



Your Guide to Sutter Medical Center, Sacramento





Welcome to Sutter Medical Center, Sacramento. You have come to one of the region's leading comprehensive medical centers and a flagship hospital in the Sutter Health network. While you are here, our world-class team will do everything we can to ensure that your stay is as comfortable as possible. We view every patient, family member and friend as a member of our Sutter family. This guide provides you with information about your stay and the services available to you and your loved ones. We suggest you keep it with you during your time here.

Thank you for choosing Sutter Medical Center, Sacramento as your trusted healthcare provider. We look forward to making your time with us as pleasant as possible.

We wish you the best on your journey to physical and emotional healing.

A handwritten signature in black ink, appearing to read 'D. Cheney'.

Dave Cheney, CEO

Mission and Values

Mission

We enhance the well-being of people in the communities we serve through a not-for-profit commitment to compassion and excellence in health care services.

Values

Honesty and Integrity

We act openly and truthfully in everything we do.

Community

We work to understand and best serve the diverse needs of our communities.

Excellence and Quality

We exceed customer expectations by delivering premier clinical quality and maintaining the highest levels of safety.

Innovation

We continually create, seek out and adopt new ways of providing value to our customers, rapidly moving from idea to execution.

Affordability

We deliver health care efficiently by using resources responsibly.

Teamwork

We recognize that the power of our combined efforts exceeds what we can accomplish individually, and we are accountable to each other and to our customers.

Compassion and Caring

We treat those we serve, and one another, with concern, kindness and respect.

Table of Contents

Hospital Resources and Visitor Information	4
For Family and Friends	7
Preparing for My Hospital Stay	9
Before My Surgery	10
Arriving for My Surgery	12
My Surgery Day	13
Privacy and Room Services	14
Television Viewing Guide	15
My Healthcare Team	16
My Healthcare	17
Personal Care	18
Managing Pain	19
Integrative Health	20
My Safety	21
Possible Medication Side Effects	24
Children and Family Services	26
Going Home	28
My Health Online	31
Patient Rights and Responsibilities	32
Advance Healthcare Directive	33
Patient and Family Advisors	34

Patient drop-off areas are located at the main entrances to the Emergency Department, Women's and Children's Center, Buhler Specialty Pavilion and Capitol Pavilion outpatient surgery center.

Entrances

- **Sutter Medical Center, Sacramento** main hospital entrance is located between Capitol Avenue and 2800 L St. at the Anderson Lucchetti Women's and Children's Center. The main entrance is open 24 hours a day.
- **Emergency Department** main entrance is located off the corner of L Street and 28th Street at the Ose Adams Medical Pavilion and is open 24 hours a day.
- **Buhler Specialty Pavilion** main entrance is located opposite the main entrance of the Anderson Lucchetti Women's and Children's Center.
- **Sutter Capitol Pavilion** main entrance to the surgery center is located off of Capitol Avenue.
- A security or information desk representative is located at all main entrances.

Parking

There are two pay parking structures in addition to valet services. Valet services are only for patients and visitors needing special assistance and who have a disabled permit. Valet parking can be accessed at the main entrance of the hospital, the entrance to the Emergency Department and the entrance to our Capitol Pavilion surgery center.

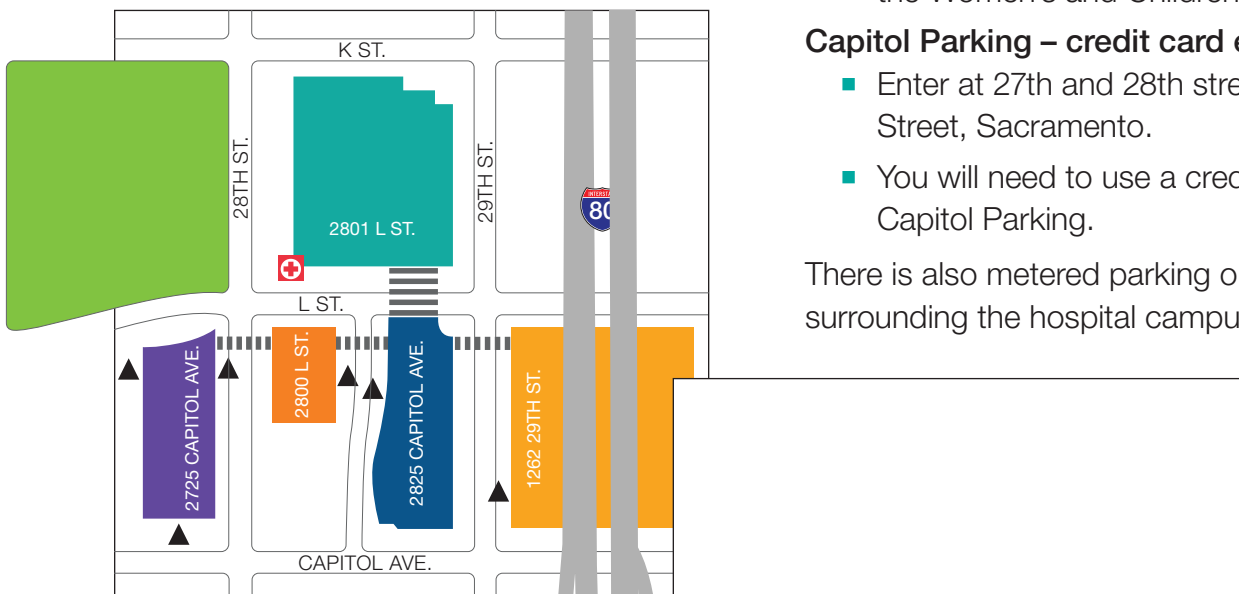
Hospital Parking – Second Level

- Enter at 29th Street just past L Street at 1262 29th Street, Sacramento.
- Pay Stations are located at the First and Second Levels of the parking garage near the entrance to the hospital. Please pay before returning to your vehicle. The first 60 minutes are free.
- When you walk across the bridge to enter the hospital, you are entering on Floor 2 of the Women's and Children's Center.

