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Physicians are on the medical staff of Manatee Memorial Hospital, but, with limited exceptions, are independent practitioners who are not employees or agents of Manatee Memorial Hospital. The hospital shall not be liable for actions or treatments provided by physicians. For language assistance, disability accommodations and the non-discrimination notice, visit our website.

# Welcome



## MISSION STATEMENT

Our mission is to provide superior quality healthcare services that patients recommend to families and friends, physicians prefer for their patients, purchasers select for their clients, employees are proud of and investors seek for long-term results.

## Thank You for Trusting Us

Thank you for selecting Manatee Memorial as your hospital of choice. We appreciate the opportunity you have given us to provide the services ordered by your physician. It is our sincere goal to do so with kindness and compassion.

As our patient, you have specific rights and responsibilities, and they are listed in a designated section of this Patient Guide. Please do not hesitate to ask questions or discuss any concerns with our nursing staff. We are all here to take care of you.

During your stay, it is very important that we know immediately if you are not totally satisfied with the service provided. If you have any concerns that our staff cannot resolve satisfactorily, you may call ext. 57201 for a special CEO hotline. From outside the facility, please dial 941.745.7201. You will receive a recorded greeting asking you to leave your name and room number with a message.

We are committed to providing the best in quality medical care and patient safety in an atmosphere that is compassionate and professional. Thank you for placing your trust in the people who are Manatee Memorial Hospital.

Sincerely,  
Tom McDougal, DSc, FACHE  
CEO, Manatee Memorial Hospital



# About Us

## Why We Are the Right Choice for Your Care

Our 295-bed acute care hospital has The Joint Commission's Gold Seal of Approval and offers a range of medical services that includes emergency medicine for all ages; cardiac care/cardiovascular medicine; surgery services including robotic-assisted surgery with the da Vinci® Surgical System and a weight-loss program; orthopedic services; outpatient and inpatient radiology and rehabilitation; respiratory care; sleep, oncology and wound care; and women's and children's care, including the county's only Level II Neonatal Intensive Care Unit.

Manatee Memorial Hospital has served the residents of Manatee County for over 68 years. The hospital has more than 600 physicians, residents and allied health professionals with 1,800 staff members.

We have several accredited centers of excellence, including the Manatee Heart and Vascular Center/the Valve Institute, the Center for Orthopedic and Spine Surgery, the Stroke and Cerebrovascular Center, the Lung Institute, Surgical Weight-Loss Program, the Breast Care Center and the Outpatient Imaging Center.

Manatee Memorial Hospital has a long history of offering advanced healthcare services in a caring and compassionate environment. In December 2018, the hospital opened a new Emergency Care Center (ECC) to accommodate our growing community. The ECC provides around-the-clock emergency services for all ages. In January 2019, the hospital opened the first Interventional Radiology Suite with biplane imaging in Manatee County to support advanced stroke care using thrombectomy technology.

In June 2022, the hospital added a freestanding Emergency Department in Sun City Center, with another scheduled to open in Spring of 2023 in the Bayshore Gardens section of Bradenton.



### CONTACT US

206 Second St. East  
Bradenton, FL 34208  
PH: 941.746.5111

[www.manateememorial.com](http://www.manateememorial.com)

# Health Records Online



## Access Your Health Info From Home

Health Records Online is a secure, online service from Manatee Memorial Hospital that lets you view select medical records online, from the comfort and convenience of your home or office, 24 hours a day, seven days a week.

### What's Available?

Health Records Online lets you see a summary of your medical record, including:

- allergies
- immunizations
- medications
- summary of care documentation
- discharge instructions
- lab results
- procedures
- health issues
- radiology reports

### HOW DO I GET COPIES OF MY MEDICAL RECORDS?

Our Health Information Department, located on the first floor of the hospital, is open for your convenience from 8:30 a.m. to 5 p.m., Monday through Friday. To find out how to get copies of your medical records, call 941.745.7309.

### How to Enroll

- Provide your email address at registration, and we will email you an invitation to join.
- Or enroll in the portal at any time after registration by visiting **ManateeMemorial.com/HRO**. When enrolling, enter your Medical Record Number (MRN) found on your hospital wristband or on documentation provided at discharge.

