Patient Guide
“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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Thank you for choosing Hill Country Memorial for your health care. When you use the services of Hill Country Memorial, you are experiencing the culmination of years of community support, a shared vision, and the hard work of a dedicated health care team of employees, volunteers, and medical staff.

That team has identified and refined services that benefit you and the community. We look beyond the four walls of the hospital to bring health care to the community, to encourage prevention, and to work with health care providers across the continuum—nursing, home care, hospice, and doctors.

As leader of that team, I am always asking, “What do we need to do to drive the health of the community?”

Our hope is that you find the answer each time you walk through our doors.

Our Vision states we are here to Empower others and to Create healthy. To do that, we live the values you expect to find in a trusted friend—Compassion, Innovation, Accountability, Stewardship, and putting Others First.

In addition to the Remarkable HCM team that will help you along the way, this Patient Guide is a valuable source of information. It tells you what to expect and how to resolve any patient care issues or concerns you or your family may have.

We pledge to make your stay as comfortable and pleasant as possible while following your caregiver’s plan.

We understand that individuals might not think about the hospital until a time of need. When that time arrives, we are here for you, delivering quality health care, living our values, and being Remarkable Always.

Jayne E. Pope, MBA, RN, FACHE
Chief Executive Officer

P.S. We welcome your feedback and invite you to go to hillcountrymemorial.org to provide us information on your care and treatment. Your insight will help others make important decisions regarding their care, while helping us make any necessary improvements.
Hill Country Memorial serves all residents and visitors in the Texas Hill Country. Originally founded on the community’s desire for a modern hospital close to home, the HCM vision is to Empower others, Create healthy.

More than 122 independent on-staff and courtesy physicians offer over 29 medical specialties ranging from allergy to wound healing.

Others First is the number one HCM core value, commit to remarkable care with each life we touch.

HCM opened in 1971, and ninety-three percent of Gillespie County households contributed to have it built. It is a non-profit and non-tax supported organization and the roots of this extraordinary achievement are found in the small, Hill Country town of Fredericksburg in which original settlers were called to give of their time, treasure and talents to serve others. Today, employees, physicians and volunteers reflect diverse backgrounds, but the principal motivation of doing worthwhile work and making a difference is a thriving inheritance. The health care result is an organization which exceeds patient needs and helps fulfill community goals. As Fredericksburg has grown in population and world-wide recognition, the hospital has paralleled the rise by broadening available service lines, improving quality, continuing to recruit great physicians and adapting to health care trends. The HCMH Foundation has been a valuable partner in helping the hospital grow, and plans are underway to continue the traditions of growth and innovation.

Since 1989, Hill Country Memorial Hospital Foundation has been the fund-raising arm of Hill Country Memorial. The promise of health care philanthropy is the ability to change lives and the power to save lives. Hill Country Memorial Hospital Foundation develops the resources that help keep and expand that promise to the people who trust us to care for them. Access to health care, both preventive and restorative, is essential to all people. It is only natural that the people who can benefit from hospital services want to take the lead in supporting their health care institution. Hill Country Memorial Hospital Foundation is committed to advancing the promise of life through philanthropy. To make a gift, call (830) 997-1297 or visit hillcountrymemorial.org/giving.

Future health care is reshaped today, and HCM is not only planning for the future, it is emerging as a leader in a time of health care reform. Its Remarkability is something for which the community, employees, volunteers and physicians can be proud of.

Mark D. Peterson
Director—Customer Experience
Hill Country Memorial Hospital
Telephone Directory

Patient Accounts  997-1260
(C) 866) 441-1260
Café Menu Line  990-6186
HCM Breast Center  990-6181
(digital mammography)  
HCMH Foundation  997-1297
HCM Health & Services  997-1336
Hospice  997-1335
Thrift Shop  997-7688
Human Resources  990-7912
Imaging Department  997-1268
Lifeline  997-1336
HCM Specialty Clinic in Marble Falls (830) 693-7248
Physician Referral Service (local)  990-1898
Physician Referral Service (toll-free)  (800) 578-0631
Rehabilitation Center  997-1357
(Physical Therapy, Sports Medicine,
Occupational Therapy, Speech Therapy,
Rehab and Wound Care)
Cardiac Rehab  997-1358
Sleep Lab  990-2869
The Wellness Center  997-1355
(Breast-feeding services and supplies;
group exercise/fitness classes; indoor
fitness/therapy pools; cardiovascular/
strength training equipment; massage
therapy; Community Fitness Trail;
nutrition/dietary consultations;
diabetic education/consultations and
personal trainer/services)
WIC (Women, Infants & Children)  (800) 347-9559
WIC Fredericksburg  992-2555
Whimsies Gift Shop  992-2570
Women’s Pavilion, 1011 S. Milam  997-1253
(Childbirth refresher courses; labor/delivery;
prepared childbirth and sibling classes)
Wound Healing Clinic  997-1265
Pastoral Care  990-6125

MAIN NUMBER
(830) 997-4353

Calling a Department WITHIN the Hospital?
Dial the last four digits of the number.