Capitol Parking – credit card entry only

- Enter at 27th and 28th streets at 1319 28th Street, Sacramento.
- You will need to use a credit card to access Capitol Parking.

There is also metered parking on all streets surrounding the hospital campus.





LEGEND

- Restaurants
- Grocery
- Gas Stations
- Lodging Partners
- Dry Cleaners
- Banks / ATM
- Public Parking
- Entertainment
- Mail
- Pharmacy
- Ⓜ Special Assistance Valet



Local Housing Partners

Larkspur Landing Sacramento
555 Howe Ave
Sacramento, Ca 95825
916-646-1212

Courtyard by Marriott Sacramento Midtown
4422 Y Street
Sacramento, CA 95817
916-455-6800

Motel 6
1415 30th Street
Sacramento, CA 95816
916-457-0777

Other Housing Options
Cal Expo RV park
Ronald McDonald House

Smoke-Free Environment

All sites are smoke-free. That means no tobacco products are allowed to be used inside or outside of the hospital or other healthcare buildings. Tobacco products include cigarettes, e-cigarettes, cigars, pipes and chewing tobacco.

Commonly Used Resources

- **Information:** 916-887-0000
- **Billing Services and Medical Records:** 855-398-1633, 7 a.m. to 5 p.m.
- **Patient Relations:** 916-887-4669
- **Wi-Fi:** We offer free Wi-Fi throughout the hospital. Choose the network “SHGuestNet” and accept the privacy statement.
No password is required.
- **Pet Therapy:** Reduce stress and enhance well-being with an animal companion. Check with your nurse.
- **Lost and Found:** 916-887-4122, Monday through Friday 8:30 a.m. to 4 p.m.

Security and Check-In

For hospital safety, please check in at the security desk to receive a visitor’s pass when you visit a patient. To receive a pass, a photo ID is required for anyone 18 years or older.

Tips for Visitors

Family, friends and loved ones are welcome to visit patients at SMCS. We understand that family and friends are important to our patients’ well-

being and recovery. To ask about a patient who may be staying at the hospital, call the operator at 916-887-0000.

Family and friends visiting patients who undergo surgery will receive a number at registration that is used to track their loved one throughout the surgery process. There are tracker boards in the surgery waiting areas and the cafeteria.

Patients often need a lot of rest for their recovery. Please make sure to keep visits calm and quiet. If you are sick or have a cold, please stay home. Children should be with an adult at all times in the hospital.

Spiritual Services

We know that being hospitalized is not just a physical experience. Illness affects your life and your family, and may cause you to reflect on your values, beliefs and goals. Our Spiritual Care department has professionally trained chaplains who are able to provide emotional and spiritual support to you, regardless of your faith or spiritual tradition. We are available to simply listen, or offer a prayer or blessing, if requested. You may contact us at 916-887-1222, or ask your nurse to request a chaplain visit. Our team is happy to assist you.

Visit our beautiful Chapel and Spiritual Center for quiet reflection. It’s located on the second floor of the Anderson Lucchetti Women’s and Children’s Center next to the Gift Shop.

For Family and Friends

Please be part of our team in keeping your loved ones safe. Call a nurse or speak with any hospital staff if your loved one needs help.

Visiting Hours

Family and friends are welcome 24 hours a day. However, some units have special visiting hours. Please check first.

Recommendations for Visiting

- Please make sure to use the hand sanitizer dispenser before entering and leaving your loved one's room.
- Please **no more than two** family and friends with a patient at a time.
- We may need to ask you to step out of the room for a period of time, or limit the number of people in the room.
- Please **do not** wear perfumes and colognes.
- If you are sick or have a cold, please stay home until better.
- Children under the age of 18 years must be with an adult at all times, in all areas of the hospital. Please do not bring children under the age of 13 to surgical recovery areas.
- Family and friends may order meals to be served in the patient's room during patient meal times. Family and friends can pay for these meals at the Metro Cafe cashier on the second floor of the Ose Adams Medical Pavilion.

Flowers, Plants and Balloons

Located on the second floor of the Anderson Lucchetti Women's and Children's Center, Lori's Gifts is open 7 a.m. to 9 p.m. every day. Gift items, fresh flowers, cards, magazines, snacks and drinks are available. Fresh flowers are not permitted in any Intensive Care Unit (ICU) and Oncology Unit at the hospital. Latex balloons are not permitted anywhere in the hospital. Call 917-887-0250 to contact the gift shop.

Waiting Rooms

Family and friends may eat and drink in all waiting rooms, except the Pediatric Day Unit waiting room and Cardiovascular Surgery ICU Waiting Room. The waiting rooms also have free WiFi.

Surgical waiting rooms

- Second floor of Capitol Pavilion building.
- Third floor of Ose Adams Medical Pavilion.
- Pediatric Day Unit waiting room on the third floor of the Anderson Lucchetti Women's and Children's Center.

Non-surgical waiting rooms

- Emergency Department waiting room on the first floor of the Ose Adams Medical Pavilion.
- First-floor lobbies of the Anderson Lucchetti Women's and Children's Center and Buhler Specialty Pavilion.

Refreshment Options

Peet's Coffee

Located on the second floor of the Buhler Building. Open Monday through Friday, 7 a.m.-5 p.m.

Cafe on L

Located in the basement of Anderson Lucchetti Women's and Children's Center (accessible through the blue elevator). Open seven days a week, 6 a.m. to midnight.

