

Your Guide to  
Sutter Medical Center,  
Sacramento





# Welcome. We're here to help you.

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APPOINTMENT DATE/TIME

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SURGERY DATE/TIME

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HOSPITAL ADMISSION DATE

VERSION 1.0 / SEPTEMBER 2016

## 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 & 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 & 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 & Caring**

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

# Welcome. We're here to help you.



Welcome to Sutter Medical Center, Sacramento (SMCS). You have come to the region's leading comprehensive medical center with world-class doctors, supported by more than 5,000 extraordinary nurses and staff. SMCS has served the communities of Northern California since 1923. Today, our campus includes four medical centers: Ose Adams Medical Center, Anderson Lucchetti Women's and Children's Center, Buhler Specialty Pavilion, and Sutter Capitol Pavilion.

While you are here, our 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 Health family. We welcome your suggestions so that we can continually improve our services.

This guide will give an overview of your medical care. It also provides information about the many 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 health care 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 "Mike Cohill". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Mike Cohill, CEO

# My Medical Team and Care

## 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.

## What Should I Bring?

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

Insurance, payment and a photo ID.

- 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.
  - State driver's license
  - State ID card
  - Passport
  - U.S. Military ID card
  - U.S. Permanent Resident Card

Medical Information.

- X-rays or other medical documents requested by your doctor.
- A list of medications and doses that you are currently taking. Use the form on page 5 to list your medications.
- Medical devices you may need. This includes glasses, hearing aids, dentures, canes, etc.
- Product information card for implantable devices, such as a Pacemaker.

## 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).

Personal Items.

- Toiletries such as a 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.
- Pediatric patients: children may bring comfort items with them to the hospital (blanket, stuffed animal, etc.).

Legal documents – if appropriate.

- Advance health care directive. Advance directives are documents you create to describe the extent of medical treatment you do or do not want to receive if you are unable to communicate your wishes. It is not required. To learn more, go to page 19.
- Guardianship or conservatorship paperwork, if appropriate. This is required if you have a guardian or conservator that makes legal, financial, and health care decisions for you.

# My Medication List

Medicine name, strength	<ul style="list-style-type: none"><li>• How much I take (dose)</li><li>• How I take it</li><li>• When I take it</li></ul>	Why I take it	Doctor

# Family and Friends

## 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.

Family, friends and loved ones are welcome to visit patients at SMCS. We understand that family and friends are important to our patient's 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.

## 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 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 14 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 Market cashier on the second floor of the Ose Adams Medical Pavilion.

## Flowers, Plants and Balloons

- Lori's Gifts is open 7 a.m. - 9 p.m. every day. Call 916-887-0250.
- Located on the second floor of the Anderson Lucchetti Women's and Children's Center.
- 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.

## Waiting Rooms

Family and friends may eat and drink, except in the Pediatric Day Unit waiting room, and use free WiFi in our waiting rooms.

### 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.





# Preparing for My Surgery

If you are not a surgical patient, please skip to page 10.

Our procedures are designed to make your surgery as safe, comfortable, and convenient as possible. If you have any questions before your surgery, call 855-398-1637.

## Before My Surgery

### My Surgery Is in 1 to 2 Weeks

#### You will receive two (2) phone calls from SMCS

- A phone call from a nurse to review your medical history, record any type of disability assistance needed during your stay, and confirm your arrival and surgery start time.
- 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.

#### 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.

- Ask a family member, friend or caregiver to take you home from the hospital. By law, patients can't leave the hospital without a family member, friend or a caregiver with them.

#### Arrange for help at home.

- We recommend that someone stays with you for a day or two after you return home. Ask a family member, friend or caregiver to be available to buy groceries, run errands, or drive you to follow-up visits.

#### Quit smoking.

- We encourage you to quit smoking before your surgery. While this can be difficult, it will help your recovery. Ask your doctor for tips on how to quit smoking. Or call 1-800-QUIT-NOW.

## 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 12:00 a.m. (midnight) or as instructed by your surgeon.
- Only drink clear liquids after 12:00 a.m. (midnight) or as instructed by your surgeon. See examples of "clear liquids" on page 8.

### Smoking

- Do not smoke after 12:00 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.

*continued on next page*



# Preparing for My Surgery

## 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.

## What Should I Bring?

Please refer to page 4 for information on items to bring. Please bring any consent forms that you may have signed in your surgeon's office.

## Arriving for My Surgery

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

#### If your surgery is in the main operating room at Ose Adams Medical Pavilion

- Parking — Please see pages 20 and 21 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 or Heart Catheter Waiting Room located on the third floor of Ose Adams. Check in here.
- Next, you will be taken to the pre-operative unit by medical staff.