Please visit us at hillcountrymemorial.org

Your Opinion Counts
After your discharge, you’re invited to go to
hillcountrymemorial.org
to rate and review the
care you received. Your
feedback is an important
part of our goal of
advancing the care and
services we provide,
and it will help others
make important health
care choices.

hillcountrymemorial.org (830) 997-4353 : 5
During Your Stay

VISITING HOURS
Visiting Hours are from 6 a.m. to 10 p.m. daily.

Quiet Time
Women’s Pavilion
No children under 12 permitted except siblings of newborns
Visiting Hours are Family-centered with a mommy nap time observed from 2 p.m. to 4 p.m.

2North and 2South Nursing Units observe Quiet Time for their patients from 2:30 p.m. until 3:30 p.m. daily.

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

Rooms
Evidence based research shows that private rooms in hospitals lead to improved healing time, fewer infections, and increased customer satisfaction. Recognizing the importance of this research, Hill Country Memorial became an all private room hospital in December of 2010. All of the amenities in your room are included in the daily price of your room, including nursing care, food, telephone, television and the weekly paper.

Room Temperature
Each room is equipped with a thermostat which allows some variation in the room temperature. Don’t hesitate to call the nurse if you find the temperature uncomfortable.

Visitor Accommodations
For those wishing to remain with their loved one, please contact your nurse to make accommodations. There are also several motels in the city that offer discounts to patients’ family members.

Calling Your Nurse
A button for calling the nurse is found on the handheld control attached to your bed. When this button is pushed, it alerts the nurse that you need assistance. A light above your door will then flash, and a staff member will respond as soon as possible.

Rapid Response
We have a way for you to access emergent care for you or a loved-one while in the hospital. Please dial
1200 on your room phone to activate an immediate care response to your room

**Telephone**
All patient rooms are equipped with telephones. All long-distance calls must be made through the hospital operator. Dial 0 for assistance. If a family member or friend needs to contact you, please have them call (830) 997-4353 and reference your name; they will be connected to your room. Ask your nurse for the direct phone number to your room. We request that all incoming phone calls be received between the hours of 6 a.m. and 9 p.m. to allow for maximum patient rest and recuperation.

**Cell Phones**
Mobile phones may be used throughout the hospital except in ICU rooms when the patient is on a ventilator (breathing machine). No photography, including mobile phone photography, is allowed in the hospital due to privacy and security guidelines.

**Medications**
All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or to keep personal medications at their bedside unless specifically ordered by their physician.

**Smoking**
Hill Country Memorial is a tobacco-free environment. This policy has been established for the safety and well-being of all patients, guests, and employees. Tobacco use is not permitted inside the hospital facilities or on hospital property.

Leave Your Valuables At Home
Hill Country Memorial can not be responsible for your valuables such as money, jewelry, dentures, glasses, hearing aids or personal papers. Please give all valuables that are not needed while you are hospitalized to relatives for safekeeping, or deposit them in the hospital safe.

Lost and Found
Report lost items to your nurse.
During Your Stay

Where’s the Oak Tree Café?

Location:
First Floor

Café hours
Monday – Friday
Hot Breakfasts served: 7 a.m. to 9 a.m.
Hot Lunch served: 11 a.m. to 1:30 p.m.
Grab-n-Go snacks: 7 a.m. to 6 p.m.

Weekends
Hot meals served: 10 a.m. to 1 p.m.
Grab-n-Go snacks: 10 a.m. to 1 p.m.

Mail, Flowers and Newspapers
The hospital volunteers will deliver items to your room on a daily basis. The weekly newspaper will be delivered on Wednesdays.

Patient Meals
Breakfast Service: 7:30 a.m. until 8:30 a.m.
Lunch Service: 11:30 a.m. until 12:30 p.m.
Dinner Service: 5 p.m. until 6 p.m.

All menus are prepared under the direction of your doctor and a registered dietician to ensure nutritious and delicious meals that will assist with your healing. With physician approval, a patient may select meals from a full day menu distributed in the afternoon for the next day. For questions or concerns about your dietary needs, contact your nurse, hospital dietician, or physician.

Circle of Care
Hill Country Memorial supports whole heartily, everyone in the circle of care for our patients and your loved one.

For family/friend caregivers who participate in the care of a patient, a complimentary meal may be provided. You may request, with your nurse’s approval, one meal delivered to your patient’s room.