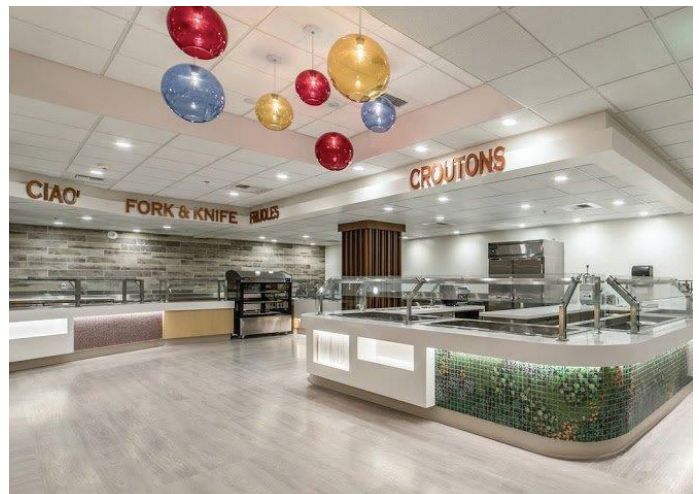
MetroMart

Located on the second floor of Ose Adams. Open Monday through Friday, 6 a.m.-4 p.m.

Please make sure you check-in with the nurses before giving a loved one food brought in from outside the hospital.



Peet's Coffee located on the second floor of the Buhler Building.



Cafe on L located in the basement of the Women's & Children's Center. Accessible through the blue elevator

What Should I Bring?

Please bring the following information and items when you check in at SMCS.

- Health insurance card.
- Cash, credit card or a check to pay for any co-pays or deductibles. Co-pays and deductibles are costs your health insurance does not cover.
- A photo ID – Bring ONE of the following. Please make sure your photo ID is valid (has not expired).
 - State driver's license
 - U.S. Military ID card
 - State ID card
 - U.S. Permanent
 - Passport
 - Resident Card

Medical Information.

- X-rays or other medical documents requested by your doctor.
- Medical devices you may need. This includes glasses, hearing aids, dentures, canes, etc.
- Product information card for implantable devices, such as a Pacemaker.
- Any consent forms that you may have signed in your surgeon's office.
- Written list of your prescriptions with prescription numbers taken on a daily basis.

Personal Items.

- Toiletries such as a hair brush, shaving supplies, etc. We will provide toothpaste and a toothbrush.
- Loose comfortable clothing.
- Name and phone number of the person who will take you home from the hospital.
- Children may bring comfort items such as a blanket or stuffed animal.
- Legal documents – if appropriate.
- Advance health care directive. To learn more, go to page 33.
- Guardianship or conservatorship paperwork, if appropriate.
- A case for your glasses with identification inside.

What Should I Not Bring?

- Do not bring valuables such as large sums of money, jewelry or irreplaceable items.
- Do not bring medications from home unless your doctor told you to.
- Do not wear perfume or cologne, makeup, nail polish or jewelry (including body piercings, rings and watches).

Before My Surgery

Our procedures are designed to make your surgery as safe, comfortable, and convenient as possible. If you have any questions before your surgery, call 916-887-4360.

My Surgery is in 1 to 2 Weeks

You will receive two (2) phone calls from SMCS

- A phone call from our Patient Access Center (business services) to confirm your health insurance. Staff may be able to answer questions about your co-payments or deductibles.
- A phone call from a nurse to review your medical history, record any assistance needed during your stay, and confirm your arrival and surgery start time.

Plan to stop taking medication if your doctor told you to.

Talk to your doctor about whether you may need a blood transfusion.

You can use blood from volunteer donors (Community Donor), from friends or relatives (Designated Donor), or, if appropriate, your own blood (Autologous Donor).

Arrange for transportation home.

A family member, friend or caregiver must be available to drive you home on your day of discharge. Patients can't drive when they leave the hospital.



Arrange for help at home.

We recommend that someone stays with you for a day or two after you return home to help you with tasks like buying groceries, running errands and driving you to follow-up visits.

Quit smoking.

We encourage you to quit smoking before your surgery to help your recovery. Ask your doctor for support or call 1-800-QUIT-NOW (800-784-8669).

My Surgery Is Tomorrow

Eating and drinking

- Eat breakfast and lunch as you would normally do. Eat a light evening meal. Do not eat after 12 a.m. (midnight) or as instructed by your surgeon.
- Only drink clear liquids after 12 a.m. (midnight) or as instructed by your surgeon. See examples of “clear liquids” on the right.

Smoking

Do not smoke after 12 a.m. (midnight).

Bathing and shaving

- Follow the instructions provided by your surgeon for cleaning your skin.
- Do not shave the surgical site unless your surgeon told you to.

My Surgery Is Today

Eating and drinking

- Do not eat.
- You can drink clear liquids up to two hours before your arrival time to the hospital. For example, if your arrival time is at 1 p.m., don't drink liquids after 11 a.m. Drinking **clear liquids** before your surgery improves your body's ability to recover. Clear liquids include:
 - Water
 - Clear fruit juices such as apple or cranberry juice
 - Gatorade G
 - Black coffee (no creamer)
- DO NOT drink non-clear liquids that are not clear, such as milk, coffee with creamer or orange juice.

Bathing and shaving

- Follow the instructions provided by your surgeon for cleaning your skin.
- Do not shave the surgical site unless your surgeon told you to do so.

Medication

If your doctor told you to continue taking your medication, you should take it with a sip of water.

Please arrive about two (2) hours before your scheduled surgery or as instructed by your surgeon. We make every effort to begin surgeries at the scheduled time. If we experience delays, we will keep you informed.

Check In

Ose Adams Medical Pavilion

- Use valet services to park your car if you have a handicap placard. If you do not have a handicap placard, please see pages 4 and 5 for parking information.
- Check in at Patient Registration located on the first floor of the Anderson Lucchetti Women's and Children's Center.
- Next, go to the Surgery Waiting Room located on the third floor of Ose Adams. Check in here. Cardiac Cath Lab patients are to check-in at the Surgery Waiting Room.

Capitol Pavilion Outpatient Surgery Center

- Use valet services to park your car located at 2725 Capitol Avenue, which is on the west side of the Capitol Pavilion building.
- Check in at the Outpatient Surgery waiting room located on the second floor in suite 200.

Pediatric Surgery

Children scheduled for surgery will check in at the Pediatric Day Unit located on the third floor of the Anderson Lucchetti Women's and Children's Center. Please see page 26 for more information about Children and Family Services.

Pre-Operative Unit

These are some of our Safe Surgery Procedures that you can expect in the Pre-Operative Unit.