#### If your surgery is at Capitol Pavilion Outpatient Surgery Center

- Use valet services to park your car. Valet services are located at 2725 Capitol Avenue — on the west side of the Capitol Pavilion building.
- Check in at the Outpatient Surgery waiting room located on the second floor Capitol Pavilion Outpatient Center in suite 200.
- Next, you will be taken to the pre-operative unit by medical staff.

### Pediatric Surgery

- Children scheduled for surgery will check in at the Pediatric Day Unit located on the third floor of Anderson Lucchetti Women's and Children's Center. Please see page 16.



# My Surgery Day

## Pre-Operative Unit

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

- You will change into your hospital gown.
- We will check your weight, blood pressure and temperature.
- We will review your medications, medical history, and allergies.
- If ordered by your surgeon, antibiotics will be administered.
- Your surgical consent form will be reviewed and signed.
- We will ask you to identify yourself, the procedure, and the site of the procedure. This information will be compared with your armband, your surgical consent, and the operating room schedule.
- 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 their 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.

## After My Surgery

### 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.

Family and loved ones will be notified once you are in the PACU and 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.

# My Hospital Stay

Before your stay, staff from Patient Access Center (business center) may call you to confirm your admission information and health insurance, and confirm disability assistance needs if applicable. Staff may be able to answer questions about your co-payments or deductibles.

## What to Expect

### Room

You may be placed in a room with another patient. Many rooms at Ose Adams Medical Pavilion have two patients in each room. Please be respectful of your roommate's needs for privacy and rest. Please keep voices quiet and the television volume low.

You may be placed in a private room based on your medical needs. But your room may change if we have many patients to care for.

You may hear strange or unfamiliar noises from medical equipment. Ask a nurse if you have questions. To help with noise you can:

- Ask for earplugs
- Ask staff to close your door

### Electronic Devices

Electronic devices are allowed. These include cell phones, cameras, laptop computers, tablets, or an electronic reader such as a Kindle.

When you use your electronic device, please make sure you don't take photos or videos of other patients in the background. Staff will take your electronic device if it is used to take photos or record other patients.

### Meals

Meals will be provided during the following times:

7 a.m. - 9 a.m.	Breakfast
11 a.m. - 1 p.m.	Lunch
5 p.m. - 7 p.m.	Dinner

A representative from Nutrition Services will round with you for any special requests.

Family and friends may order meals to be served in your room during patient meal times. Family and friends can pay for these meals at the Metro Market cashier on the second floor of the Ose Adams Medical Pavilion.



# My Medical Team and Care

## My Medical Team

### Doctors

An attending doctor will manage your care while you are in the hospital. The doctor will oversee your treatment, medicine, and diet. Your doctor may ask for assistance from a specialized, consulting doctor in managing your care.

### Nurses

Nurses provide hands-on care. They provide medicine, watch your condition, keep records, and communicate with your doctor.

Nurses will visit you regularly during your stay at SMCS. These visits are called “rounds.” During a round, nurses can address your comfort and help you to the restroom.

Nurses perform a “Bedside Report” when they change shifts. A Bedside Report communicates your information from one nurse to another. It is also an opportunity to meet your new nurse.

If you are sleeping during a nursing shift change, the report will be done somewhere else. If you want us to wake you for the Beside Report, you can ask us to do so.

Nurses provide food, drink, medicine and treatments based on your doctor’s orders. Nurses can’t provide these items without an order.

Use your call button near your bed to request a nurse’s attention. Nurses can help you with anything you need.

### SCRUBS



BLUE  
Registered Nurse



MAROON  
Environmental Services



TEAL  
Patient Transport



BLACK  
Respiratory Therapy



SAGE GREEN  
Volunteer



BLACK OR TEAL  
Physical Therapy

## My Treatment Team

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## My Medical Care

### Routine Health Tests

Your blood pressure, temperature, heart rate, and other vital statistics will be checked by a nurse during the day. You may be woken in the night for these tests.

You may have blood drawn early in the morning or several times a day. Your doctor uses these results to make treatment decisions and monitor your health.

### Patient Care Board

Your patient care board shows your health information and daily routine. It includes your goals for the day, scheduled tests, and when your next pain medication is available.

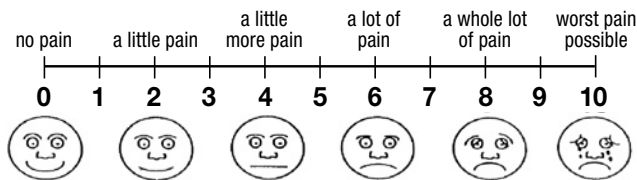
Your nurse will discuss your patient care board with you at the beginning of each shift.