Outpatient Nutrition Counseling
The HCM Wellness Center offers nutrition and dietary counseling Monday through Friday by appointment. Our registered dietitians works with people on a one-on-one basis according to their needs. Follow-up appointments for special inpatient diet instructions are also available through the Wellness Center. Call 997-1355.

Pastoral Care
Pastoral care is available to patients and their families 24 hours a day, seven days a week.
Hill Country Memorial has one full-time and one part-time chaplain on staff trained to meet the spiritual needs of our patients and their families, as well as provide help completing advance directives and medical power of attorney. They maintain normal office hours during the week and visit the nursing units on a regular basis. If needed, pastoral care is also available after normal business hours. Contact a chaplain by calling (830) 990-6125 or the nursing staff will page the chaplain on call. All HCM pastoral services are ecumenical in nature, meaning unity or cooperation among diverse religions.

Gift Shop
Whimsies, the hospital gift shop operated by the HCM Auxiliary, is located in the main lobby. The gift shop hours are Monday - Friday, 9 a.m. to 4 p.m. All proceeds are returned to the hospital. Credit cards are accepted.

Your Opinion Counts
After your discharge, you’re invited to go to hillcountrymemorial.org to rate and review the care you received. Your feedback is an important part of our goal of advancing the care and services we provide, and it will help others make important health care choices.
Speak Up!

Take charge of your care.

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

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

STEP UP & SPEAK UP
Ask questions and voice concerns. It’s your body and you have a right to know.

PAY ATTENTION Make sure you’re getting the right treatments and medicines.

EDUCATE YOURSELF Learn about the medical tests and your treatment plan.

FIND AN ADVOCATE Pick a trusted family member or friend to be your advocate.

WHAT MEDS & WHY Know what medicines you take and why you take them.

CHECK BEFORE YOU GO Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission’s quality standards.

PARTICIPATE IN YOUR CARE You are the center of the health care team.

NOTE
- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the medications they prescribe

Don’t Get Overwhelmed, Write It Down!

Courtesy of The Joint Commission.
As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

**You Have the Right to:**
- be informed of the hospital's rules and regulations as they apply to your conduct.
- expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- receive considerate, respectful care at all times and under all circumstances.
- expect prompt and reasonable responses to your questions.
- know who is responsible for authorizing and performing your procedures or treatments.
- know the identity and professional status of your caregivers.
- know what patient support services are available, including access to an interpreter if language is a problem.
- have access to your medical records according to hospital policy.
- be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing health care requirements after your discharge in terms you can understand.
- be informed of medical alternatives for care or treatment.
- refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.
- know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
Your Rights & Responsibilities

If you feel that your rights as a patient or family member are not being upheld, you may also contact the Ethics Committee to review your case by calling the administrator or his designee at 997-4353. If you desire to file a complaint against the hospital in addition to or instead of bringing the concern to the attention of the hospital, you may also contact:

Health Facility Compliance Group (MC 1979)
Texas Department of State Health Services
P.O. Box 149347
Austin, Texas 78714-9347,
Tel: (888) 973-0022; Fax: (512) 834-6653
Email: hfc.complaints@dshs.state.tx.us

Or

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd
Oakbrook Terrace, IL 60181
8:30 a.m. to 5 p.m. Central Time, weekdays
Tel: (800) 994-6610; Fax: (630) 792-5636

✔ participate in the decision-making process related to the plan of your care.
✔ have access to professionals to assist you with emotional and/or spiritual care.
✔ exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
✔ participate in the discussion of ethical issues that may arise.
✔ express concerns regarding any of these rights in accordance with the grievance process.
✔ formulate Advance Directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law.
✔ be informed if the hospital proposes to engage in any human experimentation or other research/education projects affecting your care or treatment and refuse such care or treatment.
✔ express your wishes concerning tissue and/or organ donation.
✔ be free from mental and physical abuse and to access protective service free from chemical and physical restraints except as deemed necessary by the physician.
✔ be transferred to another facility only after you have received a complete explanation concerning the need for and alternatives to such a transfer.
✔ the patient or patient’s representative have the right to request a discharge planning evaluation.
You have the right to receive considerate, respectful care at all times

**Your Opinion Counts**
After your discharge, you’re invited to go to hillcountrymemorial.org to rate and review the care you received. Your feedback is an important part of our goal of advancing the care and services we provide, and it will help others make important health care choices.

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**You are Responsible for:**
- ✓ providing accurate and complete information to your health care providers about your present and past medical conditions and all other matters pertaining to your health.
- ✓ reporting unexpected changes in your condition to your health care providers.
- ✓ informing your health care providers whether or not you understand the plan of care and what is expected of you.
- ✓ following the treatment plan recommended by your health care providers.
- ✓ keeping appointments and, if you cannot, notifying the proper person.
- ✓ knowing the consequences of your own actions if you refuse treatment or do not follow the health care providers’ instructions.
- ✓ being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.