- We will check your weight, blood pressure and temperature.
- You will change into your hospital gown.
- We will review your medications, medical history and allergies.
- If ordered by your surgeon, you will be given antibiotics.
- Your surgical consent form will be reviewed and signed.
- We will ask you to identify yourself, the procedure and the site of the procedure.
- Your surgeon will mark the site of your surgery unless your surgeon has already marked it and it is visible. Do not mark the site yourself.
- Pediatric patients will meet a child life specialist who will assess the child's coping skills and develop a plan to support the child during his or her stay.

Operating Room

Here are some of our Safe Surgery Procedures you can expect in the Operating Room.

Staff will confirm with you:

- Your full name
- Date of birth
- Procedure being performed
- Site of the procedure
- Any allergies
- Surgical consent form (accurate, signed and complete)

You will receive anesthesia.

Anesthesia is a drug that numbs your body or puts you to sleep. A doctor who specializes in anesthesia (anesthesiologist) will be with you throughout your surgery. Depending on your surgeon's orders, you will receive either:

- Regional anesthesia where a part of your body will be numb during your procedure, or
- General anesthesia where you will be asleep during your procedure.
- Make sure to tell staff if you have ever had difficulty with anesthesia such as nausea. They can help you to try and prevent this discomfort.

The hybrid operating room in Ose Adams for vascular and cardiac surgeries.

Post-Anesthesia Care Unit (PACU)

The PACU is where patients go right after surgery. The surgeon and/or the anesthesiologist will inform the PACU nurses of your procedure, condition and recovery plans.

You will stay in the PACU until you are awake, your vital signs are stable and your pain is managed.

The patient tracker board will indicate when you are in recovery. A staff member will let your loved one know when they can visit you.

Hospital Admission or Return Home

If you had outpatient surgery, you will be discharged to go home. A family member or loved one can help you prepare to go home. A nurse will talk to you about your care at home and provide you with medical instructions.

If you are staying at the hospital, you will be taken to the nursing unit based on the type of surgery you had. Your family and friends will be given directions to your room where they can visit you.



Privacy and Room Services

We are happy to help you at any time. Please use the call button or ask us during rounds if you need help going to the bathroom, your room is too loud or your room needs to be cleaned.

Call button. Use your call button whenever you need help from your nurse. It is our goal to be responsive and acknowledge your call request in less than three minutes.

Electronic Devices. Personal items are not allowed to be plugged into the red electrical outlets.

Interpreter services. If English is not your primary language, we have interpreter services available 24 hours a day.

Meals. Meals are usually provided during the times listed below. Please see menu for ordering instructions.

Breakfast	Lunch	Dinner
7:30 to 9:30 a.m.	11:30 a.m. to 1:30 p.m.	4:30 to 6:30 p.m.

Patient whiteboard. Your whiteboard lists your care team members and your daily care plan. Ask your nurse if you have questions.

Personal belongings. Personal items can get misplaced at the hospital. Please send all valuables and medicines home with family. We are not responsible for the loss of personal belongings.

Privacy. By law, information about your health and hospital stay is confidential. Please review our Notice of Privacy Practices for more information about how we disclose your health information.

Quiet space. You and your family members are welcome to visit our quiet space on the second floor of the Women and Children's next to the gift shop for reflection, meditation and prayer.

Spiritual services. Chaplains offer emotional and spiritual support, regardless of your religious tradition. If you would like to see a chaplain, please speak with your nurse.

Telephone. The phone number where you can be reached is posted in your room. Dial "9" before local calls. For long-distance calls, please use a cell phone, calling card or make a collect call.

Television. You can use your handheld device to operate your TV. Available channels are listed on the next page.

2	HSN (Home Shopping)	25	Spanish channel	48	FAMABC (Family)
3	KCRA-3 (NBC)	26	Patient Videos on Demand	49	TOON Cartoon Network)
4	KQCA-58 (WB)	27	C.A.R.E. Channel (Relaxation)	50	NIK (Nickelodeon)
5	KUVS-19 (Univision)	28	Patient Videos on Demand	51	DIS (Disney Channel)
6	KVIE-6 (PBS)	29	Patient Videos on Demand	52	TVLand
7	KVIE-2 (PBS)	30	Patient Videos on Demand	53	Animal Planet
8	KTXL-40 (FOX)	31	FS1 Fox Sports	54	SyFy
9	QVC	32	ESPN	55	Comedy Central
10	KXTV-10 (ABC)	33	ESPN2	56	E (Entertainment)
11	ION	34	CSNC	57	FX
12	KMAX-31 (UPN)	35	Golf Channel	59	Esquire Network
13	KOVR-13 (CBS)	36	CSNBC	60	Food Network
14	METRO (Public Access)	37	MSNBC	61	HGTV
15	SECC1 (Public Access)	39	FNC Fox News	62	TLC
16	SECC2 (Public Access)	40	CNN	63	Discovery Channel
17	Local Public Access	41	HLN	64	History Channel
18	Local Public Access	42	CNBC	65	NBC Sports
19	Spanish channel	43	TBS	66	AMC
22	Patient Videos on Demand	44	TNT	68	BRAVO
23	Spanish channel	45	USA	69	A&E
		46	LIFETIME	70	MTV
		47	GNS	71	VH1
				72	CMT
				73	BET

Patient Education Video Instructions

To Start a Video:

1. Dial Extension 50100 on your bedside phone.
2. Follow the voice prompts for the channel to tune to and the menus to choose from to view a video.

Options for Video Already Playing:

1. Dial back into the system ext 50100
2. Follow instructions to cancel or choose another video.

Please contact your nurse if you are having problems accessing the videos.

My Healthcare Team

Providers and staff get to know each patient as a unique person, not just a medical case. We take the time to listen and respond to the questions and concerns of every patient. Please ask us any questions you have.