You can also use the patient care board to write questions for your treatment team.

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# My Medical Team and Care

## Pain Assessment Tool



## Managing Pain

If you have pain or discomfort, please use the call button to call a nurse. Your level of pain is very important to us. We want to make sure you are comfortable.

Your doctor may have ordered pain medications for you to take. Pain medication helps you heal, cope with discomfort and participate in your care.

In addition to pain medication, there are other ways to control your pain. Here are some examples:

- Listen to soothing music and/or watch pleasant images on our guided imagery TV channel.
- Read a book.
- Pray or meditate.

## Rapid Response

There may be a time during your hospital stay when you or your loved ones are concerned about your condition. The nurse caring for you is your first contact. Explain your concern and the nurse will follow up.

If you are still concerned, every nursing unit has an experienced “Charge Nurse” whom you can ask to speak to. If your concern is not met by the Charge Nurse, we have a team of experienced critical care experts who will respond at your request.

Please call our Rapid Response line at 916-887-0490.

## Accessible Services and Facilities

Our team is committed to making our buildings and medical services accessible to all. Our compliance program helps ensure patients, family and friends with disabilities have full and equal access to medical services and resources on our hospital campus. If you would like to speak with someone regarding accessible services or accommodations, please call 916-887-44543.

## Medication

Nurses will provide medication as ordered by your doctor.

Please do not bring medication from home unless your doctor told you to do so.

If you brought medication, please give it to your nurse. The nurse will give your medication to the pharmacy for safekeeping or to a family member to take home. Medications other than those prescribed are not allowed. Similarly, alcohol, illegal or “street” drugs, and cigarettes (including e-cigarettes) are not allowed in the hospital.



# My Medical Team and Care

## Staying Healthy and Safe

### Prevent Infections

Hospital-acquired infections happen when germs enter your body during medical care. You can help prevent infections by following these simple steps.

- Wash your hands – or use hand foam – before and after eating, toileting and going in and out of your room.
- Cover your mouth with a tissue or your elbow when coughing or sneezing. Then wash your hands.

**It's okay for you to ask people who come into your room if they have washed their hands prior to entering your room.**

### Brush Your Teeth

Good oral care in the hospital prevents pneumonia. Brush your teeth and use oral rinse four (4) times a day.

We will provide you with:

- Toothpaste with baking soda that removes plaque
- Soft toothbrush that won't harm sensitive gums
- Antiseptic oral rinse that kills germs

We are preventing pneumonia and saving lives, one clean mouth at a time.

### Smoke-free Environment

For everyone's health, safety and comfort, Sutter Medical Center, Sacramento is a smoke-free environment. This includes smoking, smokeless tobacco and electronic/vapor smoking.

### Follow Isolation Precautions

Isolation precautions are steps used to prevent the spread of germs. These steps are often used when a patient has a contagious illness.

You may be asked to remain in your room or you may be taken to a different room away from other patients.

**For family and friends:** Please wear protective barriers and wash your hands before entering the patient's room. Before you leave the room, remove your protective barriers and wash your hands again.

There will be a sign outside the patient's room for additional information. Ask a nurse if you have questions.

### Prevent Falls

#### Risks of Falling

A fall can be dangerous – leading to injury or a longer stay in the hospital. Patients can be at risk to falling in the hospital because of:

- A new, unfamiliar location
- Illness
- Medication and treatment
- Tubes or catheters that make it difficult to move

#### Steps to Prevent Falls

- Call a nurse to help you get out of bed. Don't get out of bed without help.
- Wear non-stick slipper socks at all times. These will be provided by your nurse.
- Avoid sitting on the side of the bed as you may slip.

#### Fall Precautions

- Fall Precautions are steps used for patients who are at risk for falling. A yellow tag will be placed on your wristband. A sign will be put outside your room to let our staff know.

# Hospital Services and Resources

## Automated Teller Machines (ATMs)

ATM machines are located on the second floor of the Buhler Specialty Pavilion above the lobby and next to the coffee shop.

## Cashier's Office

The cashier's office is located on the first floor of the Anderson Lucchetti Women's and Children's Center adjacent to registration. Hours of operation are Monday to Friday from 7:45 a.m. to 3:45 p.m., closed on holidays.

## Eating Facilities for Family and Friends

**Metro Market** is located on the second floor of Ose Adams Medical Pavilion near the elevators and offers coffee, pastries, sandwiches, soups and more. Hours are 6:30 a.m. to 7:30 p.m. every day.