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**Notes**

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hillcountrymemorial.org (830) 997-4353 : 13
While you are in the hospital, many people will enter your room, from doctors and nurses to aides. The following information will help make your hospital stay safe and comfortable.

Don’t Be Afraid to Ask…
A number of people may enter your hospital room. Be sure to:
- Ask for the ID of everyone who comes into your room.
- Speak up if our hospital staff doesn’t ask to check your ID.
- Ask if the person has washed their hands before they touch you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen, and how long it will be before you get the results.

YOU’RE IN CHARGE
Errors can occur during your hospital stay. They can involve medications, procedures or paperwork—for example, being given salt with a meal when you’re on a salt-free diet, or receiving someone else’s medical forms.

You can help prevent errors by taking charge of your care. Be sure to:
- stay informed about your medical condition
- know the details of your treatment plan
- understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you, so you can refer to them later. Also ask for any written information your doctor may be able to provide about your condition and/or treatments. Remember—you’re in charge.

Stay Safe
You can contribute to health care safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides. The following information will help make your hospital stay safe and comfortable.
Fighting Infections
While you’re in the hospital to get well, you should know that we are committed to doing everything we can to prevent infections. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash their hands, too.

You, your family and friends should wash hands:
1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

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

Preventing Medication Errors
By taking part in your own care, you can help the members of your health care team avoid medication errors. Here’s how:

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

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

Our health care professionals have been trained to scan your bracelet and your medication to ensure accuracy. It is part of the HCM Bedside Medication Verification system.

Happy Birthday to You!
Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

No Soap? No Problem
Alcohol-based hand cleaners are available in rooms and hallways. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
Patients of all ages are at risk of falls because of medications that may make them dizzy, weak, or unsteady.

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

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking?
- How often, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

**Use the Medication Tracker on page 40 to help you monitor your medications.**

**Preventing Falls**
Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or because they’ve been sitting or lying down for too long. For your safety, please:

- Always call for assistance before getting out of bed.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone, and anything else you need.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom.

**DVT: LOWER YOUR RISK**
Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out
You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a description of the directives that will be important during your hospital stay.

**Advance Directive to Physicians**
A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated, or unable to communicate or make decisions. An advance directive protects your rights to accept or refuse medical care and allows your medical professionals, family, and friends to know your wishes regarding end of life decisions.

**Medical Power of Attorney**
*For health care:* A legal document that names your health care agent. A health care agent is a person you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren’t known. Once written, it should be signed, dated, witnessed or notarized, copied, and put into your medical record.

**HIPAA Authorization Form**
A document available through HCM Medical Records department that allows you to name individuals such as family members that may have access to your medical record.

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**What Are Advance Directives?**
Advance directives and medical power of attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you can not speak for yourself. You do not need a lawyer in order to complete advance directives or medical power of attorney. You may contact an HCM chaplain at (830) 990-6125 or call the operator.

**Bioethics**
Consultations for health related ethical problems are available for patients, their families or legal representatives. An ethical problem may arise when the right thing to do is unclear or when people disagree about medical decisions. If you need an ethics consultation, please inform your nurse or dial the hospital operator who will contact the Bioethics Committee Chair.
Your Privacy & Information

Your Information
If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to hhs.gov/ocr/hipaa/ for more information.

Your Opinion Counts
After your discharge, you’re invited to go to hillcountrymemorial.org to rate and review the care you received. Your feedback is an important part of our goal of advancing the care and services we provide, and it will help others make important health care choices.

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other health care providers
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

What information is protected?
- Information your doctors, nurses, and other health care providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint
To make sure that your health information is protected in a way that doesn’t interfere with your health care, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends, or others you identify who are involved with your health care or your health care bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

Release of Information

Unless you request otherwise, your name is added to the hospital’s patient roster upon your admission. This procedure allows you to receive telephone calls, flowers, mail and visitors. You have the right to request that no information be released except that authorized by law. If you choose to be a “no information” patient, you will not receive telephone calls, flowers, mail or visitors.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to samhsa.gov.

How do I get copies of my medical records?

Patients may request a copy of their complete medical records. An authorization form must be signed by the patient or a personal representative before records will be released. Per hospital policy, the Medical Record Department has 30 days to get the chart completed. Hospital policy also states that a chart must be complete before it is released.
Pain Management
You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:

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

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

Wong-Baker FACES® Pain Rating Scale

0
No Hurt

2
Hurts Little Bit

4
Hurts Little More

6
Hurts Even More

8
Hurts Whole Lot

10
Hurts Worst

Leaving?