# Our Commitment to Care

## Patient Experience Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

### During Your Stay

Please speak with your nurse or nurse leader if you have any questions or concerns about your care. If your issue still is not resolved, then contact our CEO hotline at ext. 57201 or 941.745.7201. You also have the right to file your complaint with either:

Agency for Healthcare  
Administration  
Consumer Services Unit  
P.O. Box 14000  
Tallahassee, FL 32317  
888.419.3456

Office of Quality and  
Patient Safety  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Website:  
[www.jointcommission.org](http://www.jointcommission.org),  
then click "Report a Safety  
Concern"



### MAKING A DIFFICULT HEALTHCARE DECISION?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse lifesaving treatment or a disagreement over advance directives (see p. 20). Our Case Management Department can help your team of support people make difficult decisions. For help, contact Case Management at 941.745.7996.

### Protected Health Information (PHI)

Information about your health is private—and should remain private. That is why this healthcare institution is required by federal and state law to protect and maintain the privacy of your health information. If you would like a copy of the hospital's privacy notice, please call the hospital's main number, 941.746.5111, and ask for the Admissions Department.

### After Your Stay

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey. The HCAHPS survey is a tool to measure and report patient experience. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. We use your feedback to to enhance our services and make changes to our processes. Our survey is administered by a third-party agency called Press Ganey.

### Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare – Care Compare, which uses HCAHPS results and other data: [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP): [www.hfap.org](http://www.hfap.org)
- DNV GL Healthcare: [www.dnvghealthcare.com/hospitals](http://www.dnvghealthcare.com/hospitals)
- The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)



# Rapid Response Call Line

Special Support to  
Prevent Emergencies

During your stay, to further ensure your safety, we have a Rapid Response Line. You can call this number and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

## **WHEN** *to Call for a Rapid Response*

Call for help if you notice any change in the patient's condition that needs immediate attention or if you have serious concerns.

## **HOW** *to Call for a Rapid Response*

### **Step 1:**

Dial 66 on the bedside phone.

### **Step 2:**

Tell the operator your name and room number, and ask for the Rapid Response Team.

### **Step 3:**

The Rapid Response Team will be sent to your room.



# Fast Facts About Your Stay



## VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. Please see p. 12-13 for our visitor guidelines.

## An A-Z Guide to the Most Frequently Asked Questions

### ATM

For your convenience, an ATM is in the main lobby.

### Bedside Shift Report

We want you to feel comfortable and cared for as well as informed about your care during your stay. At each nursing shift change—around 7 a.m. and 7 p.m.—your nurse will introduce you to the next nurse that will be caring for you.

The team will talk about your progress, medicine and tests scheduled for the day, and we encourage you to be involved and ask questions.

### Cafeteria

Location: First floor

#### Hours:

Monday through Friday:  
6:30 a.m. to 9 p.m.

Saturday, Sunday and holidays:  
6:30 a.m. to 7 p.m.

*Visitors are welcome to dine in the Second Street Bistro.*



### Calling Your Nurse

Don't hesitate to use your nurse call system for help, especially if you need to get up. Use the nurse call system in the bathroom if you become weak or need help getting back to bed.

### Coffee

Location: Main entrance lobby

The Coffee Shop offers specialty coffees, including Starbucks and a variety of other drinks as well as delicious snacks.

### Electrical Appliances

Hospital policy discourages patients from bringing electrical appliances including hairdryers, curling irons, razors, radios, heating pads, portable heaters, DVD players and other devices into the hospital.

**A physician's order may be needed for some of these items**, and the appliance must pass an electrical safety check prior to use. Ask your nurse for an electrical safety check.

## Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

## Gift Shop

Location: Main lobby

### Hours:

Monday through Friday:  
9 a.m. to 5 p.m.

Manatee Memorial Foundation, Inc. operates the Shoppe on the River Auxiliary gift shop, which offers a variety of gifts for your special one. Call 941.745.7386 for more information.

## Hotels

Check the Yellow Pages or online for additional local hotel choices.

