide personal care and assist with the activities of daily living.

### Our Services

- Cardiac
- Diabetes Education
- Infusion
- Neurology
- Oncology
- Pulmonary
- Rehabilitation
- Wound Care & Ostomy

### Our Services

- HomeCare Elite® 2017– Recognized as top 25% of home health agencies nationwide
- Excellent ratings in:
  - Patient Outcomes
  - Patient Satisfaction
  - Joint Commission and AHCA Survey Results

Boca Raton Regional Hospital's Home Health Services is conveniently located in the Sandler Medical Plaza, 670 Glades Road, Suite 180B, Boca Raton, FL 33431. Arrange help today by calling 561.955.4040 or extension 4040 from our Hospital phone.

Boca Regional's Home Health Services is a not-for-profit corporation fully-owned by Boca Raton Regional Hospital Corporation • Accredited by The Joint Commission • Medicare certified in Palm Beach County • Licensed by the State of Florida Agency for Health Care Administration • Palm Beach and Broward County License #HHA20199096 & 20200096

## IMPORTANT QUESTIONS TO ASK YOUR PHYSICIAN

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What kind of disease or condition is this? What do doctors know about its cause?

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What are my treatment options? What are the goals for my treatment?

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What are the risks of treatment and the risks of no treatment at all?

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What is the likely course of my condition – the long-term outlook?

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What will this medication do and how long will it take to work?

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What side effects might I develop? What, if anything, should I call you about immediately?

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If my symptoms change or I develop new symptoms, how should I contact you?

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If there are no symptom changes, how often should I come to you for a check-up for my condition?

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## NONDISCRIMINATION RIGHTS NOTICE FOR PATIENTS

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Boca Raton Regional Hospital, BocaCare® and its affiliates comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity. Boca Raton Regional Hospital, BocaCare® and its affiliates do not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

Boca Raton Regional Hospital, BocaCare® and its affiliates provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Boca Raton Regional Hospital, BocaCare® and its affiliates provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the Chief Compliance and Privacy Officer.

If you believe that Boca Raton Regional Hospital, BocaCare® and its affiliates have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity, you can file a grievance with:

Boca Raton Regional Hospital, Chief Compliance and Privacy Officer

800 Meadows Road, Boca Raton, Florida 33486

(Phone) 561.955.3553 or 561.955.4208 (Fax) 561.955.2744 | Email: [Compliance@brrh.com](mailto:Compliance@brrh.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Chief Compliance and Privacy Officer, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U. S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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1. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.877.419.4826 (TTY: 1.877.419.4826).
  2. ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1.877.419.4826 (TTY: 1.877.419.4826).
  3. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.877.419.4826 (TTY: 1.877.419.4826).
  4. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.877.419.4826 (TTY: 1.877.419.4826).
  5. 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.877.419.4826 (TTY : 1.877.419.4826)。
  6. ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.877.419.4826 (ATS : 1.877.419.4826).
  7. PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.877.419.4826 (TTY: 1.877.419.4826).
  8. ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.877.419.4826 (телетайп: 1.877.419.4826).
  9. لصلتا .ناجمرلاب كل رفاوتت ةىوغللل ةدعاسملا تامردخ نإف ،ةغللل ركذا ثدحتت تنك اذإ :ةظوحلم 1-877.419.4826 مرقرب  
مركبلاو مرصلا فتاه 1-877.419.4826 مرقرب
  10. ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1.877.419.4826 (TTY: 1.877.419.4826).
  11. ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.877.419.4826 (TTY: 1.877.419.4826).
  12. 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.877.419.4826 (TTY: 1.877.419.4826) 번으로 전화해 주십시오.
  13. UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1.877.419.4826 (TTY: 1.877.419.4826).
  14. સુચના: જો તમે ગુજરાતી બોલતા હો, તો ન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1.877.419.4826 (TTY: 1.877.419.4826).
  15. เร็ยชน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการข วยเหลือทางภาษาได้ฟรี โทร 1.877.419.4826 (TTY: 1.877.419.4826).
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# INFORMATION ABOUT YOUR RIGHTS

## Patient Rights and Responsibilities

The Rights and Responsibilities of all patients, including the neonate, child, adolescent, adult and/or geriatric patient, shall be consistently honored, and shall include the following:

### Patient Rights

Florida law requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider's or healthcare facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities follows:

1. A patient has the right to be treated with courtesy and respect, with appreciation of his/her individual dignity and with protection of his or her need for privacy.
2. A patient has the right to a safe environment.
3. A patient has the right to be free from all forms of abuse or harassment.
4. A patient has the right to a prompt and reasonable response to questions and requests.
5. A patient has the right to know who is providing medical services and who is responsible for his or her care.
6. A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
7. A patient has the right to participate in the development and implementation of his/her care and to make informed decisions regarding his/her care.
8. A patient has the right to know what rules and regulations apply to his/her conduct.
9. A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
10. A patient has the right to refuse any treatment, except as otherwise provided by law.
11. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
12. A patient who is eligible for Medicare has the right to know, upon request, and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.
13. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
14. A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
15. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, sexual orientation, gender identity, national origin, religion, handicap or source of payment.
16. A patient has the right to security and personal privacy and confidentiality of records and treatment as described in our "Notice of Privacy Practices."
17. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
18. A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
19. A patient has the right to be informed by the attending physician when a significant unanticipated outcome has been identified.
20. A patient has the right to self-determination and to formulate advance directives and designate a surrogate to make healthcare decisions on his/her behalf, to the extent permitted by law.
21. A patient has the right to include or exclude any person from participating in his/her healthcare decisions, if so chosen and

the right to bring any person of his or her choosing to the patient-accessible areas of the healthcare facility or provider's office to accompany the patient while the patient is receiving treatment or consultation, unless doing so would risk the safety or health of the patient, other patients or staff of the facility or office, or cannot be reasonably accommodated by the facility or provider.

22. A patient has the right to consideration of the psychosocial, spiritual and cultural variables that influence the perception of illness and death.
23. A patient has the right to individualized assessment and management of pain.
24. A patient has the right to education about pain relief measures.
25. A patient has the right to access information relating to external protective service agencies, such as guardianship and advocacy services and child or adult protective services. For more information, call Case Management/Social Services at ext. 4320 from a patient's telephone or 561.955.4320 outside the Hospital.

### Patient Responsibilities

1. A patient is responsible for providing to the healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health.
2. A patient is responsible to know what to expect regarding pain and how to relieve that pain.
3. A patient is responsible for reporting unexpected changes in his/her condition to the healthcare provider.
4. A patient is responsible for reporting to the healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
5. A patient is responsible for following the treatment plan recommended by the healthcare provider.
6. A patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.
7. A patient is responsible for his/her actions if he/she refuses treatment or does not follow the healthcare provider's instructions.
8. A patient is responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
9. A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.

### Registering a Complaint

A patient has the right to express grievances regarding any violation of his/her rights, as stated in Florida law, through our grievance procedure by contacting personnel responsible for their immediate care and/or the Patient & Guest Relations Department. A patient advocate may be reached by dialing ext. 4358 from a patient's telephone or 561.955.4358 from outside the Hospital. A patient also has the right to contact the appropriate state licensing agency.

#### To register a complaint against the Hospital, write or call:

Agency for Healthcare Administration  
Consumer Assistance Unit  
2727 Mahan Drive | Tallahassee, FL 32308  
1.888.419.3456

#### To register a complaint against a physician, write or call:

Division of Medical Quality Assurance  
Bureau of Consumer & Investigative Services  
Consumer Services Unit  
4052 Bald Cypress Way, Bin C-75 | Tallahassee, FL 32399-3275  
1.888.419.3456

## IF YOU HAVE CONCERNS

Patient advocates can be reached at ext. 4358. Our goal is to resolve all of your concerns as they arise.

## ADVANCING DIRECTIVES - HONORING YOUR WISHES

An **advance directive** is a set of instructions from the patient regarding their healthcare decisions. There are two types of advance directives:

A **living will** is a written document that states what medical treatment a patient would or would not want if terminally unable to make decisions or unable to communicate. A healthcare surrogate is generally appointed by the person completing a living will to uphold his/her wishes.

A **designation of healthcare surrogate** is a legal document that allows patients to choose another person to make their healthcare decisions if unable to communicate. Instructions about what types of treatment a patient wants or does not want can be included in this document.

Any decision that the patient has included in the advance directive has no effect on the care he/she accepts or refuses while able to communicate. If you have an advance directive, you will be asked to provide a copy for your medical record in order to carry out your wishes.

If you would like further information, would like to initiate a living will or designate a healthcare surrogate while here in the Hospital, please let us know. A patient advocate can help you with this process.

Please contact Patient & Guest Relations at 561.955.4358 or ext. 4358 for assistance.

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BOCA RATON  
REGIONAL HOSPITAL