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

When it’s time to be released from HCM, your physician will authorize a hospital discharge. This doesn’t necessarily mean that you are completely well—it only means that you no longer need our services. If you disagree, you or your caregiver can appeal the decision (see If You Disagree, at left). On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave us, there are several things that you or your caregiver must attend to. The first step is to know who will be involved in your discharge process. This starts with the hospital’s discharge planner, who may be a nurse, case manager or administrator. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

If You Disagree
You or a relative can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.
Be sure to meet with the hospital’s **case manager** early in your stay to ensure a smooth **discharge process**.

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

1. **Medications list.** This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. (You'll already have this if you use the My Medications form on page 40 to keep track while you're in the hospital.) But also having a list prepared by the hospital is a good way to double-check the information.

2. **Rx.** A prescription for any medications you need.

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

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

5. **Community resources.**

   You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your case manager provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care.
Home Care
Part-time health care provided by medical professionals in a patient’s home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment
Medical equipment that is ordered by a doctor for use in a patient’s home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

Independent Living
Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance and social outings and events are provided.

Assisted Living
An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors’ appointments, shopping, etc.

Nursing Home
A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer’s disease or memory loss.

Hospice
A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other free-standing facility or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his or her family.

Respite Care provides a temporary break for caregivers. Patients spend time in programs such as adult daycare or in week-long or month-long stays in a care facility.
When You Are Discharged
Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don’t be afraid to ask and take notes.

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

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

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

- Be sure you and/or your caregiver have spoken with a case manager and that you understand what services you may need after leaving HCM. (See Leaving? on page 21 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Billing
What the Bill Covers
The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy, and the services of hospital employees. You will receive a separate bill from your physicians for their professional services.

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

Coordination of Benefits (COB)
Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife
are listed on each other’s insurance policies, or when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

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

Medicare
HCM is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures.

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

For Self-Pay Patients
HCM Patient Accounts will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an
Preparing for Discharge

Commercial Insurance

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

itemized statement or have any questions regarding your billing statement, you can contact the HCM Patient Accounts at (830) 997-1260.

Notice of Availability of Uncompensated Services

Hill Country Memorial is required by law to give a reasonable amount of its services without charge to eligible persons who request these services. Uncompensated services will be available on a first-come, first-served basis until the hospital’s annual compliance level is met. Eligibility for uncompensated services will be limited to persons whose family income is not more than 300 percent of the current poverty income guidelines (Category A) established by the Department of Health and Human Services. The level of uncompensated care will be determined by the income level.

If you think you may be eligible for uncompensated services, you may request them at the business office. Hill Country Memorial will make a written conditional or final determination of your eligibility for uncompensated services within two days of receiving your application while in the hospital or one billing cycle (four weeks) if we receive your application after discharge.
While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at caregiver.org.

Caregiver...
know what condition your loved one is being treated for.

patient’s rights
Know your patient’s rights and responsibilities (See page 11).

advance directives
Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 17).

ask questions
If your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have and don’t be afraid to speak up (see Speak Up! on page 10).

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with My Medications on page 40.

what’s next?
Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.
**Volunteers**
Volunteers work in various capacities throughout the organization. These individuals give countless hours of service and fill a true need within our facility. Hospital Auxiliary members strive to ensure your comfort during your stay; they provide surgical pillows, as well as teddy bears for children. They also purchase special equipment for the hospital and sponsor several scholarships each year for those wanting to continue their education in a medical field. The Auxiliary maintains a memorial fund and accepts donations which are tax deductible.

**Helping Us Help Others**

**HCMH Foundation**
The promise of health care philanthropy is the ability to change lives and the power to save lives. The Hill Country Memorial Hospital Foundation is committed to advancing the promise of life through philanthropy.

Since 1989, the Foundation’s sole purpose has been to support the hospital and its tax-exempt entities through fund-raising efforts. The foundation is an independent 501(c)3 nonprofit supporting organization. It directs the investing and distribution of all gifts for the exclusive benefit of HCM, in accordance with the wishes of donors. Such gifts are tax-deductible as provided by law.

Support comes in a variety of forms including gifts of cash, bequests, personal property, stocks, bonds, real estate, insurance policies, pension funds and charitable trusts and annuities.

In recent years, the HCMH Foundation has made great strides in securing funding for HCM to continue providing remarkable care for those we serve. Projects such as the Women's Pavilion birthing center, the Brune Professional Building, the HCM Breast Center, two cath labs, the Avery Gym at Restore, renovated patients rooms, and cardiac rehab were all made possible by generous HCM supporters.