Courtyard by Marriott Riverfront  
100 Riverfront Dr.  
Bradenton, FL 34205  
941.747.3727

Hampton Inn & Suites  
309 10th St. West  
Bradenton, FL 34205  
941.746.9400

## Internet

Free Wi-Fi access is available for our patients and guests.

### Service Requirements:

- laptop PC or PDA with an 802.11b- or 802.11g-compatible wireless network card

- software to support the wireless network card
- web browser software

### Getting Started:

- Ensure your wireless network card is enabled and set for DHCP.
- Using your software, view the available wireless networks.
- Select the MMH-GUESTS (some software may require you to enter MMH-GUESTS as the SSID).
- Open your web browser software.
- The browser will display the Manatee Memorial Hospitality Wireless network Welcome page. Click the "I agree" button on the left side of the page to accept the terms.

## Laboratory Testing

Following physicians' orders, lab phlebotomists will draw blood for lab tests early in the morning and throughout the day to monitor treatment, if necessary. We hope to minimize discomfort while obtaining quality specimens to aid in your speedy recovery. If you have any concerns about blood collections, please talk to your nurse.

## Mail and Flowers

Flowers are permitted in most patient areas with the exception of the Intensive and Critical Care units and are available for sale in the gift shop. For safety reasons, only Mylar balloons are permitted in patient care areas.

## Medicines

Please do not take or administer care, food or medicine without

speaking to the nurse. Regulations prohibit using medicines from home under most circumstances. If medicine is required during your stay, your physician will prescribe it for you. **If you brought medicine of your own, please send it home or have your nurse send it to security.** If you have questions about this policy, please discuss it with your nurse or physician.

### Nurse Leader Rounding

You can expect one of your nurse leaders to round on you daily. Our team of leaders are committed to your care and want to hear your feedback. Please let them know about your experience at our facility. They will also ask you a few questions about your care—we want to hear from you!

### Parking

For your safety, we provide security-patrolled, well-lit parking lots and a parking garage. Disabled parking is reserved for those with appropriate government permits. The parking

garage is located north of the hospital's main entrance (near the river). It's the most efficient location for patients and visitors to park. From the second floor of the parking garage, you may take the covered crosswalk directly to the main entrance.

Additional parking is available on Second Street and in the south parking lot near Manatee Avenue. Parking in these areas is primarily designated for Outpatient and Emergency Services as well as patients visiting their physicians' offices.

### Pastoral Care

You can reach the hospital chaplain by dialing 0 and asking to speak to the chaplain on call, or you can ask your nurse to contact the chaplain for you. If you wish, the chaplain on call or your nurse can contact your minister, priest, rabbi or a representative of your religious group. Religious materials are available upon request.

## Patient Meals

The Food and Nutrition Service works closely with physicians and the nursing staff to provide meals for our patients that are just what the doctor ordered. Meals are the result of your physician's diet prescription, ordered for your medical condition. The meals are prepared under the direction of our executive chef, a culinary school graduate, to ensure quality and good taste.

Each day, a food service associate will come by and discuss your meals for the next day. A variety of items are available, including vegetarian plates. If there is anything that our Food and Nutrition Service can do for you during your stay, please let your food service associate or nurse know.

## Patient Care Staff

### Uniform Colors

**Housekeeping:** Hunter Green

**Laboratory:** Purple

**Nursing:** Navy Blue

**Nursing Support:** Caribbean Blue

**Pharmacy:** Royal Blue

**Respiratory, Occupational and Physical Therapy, Monitor**

**Technicians and Radiology:** Black

**Transport Services:** Gray

**Volunteer Services:** Teal

## Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand. Please do not put them on your bed or food tray so they aren't lost or damaged. **Please send all valuables home with a family member or caregiver;** this includes items such as jewelry or cash. Manatee Memorial cannot be responsible for replacing personal belongings.

## Purposeful Rounding

Our team will round on you frequently throughout the day as well as at night. Our goal is to check on you to make sure you have what you need within reach, take you to the bathroom if needed, check on your pain and make sure you are comfortable. If there is something that we can help you with or get for you, this is a great time to let us know.

## Restaurants

Several nice restaurants are located near the hospital. For convenience be sure to check online.