A **coffee shop** is located on the second floor of the Buhler Specialty Pavilion with hours Monday through Friday from 6 a.m. to 6:30 p.m.

**Vending machines and microwaves** are accessible 24 hours a day. They are located on the second floor of Ose Adams in the dining area (cash only), on the third floor in the surgery waiting area in Ose Adams (cash only), and in the vending room behind the gift shop on the second floor of the Women's and Children's Center (cash and credit cards accepted).

## Gift Shop

**Lori's Gifts** is located on the second floor of the Anderson Lucchetti Women's and Children's Center. You will find a variety of gift items, fresh flowers, cards, magazines, postage stamps, over-the-counter medications, snacks, candy and soft drinks. Hours are 7 a.m. to 9 p.m. daily. For information, please call 916-887-0250.

## Information and Security

The information desks are located on the first floor of Buhler Specialty Pavilion and the Anderson Lucchetti Women's and Children's Center. Security desks are located on the first and second floor lobbies of the Women's and Children's Center and Emergency Department waiting area in Ose Adams Medical Pavilion.

There are a variety of directories and maps placed throughout the hospital campus for your convenience. You may also ask any employee at Sutter Medical Center, Sacramento who will be more than happy to assist you in finding your destination on campus.





## Interpreter Services

Here at Sutter Medical Center, Sacramento, we provide 24/7 interpreter services in all languages at no cost for our patients and families who are limited-English or non-English speaking. We have medically certified staff interpreters, bilingual staff interpreters, and agency interpreters for on-site interpreting as well as video carts and 24/7 telephone interpreter services. We also provide American Sign Language using video remote carts or in-person agency interpreters.

Our staff interpreters are here on site:

**Monday-Friday:** 8 a.m. to 5 p.m.

**Saturdays:** 8 a.m. to noon

Ask a nurse if you need to contact Interpreter Services anytime during your stay.

## Lost and Found

Please call 916-887-4122 if you have lost personal belongings. Our team will be available to assist you Monday through Friday 8:30 a.m. to 4 p.m., excluding holidays.

## Pet Therapy

Research has shown that interacting with animals can help a person's blood pressure, heart rate and well-being. This effect is often more profound than relaxation training or meditation. Sutter's Paws On-Call is a group of community volunteers who bring their trained dogs and miniature horses to visit patients and their loved ones, in and around the hospital. Please ask your nurse for more information or contact volunteer services at 916-887-4377.

## 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 will be happy to assist you.

Visit our beautiful Prayer Room for quiet reflection. It is located on the second floor of the Ose Adams building, next to the Metro Market.

## Wheelchair Assistance

Wheelchair assistance is available upon request. A limited supply of wheelchairs are available in the first floor lobbies of the Buhler Specialty Pavilion and the Anderson Lucchetti Women's and Children's Center.



# Children and Family Services

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 preoperative 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, while promoting positive coping, 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. We 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 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.

## Medical Library

You and your loved ones can learn more about your diagnosis at our resource library. The library offers free access to the latest medical information from reliable sources.

As a patient, you can also receive medical library services during your hospital stay via our health information ambassador. A library volunteer can visit your room to assist you with information requests. Ask your nurse for more information.

The resource library is located at 2801 K St., Suite 115-B, or online at [suttermedicalcenter.org/library](http://suttermedicalcenter.org/library).

### Hours are Monday-Friday

9 a.m. - 5 p.m.

## Bioethics Committee

As a patient or family member you may face difficult decisions about treatment options. Many families seek guidance when thinking through complex issues, exploring options and making decisions. Our Bioethics Committee is available to assist you and your health care team when difficult decisions arise within a supportive and confidential environment.

A bioethics consultation can be requested by you, a family member, or any member of the health care team. The committee includes physicians, nurses, social workers, and chaplains affiliated with Sutter Health and other members from the community.

While the committee offers recommendations and suggestions, final decisions about medical care are made by you, your family decision-makers, and your physician.

Let a member of your health care team know if you would like to request a consult.

## Patient Rights and Responsibilities

You will receive a copy of your patient's rights and responsibilities during registration. You can also find this information online at the [suttermedicalcenter.org](http://suttermedicalcenter.org)

## Nondiscrimination Statement

It is the policy of Sutter Medical Center, Sacramento to treat all patients without regard to race, color, national origin, religious creed, ancestry, medical condition, registered domestic partner status, age, sex, gender, sexual orientation, gender identity or expression, physical or mental disability (including pregnancy), genetic information, marital status, or any other basis prohibited by federal, state or local law.

## Patient Complaints and Grievances

We expect our physicians and staff to provide you with a good hospital experience. If you have any complaints or concerns during your stay, please contact your nurse, the Charge Nurse or Unit Manager.