For ways that you can help, contact the HCMH Foundation at (830) 997-1297 or visit us online at giving.hillcountrymemorial.org and click on “Giving.”
Staff Definitions

Physicians
Your primary care physician, a resident physician on duty, or a hospitalist will supervise your care while you are in the hospital.

Nurses
In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants and nurse technicians. The nursing staff is available around the clock.

Dietitians
A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists
Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including x-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers and Social Workers
A case manager or social worker is available to assist patients and their families before, during and after hospitalization. Services include referrals to resources, such as home health and hospice care, nursing home placement, substance abuse counseling, medical equipment needs, protective services/counseling, as well as advising you on other community services or governmental agencies.

Pharmacists
While you are in the hospital all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Pastoral Care
The hospital chaplains and a group of volunteer ministers are available to all patients and their families. A Prayer Ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. A chapel is located on the first floor of the hospital.
A History of Success: Historical Facts

- Hospital chartered by the state of Texas in 1966
- A handful of local citizens met in 1967 to launch a grassroots effort to build a community hospital. The group was led by Drs. J. Hardin Perry and Lorence Feller. Hill Country Memorial Hospital had the distinction of having a hospital auxiliary before there was a hospital, and this group was instrumental in the local drive for a new community health facility.
- Ninety-three percent of Gillespie Country households funded the hospital’s construction.
- Community gifts of about $600,000 were matched by a federal grant.
- Hospital received its first patient Feb. 22, 1971. It
  - had 35,000 square feet
  - was licensed for 49 beds
  - had nine physicians on staff representing three specialties (EENT, Family Practice and Pediatrics)
  - had 51 employees
  - Today, the hospital
    - has 268,200 square feet
    - is licensed for 86 beds
    - has more than 130 physicians representing over 30 medical specialties
    - has over 600 employees
  - The emergency room has grown from two treatment rooms to six, plus a triage (patient interview) area. The emergency room treats up to 1250 cases a month.
- Outpatient registrations have increased from a modest beginning to more than 4,100 a month.
- The hospital itself is averaging 300 patient discharges a month (more than half from outside Gillespie County)
- The HCM Wellness Center has over 2,500 members, plus daily and monthly guests, Good Health Schools, consults, massage therapy and youth programming.

Recent Advancements

2009

- The HCMH Foundation Gala XIII raised funds for new cath lab equipment
- HCM purchased equipment to join a minority of U.S. hospitals providing total laparoscopic hysterectomies—reducing recovery time for women
- HCM joined a minority of hospitals in the United States to offer a digital Bedside Medication Verification system. The organizational rollout met with remarkable success rates, prompting other health care organizations to inquire about HCM best practices with the system

2010

- Installed a dedicated ultrasound machine in the HCM Breast Center
- HCM kicked-off its journey as a Malcolm Baldrige applicant. The national service quality
award guides health care and manufacturing organizations through rigorous criteria to optimize service quality

- Replaced anesthesia equipment with new, state-of-the-art technology
- Implemented Toyota Lean practices to enhance efficiencies and optimize quality patient care throughout the organization
- Constructed a second palliative care suite in the hospital thanks to a generous contribution from Ed and Trudy Brune
- Replaced baby hearing screening equipment with state-of-the-art technology thanks to an anonymous donation
- Purchased a dedicated building for the Rehab Clinic, which provides physical, occupational, speech and cardio-pulmonary therapy
- Expanded the HCM Wellness Center, expanding space to over 20,000 square feet, including the indoor, heated swimming pools
- HCM broke new ground in health care by offering former patients and customers the opportunity to rate and review care on its website, hillcountrymemorial.org, helping others make informed health care decisions and enabling HCM to have authentic and real-time feedback to make improvements. The advancement requires a level of accountability and nimbleness that HCM is committed to providing—remarkable care.

HCM Home Care
Hill Country Memorial Home Care Services was recently named one of the top 500 home health care agencies in the nation. They provide professional health care to assist in recovery and/or rehabilitation.

A team of health care professionals including nurses, physical therapists, occupational therapists, speech therapists and medical social workers are available to provide care. A nurse is available after hours when required skilled care is ordered by a doctor. Home heath aides and homemakers are available to help with daily routines. Our agency has been providing professional health care in the home setting for more than two decades. Services may be reimbursed by various sources: Medicare, Medicaid, insurance or private pay.

HOMMED (telehealth monitors)
Telehealth monitors are available at no extra cost to qualifying HCM Home Care patients. They are available to anyone for a monthly fee. The monitor readings (transmitted via phone line to a home care office computer) are checked daily by a skilled nurse.

Lifeline
Lifeline is a response service that allows quick assistance whenever it is needed by pressing a waterproof
personal help button. These buttons activate small units that summon help via phone to the Lifeline Response Center. This service is available for a monthly fee. If you are interested in home care or any of the other provided services, please call (830) 997-1336, or toll free (800) 859-3169.