## Smoking

Manatee Memorial Hospital is a smoke-free campus.

## Special Needs

We provide the following special services at no charge to our hospitalized patients.

To arrange for these services, ask at the time of admission or ask your nurse.

- TDD phone for the deaf allows a deaf person to type a message to another person who has a TDD phone. The 24-hour TDD phone is located in the Communications Office.
- You can arrange a sign language interpreter service through the nursing supervisor.
- All telephones in patient rooms have adjustable volume.
- Closed-caption TV displays captions of spoken dialogue. The set is brought into the patient's room and must be requested 24 hours in advance.
- All telephones in patient rooms have large numbers and letters to make dialing easier for the sight impaired.
- The 24-hour language line service is available to provide interpretation for a variety of languages.
- The special nurse call button is available for patients with limited use of their hands.
- Crutches, walkers and canes are property of the hospital's Physical Medicine Department. Mobility



aids can be kept in your room during your hospitalization, once it has been determined that you are safe to use them independently or you are receiving physical therapy for functional mobile deficits. If you require a mobility aid after your discharge, a case manager will help you obtain the appropriate equipment through a medical equipment supply company.

### Telephone

All patient rooms have phones. To make an outside local call from the hospital room, dial 9 + the number. You may call long distance from within the hospital by dialing 9 + 1 + the area code + the telephone number.

### TV

Each patient room has a TV. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Please ask your nurse for a current hospital channel listing flyer.

### Vending Machines

Vending machines offering beverages and snacks are located outside of the café, on the ground level opposite elevators C and D, and in the Emergency Department. They are available 24 hours a day, seven days a week.

### Visiting Hours

Please check our website at [manateememorial.com](http://manateememorial.com) for current visitation hours.

## Visitor Policies

- Manatee Memorial Hospital is a smoke-free campus.
- The number of visitors and visitation times may vary for different areas of the facility. Please check our website or call ahead for the most up-to-date information.
- Visitors should be free of any symptoms of infection.
- Depending on the patient's and/or roommate's physical condition and emotional health status, the number of visitors and the length of each visit may be further limited by the nurse.
- Visiting hours can be adjusted individually for patients staying in private rooms. Check with your nurse.
- Manatee Memorial Hospital wants patients and their families to participate in the patient's care. However, please do not take or administer care, food or medicine without speaking to the nurse. While in the hospital, patient care is strictly guided by physician orders. This includes the patient's nutrition. Food other than that provided by the hospital's Food and Nutrition Service is discouraged. Please check with the patient's nurse to ensure that food items brought by visitors will not interfere with the nutrition portion of the patient's Plan of Care.
- You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person).

Manatee Memorial Hospital understands that having loved ones by your side can help with your healing and care.

# Observation Status

## What is observation status?

Observation status is when a patient needs treatment or monitoring before the doctor can decide about inpatient status or discharge. This usually happens after a patient goes to the Emergency Department. It also can happen if the patient has complications after outpatient surgery. The patient is given a room in the hospital while under observation.

### What is the difference in billing between observation and inpatient status?

Observation is billed under Outpatient Services (under Medicare, this would be under Part B), while full inpatient status is billed under inpatient services (under Medicare, this would be under Part A).

### What types of medical problems would make observation appropriate?

Problems that can usually be treated within 24 hours, or conditions for which the cause has not yet been determined, would be appropriate for observation.

### What are some examples of these medical problems?

Some examples include vomiting, weakness, headache, stomach pain, nausea, some breathing problems, fever and some types of chest pain.

### How long can a patient remain in observation?

Different insurance companies have different amounts of time that are covered under observation. Medicare generally covers 24 hours. Typically, a decision is made within 24 hours.

### What if my physician decides that my condition requires acute inpatient status?

Your physician must write an order to convert your observation status to an inpatient status. This decision must be in agreement with the established guidelines used by the hospital and insurance providers.

### What happens at the end of the 24-hour time period?

Your physician will decide to release you, continue monitoring you or convert your observation status to an inpatient status. The hospital then must give you a copy of the Important Message from Medicare if you have a Medicare Plan.