Care Team Member	Role
You and Your Loved Ones	<ul style="list-style-type: none"> Ask questions. Participate in decisions about your care. Understand your medicines and condition. Take steps for your best recovery.
Attending Doctor (Hospitalist)	<ul style="list-style-type: none"> Manage your care while you are in the hospital including treatment, medicine and diet. May be assisted by other doctors (specialists), interns, residents or fellows. Explain your care to you.
Dieticians	Coordinate your food preferences with your nutritional needs.
Environmental Services	Keep your room clean.
Medical Social Workers and Nurse Case Managers	Coordinate your care and discharge plan for when you leave the hospital.
Nurses	<ul style="list-style-type: none"> Provide care. Monitor your health and keep the doctor informed. Explain your care and medicines. Discuss ways to manage your pain. Do bedside reports when transferring your care to another nurse.
Nurse Practitioners or Physician Assistants	Coordinate your treatment, medicine and diet.
Patient Care Assistants	Provide basic care and assist you with activities you can't do on your own.
Patient Transport	Move you from one part of the hospital to another.
Pharmacists	Monitor and provide your medicines.
Respiratory Therapists	Help you with breathing treatments.
Therapists (Physical, Occupational and Speech)	Help you regain movement and speech, and learn how to do daily tasks during recovery.
Spiritual Services	Provide emotional and spiritual support.
Volunteers	Assist with patient care, administrative services, and hospitality.



NAVY BLUE
Registered
Nurse



PURPLE
Environmental
Services



SMOKE GRAY
Nursing Assistant
and Dietary



BLACK
Respiratory
Therapy



OLIVE GREEN
Volunteer

Please let us know if you or your loved ones have any questions about your care plan, medication, or tests and procedures.



Medical rounds (checkups). Your doctor, nurse practitioner or physician assistant will see you at least once per day. The medical team will discuss your plan of care and answer any questions. Rounding times vary.



Hourly rounds (checkups). Nursing staff will visit you about every hour to check in. During rounds, nurses help you get comfortable and use the restroom if needed. They will do routine health checks and ask you about your pain.



Routine health tests. Your blood pressure, temperature and other vital signs will be checked during the day and sometimes at night. You may have blood drawn early in the morning or several times a day.



Other tests or procedures. You may need a variety of testing or procedures during your hospital stay (for example, an X-ray). Depending on the circumstance, you may not be allowed to eat or drink prior to the test or procedure for your safety.



Medication. Nurses provide medication ordered by your doctor. The nurse will explain what the medication is for and the possible side effects. Before you leave the hospital, you will get a copy of your medication list from your nurse. For your safety:

- Your nurse will scan your identity (ID) band and medication.
- Your medication orders will be reviewed by our pharmacy department.



Identification. Your healthcare team will check your ID band before giving you any medicine, drawing blood or sending you for tests or procedures.

Personal care and hygiene in the hospital are important because they help prevent infections. Please let us know about your personal care needs so we can best support you.

Changing Your Sheets

Our facility has gone green to help protect the environment through more efficient use of our linens (sheets and pillowcases). We now change linens upon request or when needed (damp or soiled). This practice benefits the patients and the environment.

If you would like to have your linens changed at any time, please just ask us. We will also be checking your linens regularly to see if they need to be changed.

Thank you for helping us conserve the earth's vital resources.

Sleep and Rest

Sleep and rest is important for your healing. We will do our best to provide a quiet and calm environment. The hospital can be noisy at times. Please let us know how we may assist you. We can provide eye masks, ear plugs or close your door. Please notify your nurse or charge nurse if the environment is too noisy.

Toiletries

We provide basic toiletries such as:

- Toothbrush and toothpaste
- Soap
- Shampoo
- Shaving cream and razor
- Lotion
- Comb
- Warm bath wipes
- Ear plugs and eye masks

Managing Pain

We will ask you about your pain throughout the day. We want you to be as comfortable as possible. Keeping your pain under control is important to your well-being and recovery. It will help you eat better, sleep better and move around more easily.

Ask for help. If you are in pain, call the nurse with your call button. Please don't wait until the pain is really bad. It's easier to control pain sooner rather than later.

Tell us about your pain. Several times a day, a nurse will ask about your pain using a scale from 0 to 10 (see pain rating scale below).

Pain medicines. Prescription pain medicine can be an important part of your treatment and recovery. Talk to your doctor or nurse if you have questions or concerns.

Will I get addicted to my pain medicine?

When you take pain medication exactly as prescribed and follow directions, it's very unlikely you will become addicted. Talk to your doctor or nurse if you have a history of addiction or other concerns.

Additional pain support. Think about ways you can relax and take your mind off of your pain. Pick something that works for you and ask your nurse for help.

- Apply heat (heating pad) or cold (ice) on a painful area.
- Listen to soothing music (with headphones).
- Pray or meditate.
- Read.
- Watch TV.
- Have conversations.

Try integrative health therapies to ease your pain (see next page).

Wong-Baker FACES® Pain Rating Scale



0

No pain



2

Mild pain



4

Moderate pain



6

Severe pain



8

Very severe pain



10

Worst pain possible

A hospital stay can be stressful. Integrative health therapies can support your overall healing and well-being during your stay. Here are several integrative therapies that you can try on your own:

Breathing

Slow, calm and deep breathing can help you relax, manage stress, relieve anxiety and get a good night's sleep. Try these steps to focus on your breathing and repeat as needed.

1. Find a comfortable position and close your eyes. Exhale and drop your shoulders.
2. Breathe in through your nose, fill your lungs and then your belly. Think of relaxing your body, quieting your mind, and becoming calm and peaceful.
3. Breathe out slowly through your nose, relaxing your belly. Think of releasing tension, pain, worries or distress.
4. Repeat steps 2 and 3 until you feel relaxed.

Acupressure

Acupressure is a gentle therapy in which a person applies a light pressure to a specific area of the body to relieve symptoms like pain, nausea and anxiety.

1. Start by exhaling and dropping your shoulders. Close your eyes if you wish.
2. Hold each finger one at a time for at least 3 minutes. Be gentle as you squeeze. Relax.
3. Holding each finger can help with different symptoms:
 - Thumb for worry and tension.
 - Index finger for fear and backaches.
 - Middle finger for feelings of frustration and supporting a deep sleep.
 - Ring finger for grief and breathing.
 - Little finger for anxiety and supporting a sense of security and peace.