Hospice
Hospice is a philosophy of care that focuses on comfort rather than cure. It is the model for quality, compassionate care for people facing a life-limiting illness or injury. Hospice is a team-oriented approach to expert medical care, pain management, and emotional and spiritual support tailored to the patient’s needs and wishes. Support is provided to the patient’s loved ones as well. At the center of hospice care is the belief that each of us has the right to live pain free and with dignity all the days of our lives, and that our families will receive the support necessary to allow us to do so.

In most cases, hospice care is provided in the home or nursing home where the patient lives. Respite care and in-patient care are also available when appropriate. Hospice care is covered under Medicare, Medicaid and most private insurance companies.

HCM Hospice
Hill Country Memorial Hospice grew from a grassroots movement of concerned local citizens who saw the need for a strong, not-for-profit hospice in the Texas hill country. We have been serving our community and the surrounding area since 1994. Because our staff has an exceptional level of experience and expertise, we are able to provide the highest quality of care available. We are fortunate to have the leadership of two physicians who are Board Certified in hospice and palliative care medicine. The majority of our RNs are certified in hospice and palliative care as well. We have Masters prepared Social Workers and Doctorate level and Board Certified Spiritual and Bereavement Counselors. Our Hospice Aides are all Certified Nurses Aides and have years of experience.

HCM Hospice emphasizes living as fully as possible. Our nurses are available 24 hours a day. We work with you and your physician to create a plan of care centered around your goals.

Thanks to the generosity our community, HCM Hospice is able to provide care to qualified patients regardless of their funding status or ability to pay.

Women, Infants and Children (WIC)
The WIC program is funded by the USDA and is administered by the Texas Department of Health under a contract awarded to the HCM to provide WIC services in Gillespie, Kerr, Kendall and Blanco counties. WIC staff travels to various communities on a weekly basis but maintains permanent offices in Kerrville and Boerne.
The special supplemental nutrition program for Women, Infants, and Children provides supplemental foods and nutrition education to low-income pregnant, breast-feeding and postpartum women, infants and children under age five. WIC nutrition services include nutrition counseling and education based on the identified participant needs and the issuance of supplemental food packages.

HCM Wellness Center
Hill Country Memorial Wellness Center, a full service fitness and aquatic facility, offers a broad range of health education, fitness and exercise programs to assist you in maintaining a healthy lifestyle. Beyond exercise, the center offers diabetic education and counseling, yoga, breast-pump rentals, fitness and health assessments and a speaker’s bureau. The HCM Wellness Center is open from 5:30 a.m. to 8 p.m. Monday through Friday, 7 a.m. to 2 p.m. on Saturdays and 2 p.m. to 5 p.m. on Sundays. For more information or for a tour of the facility, call (830) 997-1355. Daily, weekly and monthly guest rates available, as well as annual memberships. Locker and shower rooms are available. Services are available for all health and fitness levels.

Other HCM Services
Breast-Feeding Classes/Consultations
Our breast-feeding educator is available for both individual consultations and group classes. To schedule an appointment, please call the HCM Wellness Center at (830) 997-1355.

Childbirth Classes
Classes for new or expectant parents are offered through the hospital’s obstetrics department. Take a class in person by calling (830) 997-1268 or go online for eLearning at hillcountrymemorial.org.

Emergency Department
The emergency department at Hill Country Memorial is a Level IV Trauma Facility. We have a seven-bed department providing care 24 hours a day. A contract physician is on duty at all times. Patients presenting for care in the ED are triaged by a registered nurse who reviews illnesses or injuries and prioritizes the need to be seen compared with other patients in the emergency department. All health problems are important; our staff will take care of them as soon as possible.

Hill Country Memorial Breast Center
The 1,810-square-foot facility is equipped with two state-of-the-art digital mammography units that offer a faster exam and superior image quality, as well as a dedicated ultrasound machine. For more information or to schedule an appointment, please call (830) 990-6181.

Imaging
This state-of-the-art diagnostic imaging center offers these services:
Breast MRI, Computed Tomography (CAT scanner), diagnostic cardiac catheterization, interventional radiology, Magnetic Resonance Imaging (MRI), mobile fluorographic x-ray (C-arm), nuclear medicine, stereotactic breast biopsy, ultrasound imaging including the Doppler and whole-body imaging.

**Outpatient Laboratory Service**
is available at the hospital from 7 a.m. to 5 p.m. Monday through Friday.

**Rehab Center** is available to the community in a modern facility on the northwest corner of Milam St. and Windcrest St. To schedule an appointment, call (830) 997-1357.