### What happens if my condition does not require acute inpatient care?

If it is decided that your care can be performed in a less acute setting (not a hospital), you will be released, possibly with home healthcare, if necessary.

### **Can I be placed under observation after undergoing an outpatient surgical procedure?**

Medicare allows for four to six hours as a recovery period for an outpatient procedure. The intent of outpatient surgery is that you have your surgery and go home the same day. However, if you experience a postoperative complication, your physician may decide to keep you in the hospital for further monitoring

### **What if I desire to spend the night after my outpatient surgery? Will Medicare cover this?**

No, Medicare will only pay if there is a medical condition that warrants postoperative monitoring. If you desire to stay over for patient/ family convenience, you will be fully responsible for payment.

### **If I'm admitted as an inpatient, can my physician change my billing status to observation?**

Yes, if it is determined that your medical condition is more appropriately treated in observation. A physician's order must be written to change your status to observation, and the change must occur while you still are in the hospital. Your entire stay will be billed under Medicare Part B and will require an outpatient co-payment.

### **Will Medicare cover all my payments the same as it would if I were an inpatient?**

No, Medicare will cover your expenses under your Part B benefits. Your outpatient co-pay will apply. Medicare also will not pay for routine drugs/ medications, which are considered self-administered drugs. Self-administered drugs are generally those that are taken orally (by mouth) and are taken for conditions other than the reason that you are currently in the hospital. This means that you may be responsible for any oral medications you may take for chronic illnesses, such as high cholesterol or high blood pressure.

### **May I bring my medications from home?**

Our policy does not allow you to use medications from home unless ordered by your physician. If medicine is required during your stay, your physician will prescribe it for you. If you brought medicine of your own, please send it home or have your nurse send it to security. If you have questions about this policy, please discuss it with your nurse or physician.



If you have questions, please call the Case Management Department at 941.745.7996 or call the operator and ask for the case manager on-call.

# Prevent Falls at Home

## Stay Safe Outside the Hospital

Each year, millions of Americans go to the emergency room for fall-related injuries. Know what puts you at risk for a fall and how you can protect yourself. Make a plan with your doctor to stay safe, and include the following tips:

### Checklist to Fall-Proof Your Home

- Keep your home well lit, and have flashlights on hand for emergencies.
- Make sure floors are even and not slippery.
- Secure rugs to the floor.
- Make sure walkways are clear of clutter.
- Install handrails on stairways and grab bars in bathrooms.
- Use furniture that lets your feet touch the floor with your knees at a 90-degree angle.
- Keep items you use often within easy reach.

### What to Do if You Fall

Take some deep breaths and try to stay calm. Ask someone for help or call 911 if you can't get up or are injured (especially if you hit your head). They can help you up and take you to the doctor.

### Tools to Keep You Safe

Prevent falls at home by using special tools in your everyday life. Ask your doctor about **walking aids** like canes that can help keep you balanced. You can also use **reacher and grabber tools** to pick up items without climbing or bending over.

Proper **clothing** is important too. Wear **well-fitting shoes** with backs, rubber soles and low heels. In addition to always getting up slowly, wear **pressure stockings** so you aren't lightheaded when you stand up. You may also wear a necklace with an **emergency response button** that lets you call for help in case you fall.

### 3 Conversations to Have With Your Care Team

1. Tell your doctor about any falls since your last checkup.
2. Talk to your doctor or pharmacist about possible side effects of your medicines, like dizziness or sleepiness.
3. Moving less can make you weaker and more likely to fall. Let your doctor know if you avoid everyday tasks or exercise because you're afraid of falling.

## You Have the Right to the Best Care

Florida law requires that your healthcare provider or hospital recognizes your rights while you are receiving medical care, and that you respect the healthcare provider's or hospital's right to expect certain behavior on the part of the patient.