Imagery

Imagery is using your mind to excite the senses—sound, vision, smell, taste and feeling. This can ease your stress and assist in recovery.

1. Begin by getting comfortable, then do some slow breathing.
2. Imagine a place you love being. It could be somewhere from your childhood, somewhere you vacationed or just a place you imagine.
3. Feel how it is to be in the place you imagined. Notice the sounds, air, colors and who is there with you. This is a place you feel cared for and loved. All is well. You are safe. Take in all the smells, sounds, tastes and feelings. As you do, feel your body being nourished and healed. Feel the calm that surrounds you.
4. Breathe in all the good.
5. Breathe out any discomfort or tension.

Prevent Infections

Infections can be serious. We strive to keep our facilities safe and clean to help prevent the spread of infections.

Here are some ways you and your family can help prevent infections too:



Wash your hands—or use hand gel—often. Wash hands after eating, using the bathroom and going in and out of your room. Don't be too shy to remind our staff to wash their hands too!



Cover your mouth when coughing or sneezing.



Brush your teeth four times a day, including after meals and at bedtime to prevent pneumonia.



Take medications as prescribed.



Ask to have your room cleaned if it looks dirty.



Follow isolation steps if needed. You may be asked to remain in your room or you may be taken to a different room away from other patients.



Ask about your urinary catheter, if you have one. Ask each day if you still need it. Removing the catheter will lower your risk of infection.

Prevent Falls

All patients are at risk of falling at a hospital. This is because patients are in an unfamiliar room, don't feel well, and may be taking medicines that cause dizziness.

Here are some ways you can help prevent falls in the hospital:

- Call your nurse when getting out of bed. Don't get out of bed without help.
 - When assisted to the bathroom, don't get up off the toilet without help.
 - Wear nonslip socks at all times.
 - Always sit before standing. Rise slowly. Avoid sitting on the edge of the bed—your mattress may be slippery.
 - Use your cane, walker or crutches.
 - Keep your personal items close by so you don't have to get up to get them.
- For some patients, we use extra safety steps like a wristband, yellow gown, bed alarm or sign on your door.
 - Know where your call light is before the nurse leaves the room. Make sure you can reach it.



Call, don't fall.

Prevent Pressure Ulcers (Bed Sores)

Bed sores happen when you stay in bed and don't move much. Here are some things you can do to prevent them:

- Change positions about every 2 hours.
- Get out of bed often if your doctor has said it is okay.
- Tell your nurse if you notice red skin, which is a sign of pressure.
- Use pillows to keep your ankles or knees from rubbing together or to lift your heels.
- Keep your skin clean and dry.

Rapid Response


A Rapid Response Team is trained to care for a patient who is getting really sick, really fast. Rapid Response is called before there is an emergency. If a staff member notices a change in your health status, they may notify the Rapid Response Team for additional support and monitoring.

Speak Up



You play a vital role in making your care safe by being an active, informed patient. As such, you are urged to **S.P.E.A.K. U.P.:**

- **Speak** up if you have questions or concerns.
- **Pay** attention to the care you are receiving.
- **Educate** yourself about your diagnosis and care.
- **Ask** a family member to be your advocate.
- **Know** what medicines you take and why you take them.
- **Use** an accredited facility like Sutter Health.
- **Participate** in all decisions about your treatment.

Possible Medication Side Effects

Medications Used For:	Medication Type and Purpose	Common Medications	Possible Side Effects
Brain (neurological) conditions	Seizure medications Treat seizures	Carbamazepine (Tegretol) Divalproex (Depakote) Gabapentin (Neurontin) Levetiracetam (Keppra) Phenobarbital (Luminal) Phenytoin (Dilantin) Topiramate (Topamax)	Constipation, nausea, vomiting, drowsiness, blurred vision, tremor
	Antidepressants Relieve anxiety, depression or nerve pain	Citalopram (Celexa) Duloxetine (Cymbalta) Fluoxetine (Prozac) Paroxetine (Paxil) Sertraline (Zoloft) Venlafaxin (Effexor)	Trouble sleeping, drowsiness, nausea, vomiting, sexual problems, headache, dry mouth
	Anti-anxiety medications Relieve anxiety, seizures or muscle spasm	Alprazolam (Xanax) Diazepam (Valium) Lorazepam (Ativan) Clonazepam (Klonopin)	Drowsiness, weakness, sexual problems, dependence, nausea, vomiting, dry mouth
	Sleep aids Help with trouble sleeping	Temazepam (Restoril)* Zolpidem (Ambien)** Melatonin	*Abnormal dreams, drowsiness **Headache, rash
 Heart (cardiovascular) conditions	Blood thinners Treat and help prevent blood clots	Enoxaparin (Lovenox) Heparin (Heparin Sodium) Apixiban (Eliquis) Rivaroxaban (Xarelto) Warfarin (Coumadin) Dabigatran (Pradaxa)	Bruising, excessive bleeding, upset stomach
	Heart and blood pressure medications Treat hypertension, abnormal heart rhythms or diuretics	Amiodarone (Cordarone) Amlodipine (Norvasc) Atenolol (Tenormin) Carvedilol (Coreg) Diltiazem (Cardizem) Furosemide (Lasix) Lisinopril (Prinivil, Zestril) Metoprolol (Lopressor)	Low blood pressure, dizziness, weakness, frequent urination, leg swelling
	Blood clot prevention medications Help prevent stroke, heart attack and stent thrombosis	Aspirin Clopidogrel (Plavix) Prasugrel (Effient) Ticagrelor (Brilinta)	Nausea, upset stomach, stomach pain, diarrhea, rash, itching
	Cholesterol medications Decrease cholesterol in blood	Atorvastatin (Lipitor) Pravastatin (Pravachol) Simvastatin (Zocor) ¹ ¹ Avoid grapefruit juice	Headache, muscle aches (report to doctor), upset stomach
Diabetes	Diabetes medications (injection) Help prevent and treat high blood sugar	Insulin Glargine (Lantus) Insulin Lispro (Humalog)	Low blood sugar, burning, rash at injection site, weight gain
	Diabetes medications (oral) Help prevent and treat high blood sugar	Actos (Pioglitazone HCL) Glipizide (Glucotrol)* Glyburide (Diabeta)* Metformin (Glucophage)	Diarrhea, nausea, vomiting, bloating *Low blood sugar