**Physician Referral Service**
The goal of this program is to help community residents find appropriate physicians for their health care needs. To access this free service, dial 990-1898. If you are calling long distance, dial (800) 578-0631.

**Rehabilitation Services**
HCM offers rehabilitative services to help you at your level of need, with in-hospital rehab, home care rehab or outpatient rehab. Our staff of therapists can design individual treatment programs for physical therapy, sports medicine, occupational therapy, speech therapy, cardiac rehab and pulmonary rehab.

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**Public Notice of Availability of HCM’s Community Benefits Plan**
Hill Country Memorial will file an annual report of its Community Benefits Plan with the Texas Department of State Health Services, Center for Health Statistics. The Community Benefits Plan is a summary of the benefits and services that HCM provides to the community. The report is public information and is available upon request from

Texas Department of State Health Services
Center for Health Statistics
Hospital Survey Unit
1100 West 49th Street
P.O. Box 149347
Austin, Texas 78714-9347
Telephone (512) 458-7261.
Crossword

ACROSS
1 Fellow
5 French seaport
10 Enthuse
11 Martin ___ King, Jr.
13 Director Kazan
14 Off the skiff
15 Building wing
16 Make haste
17 Skin problem
18 Heavy
20 “Gentle on My ___”
21 Anger
22 “___ in Awhile”
23 Backbone
26 Popular comic strip
27 Zest
28 Growl
29 Therefore (Lat.)
30 Antarctic volcano
34 Malay gibbon
35 Quiet!
36 ___ horse town
37 Obstacle of trees
39 “True ___” (1969 film)
40 Jewish song
41 Toward
42 Come of stage
43 See 7 Down

DOWN
1 Fisherman’s box
2 German city
3 Spanish province
4 Shade of green
5 Vivian ___
6 Stratagem
7 Numerical suffix
8 Artist’s display
9 Roman playwright
12 Provide
16 Present
19 Australian wild dog
20 Watered fabric
23 Stone markers
24 Allegory
25 Establish
26 Baked item
28 Recruit’s reply
31 Carried
32 Confederate
33 Attack
35 Ceramic slab
38 Asian holiday
39 ___ reaction

ANSWER KEY

Honolulu, Hawaii

Iolani Palace was the official residence of the Hawaiian Kingdom’s last two monarchs.
WOODY ALLEN 1935 -

“It is impossible to travel faster than the speed of light, and certainly not desirable, as one’s hat keeps blowing off.”

Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 thru 9.

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©2008 KrazyDad

MIND TEASER

MEREPEAT

ANSWER: REPEAT AFTER ME

© 2008 KrazyDad

ANSWER KEY

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© 2013 PatientPoint®, LLC
“Keep the circus going inside you, keep it going, don’t take anything too seriously, it’ll all work out in the end.”

Word Search

Going to the Circus

ANSWER KEY

ACROBAT
BALLOON
BAND
CAMEL
CANDY
CANNON
CATS
CIRCUS
CLOWNS
COSTUME
ELEPHANT
FUN
HORSE
KIDS
LIGHTS
LION
MONKEY
PEANUTS
POPCORN
RAIL
RING
TICKET
TIGERS
TRAPEZE

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hillcountrymemorial.org (830) 997-4353 : 37
Take Notes

REFERENCE Q's

Before surgery or procedure
- What will happen before the (surgery, procedure)?
- How long will it take?
- Where can my family wait for me?
- What effects (temporary or permanent) will the surgery have on me?
- What is the doctor’s experience in performing this procedure?
- What medicines will be prescribed (short term/long term)?
- For how long will I have to rest at home after surgery?

After surgery or procedure
- When should I call my doctor?
- How long should I stay in bed?
- How much activity can I do?
- What type of diet should I eat?
- How soon can I drive?
- When can I go back to work?
- Can I have sex?
- When should I schedule a visit to the doctor?
- What changes should I make in my lifestyle?
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<td>TBS</td>
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<td>USA Network</td>
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<td>67</td>
<td>TNT: Turner Network Television</td>
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<td>68</td>
<td>FX</td>
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<tr>
<td>69</td>
<td>SPIKE TV</td>
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My Medications

Keep track of all medications you are prescribed while in the hospital.

When you get home add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

Medication: ____________________________________________
(include brand and generic names)
Dose: Take ___ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.
Reason for taking: _______________________________________
Prescribed by: _______________________________ Date started: ___________________________
Pharmacy name and number: __________________________ / __________________________

Medication: ____________________________________________
(include brand and generic names)
Dose: Take ___ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.
Reason for taking: _______________________________________
Prescribed by: _______________________________ Date started: ___________________________
Pharmacy name and number: __________________________ / __________________________

Medication: ____________________________________________
(include brand and generic names)
Dose: Take ___ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
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