### **A patient (or, as appropriate, a surrogate or proxy) has the right to:**

- ▶ Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy in an environment that contributes to a positive self-image.
- ▶ Respect of his or her cultural and personal values, beliefs and preferences, including access to religious and other spiritual services.
- ▶ Receive a prompt and reasonable response to questions and requests.
- ▶ Receive information in a manner tailored to the patient's age, language, communication impairments and ability to understand.
- ▶ Know who is providing medical services and is responsible for his or her care.
- ▶ Know what patient support services are available, including
  - if an interpreter is available if the patient does not speak English, is hearing impaired or has other communication barriers.
- ▶ Know what rules and regulations apply to his or her conduct.
- ▶ Be informed about his or her responsibilities related to his or her care, treatment and services.
- ▶ Be given by the healthcare provider information such as diagnosis, planned course of treatment, alternatives, risks and prognosis.
- ▶ Participate in decisions about his or her care, treatment and services, including end-of-life decisions.
- ▶ Refuse any treatment, except as otherwise provided by law.
- ▶ Be free from neglect; exploitation; and verbal, mental, physical and sexual abuse.
- ▶ Access protective and advocacy services.

### Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact the CEO hotline at ext. 57201.



- ▶ Be given full information and necessary counseling on the availability of known financial resources for care, including discount and charity policies for which the uninsured person may be eligible.
- ▶ Access information about pricing published on the hospital website.
- ▶ Know whether the healthcare provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
- ▶ Receive, prior to treatment, a reasonable estimate of charges for medical care.
- ▶ Receive a copy of an understandable itemized bill and, if requested, to have the charges explained.
- ▶ Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
- ▶ Receive treatment free from discrimination based solely upon the patient's exercise of the constitutional right to own and possess firearms or ammunition.
- ▶ Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- ▶ Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- ▶ Access any mode of treatment that is in his or own judgement and the judgement of his or her healthcare practitioner, including complimentary or alternative healthcare treatments.
- ▶ Express complaints regarding any violation of his or her rights and to be informed about the hospital's procedures for expressing grievances.

- ▶ Receive visitors designated by the patient, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend. Also included is the right to withdraw or deny such consent at any time.

### **The patient (or, as appropriate, a surrogate) has the following responsibilities:**

- ▶ Giving the healthcare provider accurate information about present complaints, past illnesses, hospitalizations, medications and any other information about his or her health.
- ▶ Reporting unexpected changes in his or her condition to the healthcare provider.
- ▶ Reporting to the healthcare provider whether he or she understands a planned course of action and what is expected of him or her.
- ▶ Following the treatment plan recommended by the healthcare provider.

- ▶ Keeping appointments and, when unable to do so, notifying the healthcare provider or facility.
- ▶ His or her actions if treatment is refused or if the patient does not follow the healthcare provider's instructions.
- ▶ Making sure financial responsibilities are carried out.
- ▶ Following healthcare facility conduct rules and regulations.

### **Questions?**

If you have questions about your patient rights and responsibilities, contact your nurse.



# Advance Directives



## FILL OUT YOUR FORMS

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact your nurse.

## A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions Department or nurse if you have any questions. Directives can include:

### Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### Healthcare Surrogate

**For healthcare:** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.

### Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

# Understanding Your Bill

## Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill will also show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

### Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare secondary payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare summary notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.



### KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

## Commonly Confused Terms



- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Copayment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Co-insurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.

### Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

**Review this and all other bill-related documents carefully.** If you have questions, contact your doctor or the customer service number listed on the statement.

### Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

#### Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, please call our Business Office Monday through Friday from 8:30 a.m. to 5 p.m. at 1.866.772.8317. A patient representative can work with you and guide you to services that can help.

### Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when a husband and wife are both listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.