Possible Medication Side Effects

Medications Used For:	Medication Type and Purpose	Common Medications	Possible Side Effects
Stomach (gastrointestinal) conditions	Nausea/vomiting medications Relieve nausea and vomiting	Metoclopramide (Reglan) Ondansetron (Zofran) Prochlorperazine (Compazine) Omeprazole (Prilosec)	Drowsiness, dizziness, headache
	Stomach/bowel medications Treat heartburn, upset stomach, constipation	Docusate Sodium (Colace) Famotidine (Pepcid) Lactobacillus (Culturelle) Pantoprazole (Protonix) Omeprazole (Prilosec) Senna (Senokot)	Diarrhea, headache, upset stomach, gas
 Immune system conditions/ infection	Steroids Treat inflammation, breathing problems, allergic reactions or immune disorders	Diphenhydramine (Benadryl) Methylprednisolone (Solu-Medrol) Prednisone* ¹ Albuterol MDI** ¹ Take with food	Weight gain, nervousness, fluid retention, high blood sugar, insomnia, upset stomach, increased appetite, dizziness, dry mouth *Topical prednisone can lead to thin skin **Jittery, fast heartbeat
	Antibiotics Treat infection	Azithromycin (Zithromax) Cephalexin (Keflex) Doxycycline Levofloxacin (Levaquin) ¹ Ciprofloxacin (Cipro) Metronidazole (Flagyl) ¹ Vancomycin (Vancocin) ¹ Don't drink alcohol	Diarrhea, upset stomach, metallic taste, rash, low blood pressure
 Pain	Pain medications (oral analgesics) Control pain	Acetaminophen (Tylenol) Aspirin (Ecotrin) Hydrocodone/APAP (Norco) Ibuprofen (Motrin) Oxycodone (Oxycontin) Tramadol (Ultram)	Dizziness, upset stomach, drowsiness, constipation, weakness
	Pain medications (intravenous analgesics) Control pain	Hydromorphone (Dilaudid) Morphine* Ketorolac (Toradol)** Acetaminophen (Ofirmev)***	Dizziness, upset stomach, drowsiness, constipation, weakness *Itching **Headache, upset stomach, pain at injection site ***Headache, insomnia
Other	Muscle relaxants Control muscle pain	Baclofen (Lioresal) Carisoprodol (Soma) Cyclobenzaprine (Flexeril)	Drowsiness, dizziness, blurred vision, constipation
	Vitamins and minerals Prevent deficiencies	Ferrous sulfate (iron)* Folic acid Magnesium oxide Multivitamin Potassium chloride	Upset stomach, nausea, vomiting *Black stool, constipation

Please discuss with your nurse or physician which medications you are currently on, what they are for, and the possible side effects. This is not a comprehensive list of all medication side effects. If you feel that any medication is causing you discomfort, contact your doctor immediately.

We offer a number of services to support children and families staying in our Pediatric units and Neonatal Intensive Care Unit (NICU). These services help bring comfort and reduce fears and stress.

Pediatric Day Unit

Children undergoing surgery or outpatient procedures including infusion services, cardiology pre-operative appointments and lab work will check in at the registration desk in the Pediatric Day Unit.

The unit is located on the third floor of the Anderson Lucchetti Women's and Children's Center with access through the "Orange Elevators."

Registration for the Pediatric Day Unit is located in the waiting area. Exit out of the "Orange Elevators" to the right to locate the Pediatric Day Unit waiting area and registration.

The Pediatric Day Unit provides care for patients newborn to 17 years of age who require infusions, transfusions and pre-procedure/pre-surgical preparation.

Please call 916-887-0390 to contact the Pediatric Day Unit.

Child Life Services

At Sutter Children's Center, we understand that medical experiences and hospitalization can be quite stressful for children and families. Child life specialists work with the children, families and hospital staff to minimize stress and anxiety, and to make the hospital environment as normal and comfortable as possible. Our child life team supports and empowers children and families, as they experience medical care, illness and hospitalization. Regular programming includes daily playroom activities, a hospital school program, music therapy and facility dog program.

To reach a child life specialist, ask your nurse to contact Child Life Services, or call our main office at 916-887-0500. Child life specialists are in the hospital seven days a week.

Pediatric Facility Dog Program

Our facility dog program helps ease the minds and fears of children staying in the hospital. The dogs are paired with a child life specialist and are graduates of Canine Companion for Independence. To see a dog in pediatrics, please contact Child Life Services at 916-887-0500. The dogs visit with children who do not have an infectious disease.

Pediatric Music Therapy and Sophie's Place

We are pleased to offer a dedicated music therapy service with the goal of improving our patients' physiological, cognitive, emotional and social goals. Our board-certified music therapists from McConnell Music Therapy Services partner with children and their families to provide an individualized therapeutic approach. We offer music therapy services in pediatrics throughout the week and in the Neonatal Intensive Care Unit (NICU). To reach a music therapist, ask your nurse to enter a consult, or call 916-887-0992.

Sutter Children's Center is now the home to Sophie's Place, established in loving memory of singer and songwriter Sophie Barton. Here, our music therapists offer daily group music therapy time for pediatric patients and families. The space is also used with children individually throughout the day.



Going Home

You will get a lot of information before you leave the hospital. If you are not sure you understand, ask staff to be clear, slow down and repeat instructions.