# Preparing to Go Home

## Transportation and Help at Home

Please make arrangements for your transportation home. By law, patients can't leave the hospital without a family, friend or a caregiver with them.

We recommend that someone stays with you for a day or two after you return home. Ask a family member, friend or caregiver to be available to buy groceries, run errands, or drive you to follow-up visits.

## Medical Instructions and Questions

A nurse will talk to you about your care at home and provide you with instructions. Please ask any questions you may have.

Your nurse will also provide you with phone numbers to call if you have questions or concerns once you get home.

A day after you leave the hospital, a nurse will call you to check in on your recovery and answer any questions you may have.

## Checklist for Going Home

- Medical equipment is ordered and will be delivered to you at the hospital or home.
- You have all of your personal belongings.
- You have a medical appointment scheduled with your doctor.

You may get a survey about your hospital experience in the mail. We would appreciate if you complete and return it.

## Financial Services and Billing

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

## Medical Records

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

## Notes

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# Advance Health Care Directive

## What is an Advance Health Care Directive (AHCD)?

An advance directive is a form that you fill out to describe the kinds of medical care you want to have if something happens to you and you can't speak for yourself. It tells your family and your doctor what to do if you're badly hurt or have a serious illness that keeps you from saying what you want. An AHCD can serve one or both of these functions:

- Power of Attorney for Health Care (to appoint an agent)
- Instructions for Health Care (to indicate your wishes)

## What are the different types?

There are two main types of advance directives:

- A living will tells your family and your doctor what kinds of treatment you want to receive as you near the end of your life and if you can no longer speak for yourself. A living will is also called a treatment directive.
- A medical power of attorney lets you name a person to make treatment decisions for you when you can't speak for yourself. This person is called a health care agent or health care proxy.

As long as you can still make your own decisions, your advance directive won't be used. You can stop or say "no" to treatment at any time.

## I've never completed an Advance Health Care Directive before. Why should I?

Persons of all ages may unexpectedly be in a position where they cannot speak for themselves, such as an accident or severe illness. In these situations, having an Advance Health Care Directive assures that your doctor knows your wishes about the kind of care you want and/or who the person is that you want to make decisions on your behalf.

## Does this mean only one person can decide for me? What if I want others involved, too?

Often many family members are involved in decision-making. And most of the time, that works well. But occasionally, people will disagree about the best course of action, so it is usually best to name just one person as the agent (with an alternate, if you want). And you can also indicate if there is someone who you do NOT want to make your decisions for you.

## But I thought the doctors make all those life-and-death decisions anyway?

Actually, doctors tell you about your medical condition, the different treatment options that are available to you and what may happen with each type of treatment. Though doctors provide guidance, the decision to have a treatment, refuse a treatment or stop treatment is yours.

## But I haven't talked with anyone about my values and beliefs!

That's why it is a good idea to talk with family or close friends about the things that are important to you regarding quality of life and how you would want to spend your last day and weeks. Knowing the things that are most important to you will help your loved ones make the best decisions possible on your behalf. If your agent doesn't know your wishes, then he or she will decide based on what is in your best interest.

## What if you want to change what is in your advance directive?

You can change or cancel your advance directive at any time. Just fill out new forms and get rid of your existing forms. Or you can just let your family, your doctor, and your health care agent know about the change. If you change or create new forms, give everyone an updated copy. Don't just cross out or add new information unless it's only to change your address or phone number.

# Directions, Entrances and Parking

Patient drop-off and pick-up 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

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

## Parking

There are two main pay parking structures for patients and their families on the hospital campus in addition to valet services for patients and visitors with disabled permits. Valet can be accessed at the main entrance of the hospital, the entrance to the Emergency Department and entrance to our Capitol Pavilion surgery center.

### Lot B Parking – Second Level

- Access the entrance on 29th Street just past L Street

### Lot C Parking – credit card entry only

- You will need to use a credit card to access Lot C
- Access to entrances on 27th and 28th streets

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

## LEGEND

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

## Local Housing Partners

### Red Lion Woodlake Hotel

500 Leisure Lane, Sacramento, CA 95815  
916-922-2020

### Larkspur Landing Sacramento

555 Howe Ave.  
Sacramento, CA 95825  
916-646-1212

### Courtyard by Marriott Sacramento Midtown

4422 Y St.  
Sacramento, CA 95817  
916-455-6800

### Motel 6

1415 30th St.  
Sacramento, CA 95816  
916-457-0777

### Other Housing Options

Cal Expo RV Park  
Ronald McDonald House