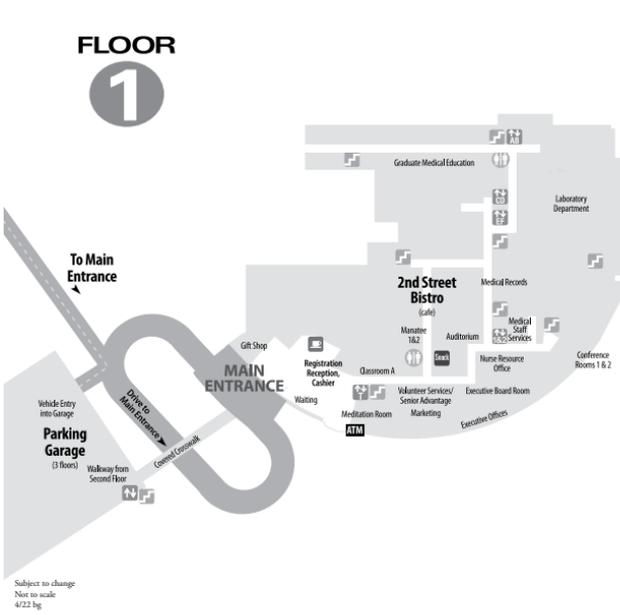
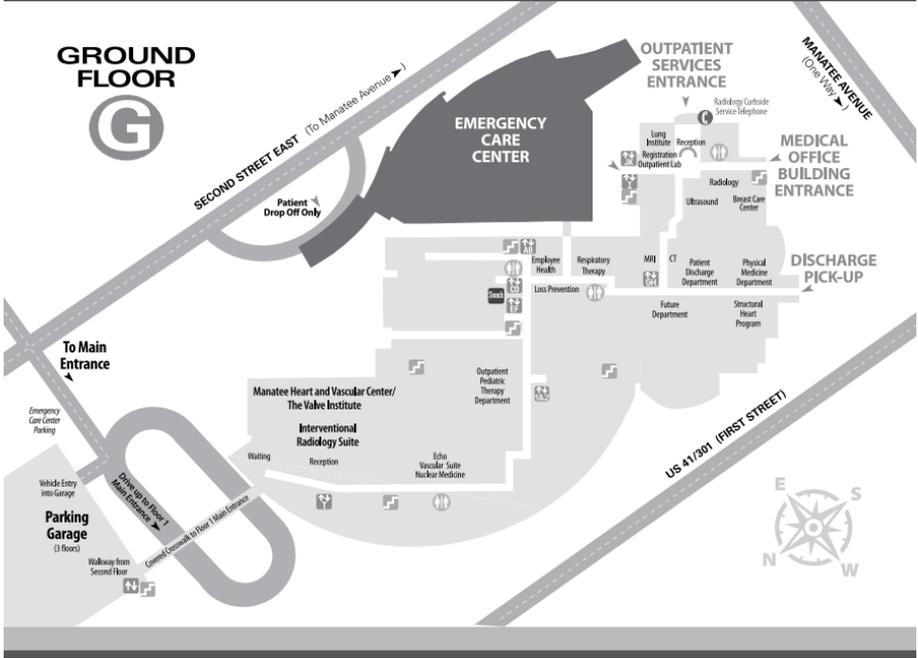
# Map

## Floor Maps

Ground Floor and Floor 1 (Floors 2-5 on other side)

941-746-5111

206 Second Street East,  
Bradenton, Florida 34208  
www.manateememorial.com



## Key

- Stairway
- Telephone
- Restroom
- Coffee Shop
- Vending Machine

### ELEVATORS Hospital and Medical Office Building

- Tower Elevator (Floors: Ground, 1, 2, 4)
- AB Elevator (Floors: Ground, 1, 2, 3)
- CD Elevator (Floors: Ground, 1, 2, 3, 4, 5)
- 1&2 Elevator (Floors: Ground, 1, 2, 2R, 4)
- EF Elevator (Floors: Ground, 1, 2, 4, 5, 6)
- GH Elevator (Floors: Ground, 2; G also 3)
- I Elevator (Floors: Ground and 2 Only)
- JK Elevators (Floors: Ground, 2, 3, 4)

## Sudoku

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

3			8		7		9	
	1	7	2					
4		8			6			
7	4		5				1	2
	2		7	6	9		4	
8	3				1		5	6
			6			5		7
					2	8	3	
	7		9		5			1

### Answer Key

**How did you do?**

*Check your answers here.*



2	7	3	9	8	5	4	6	1
6	5	4	1	7	2	8	3	9
9	8	1	6	4	3	5	2	7
8	3	9	4	2	1	7	5	6
1	2	5	7	6	9	3	4	8
7	4	6	5	3	8	9	1	2
4	9	8	3	1	6	2	7	5
5	1	7	2	9	4	6	8	3
3	6	2	8	5	7	1	9	4