Prepare for Going Home (Discharge)

- Our goal discharge time is before 1:00 p.m.
- Make sure you have transportation home.
- It's a good idea to have someone stay with you for a day or two after you return home. Ask a family member or friend to help with meals, care for your pet or drive you to follow-up visits.
- If you need assistance with finding housing, please ask to speak with a social worker at the hospital.
- If you feel that you will need additional help at home, please let us know.

Learn About Your Care and Recovery

- A nurse will talk to you about your care at home and give you written instructions.
- Have a friend or family member with you while you listen to instructions. They can help listen and ask questions.
- Your nurse will provide you with phone numbers to call if you have questions or concerns once you get home.

Financial Services and Billing

For questions about your hospital medical bill and/or insurance claim, please call Sutter Shared Services at **855-398-1633**.

Fill Out a Survey About Your Hospital Stay

You may get a survey about your hospital experience in the mail. We would really appreciate it if you would complete and return the survey to help us improve our care.

Medical Records

If you would like to request a copy of your medical record, please contact the Health Information Management office at 916-887-1030.

Checklist for Going Home

- A ride home from the hospital.
- Help at home for meals, tasks and support.
- Medications. I understand what my medicines are for and how to take them.

Pharmacy:

- Medical equipment (walkers, canes, etc.). My equipment is at the hospital or has been delivered to my home.
- Care instructions. I understand what I need to do for my health and recovery.
- My belongings: clothes, toiletries, phone, charger, other items I brought.
 - I picked up my valuables that I sent to security.
 - I picked up my valuables placed in the hospital safe.
 - I picked up my home medicines that I sent to pharmacy.



- A follow-up appointment scheduled with my doctor.

Date/time:

If needed, your care team will help prepare you for:

- A stay at a skilled nursing facility.
- Home health services provided by a registered nurse, physical therapist, occupational therapist, social worker or home health aide.

My Personal Plan of Action

Things I will do to get better and get back to what matters most to me:

1. _____
2. _____
3. _____
4. _____
5. _____

Signs and symptoms I will watch for:

1. _____
2. _____
3. _____
4. _____
5. _____

Questions for my care team:

1. _____
2. _____
3. _____
4. _____
5. _____

If I have concerns or feel worse, I will call:

_____ Phone: _____

My Health Online gives you convenient, secure access to your doctor and health records. Join over one million members using My Health Online today.

Use My Health Online to:



View test results.



Message your care team.



Make an appointment.



Renew a prescription.



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Get Started in Three Easy Steps:

1. Visit myhealthonline.sutterhealth.org and click “Sign up now.”
2. Confirm your identity with a few secure questions and receive an access code by email.
3. Enter the access code in My Health Online and you’re ready to go!

For assistance with My Health Online, please call **866-978-8837** or email mhosupport@sutterhealth.org.

Patient Rights and Responsibilities

You will receive a copy of your patient rights and responsibilities during registration. You can also find this information online at sutterhealth.org/for-patients/patient-rights-responsibilities.

Your Safety and Security

Our commitment to patient privacy

Information concerning your stay at Sutter Medical Center, Sacramento is confidential. For this reason, our staff is prohibited by law from releasing patient information to family or others without the explicit authorization of the patient. There are some exceptions to this rule, which your doctor can explain to you.

If you have a large family or circle of friends, designate a family spokesperson as a point of contact so information is spread consistently.

Nondiscrimination Statement

While you are a patient within the Sutter Health network, you have the right to be treated the same without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.

Patient Feedback

We expect our staff and network of doctors to provide you with a positive hospital experience. If you have any complaints or concerns during your stay, please contact your nurse, the charge nurse or unit manager. You may also call patient relations by dialing "0."

You can also make reports or complaints to the following agencies:

The Joint Commission on Accreditation of Healthcare Facilities

complaint@jointcommission.org
800-994-6610

California Department of Public Health Licensing and Certification

P.O. Box 997377, MS 3000
Sacramento, CA 95899-7377
916-552-8700

If you have concerns with your care at Sutter Medical Center, Sacramento, please give us a chance to help. For your convenience, here's how you can contact us:

By mail:

Sutter Medical Center, Sacramento
Patient Relations
P.O. Box 160727
Sacramento, CA 95816

By telephone: 855-523-9842

Our website: sutterhealth.org/tellus

Advance Healthcare Directive

An advance healthcare directive is a legal form that you may complete. It helps your doctors and loved ones understand your wishes in the event of a health emergency or grave illness.

By completing an advance healthcare directive you:

1. Choose your healthcare decision maker. This person makes medical decisions for you in the event you can't speak for yourself. This would happen during a health emergency or at the end of life. You can choose anyone who you feel is a good fit. This is also known as "durable power of attorney for healthcare" or "medical durable power of attorney."
2. Choose medical care you want or don't want in an emergency or at the end of life. For example, some people might choose to use a machine if one of their organs fails, such as a breathing machine for their lungs. Other people might choose not to use a machine. By giving this information, you help your healthcare team and loved ones make decisions for you.
3. Express your values, hopes and priorities for end-of-life care. To think about this, you may want to finish the following sentence.

What matters most to me at the end of life is:

You can change your advance healthcare directive at any time. As your life changes, you will want your Advance Healthcare Directive to change too. If you would like to complete an advance healthcare directive, ask your care team.

For more information visit our website: sutterhealth.org/health/caregiving-end-of-life/advanced-healthcare-directives.



Patient and Family Advisors

Our Patient and Family Advisory Councils provide important input to improve the care experience at SMCS.

Patient and Family Advisory Councils are made up of volunteers who work in partnership with hospital leadership, care providers and staff to help improve the experience for patients and families at SMCS. This partnership provides a unique and effective way for us to receive and respond to input from our patients and customers to improve the care experience.

The Role of Patient and Family Advisors

Patient and family advisors help us improve by:

- Sharing their stories to help identify ways to enhance the care experience for all patients and families.
- Consulting on policies and practices that support patient- and family-centered care in our hospital.
- Offering insight and recommendations for improving care quality, service, safety, access and education.

Contact Us for More Information

916-887-4669

SMCSPFAC@sutterhealth.org

Complete the referral form: sutterhealth.org/pfac



