



Patient Information Guide



Welcome to Your
Healing Place

Free Wi-Fi

Connect to “MarinHealthGuest” from available wireless networks

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Thanks for Choosing MarinHealth

Welcome to MarinHealth® Medical Center—we are honored that you have entrusted us with your care, and we are committed to delivering excellent treatment in a healing environment. Please be assured that your care and comfort are our highest priority.

Our mission is to ensure that you and your loved ones feel supported, respected, and well cared for during your stay. Of course you can expect to be free from discrimination for any reason, and you are entitled to be treated fairly and equally. If you are interested, you can see a complete list of your Patient Rights on page 34. We take them very seriously and strive to be patient centric in all we do.

In the next week or two, you may get a survey asking about your experience at MarinHealth Medical Center. We appreciate you taking the time to respond and encourage you to be candid and constructive. If compliments are due, please pass them on and we will gladly share them with any individuals you'd like to mention. We also welcome helpful comments on anything we could do to improve our services. We are working hard to provide excellent care across MarinHealth, and your feedback helps guide that process.

If you have questions, please email patientcare@mymarinhealth.org. We wish you the best, and thank you for choosing MarinHealth Medical Center as your Healing Place.



A handwritten signature in black ink that reads "David G. Klein" followed by a stylized flourish.

David G. Klein, MD, MBA
Chief Executive Officer
MarinHealth

This Patient Information Guide was created with input and oversight from our staff and members of our Patient & Family Advisory Council. Their advice, based on everyday usage of the booklet, was invaluable in helping us to create this useful resource.

Phone Directory

Admitting/Patient Registration
1-415-925-7243

Behavioral Health
1-415-925-7663

Breast Health Center
1-415-461-4282

Cancer Care
1-888-731-9900

Care Coordination/Case Management
1-415-925-7813

Child Life Specialist
1-415-925-0371

Diabetes Care – Inpatient
1-415-925-7342

Diabetes Care – Outpatient
1-415-925-7370

Emergency Department
1-415-925-7203

Environmental Services/Housekeeping
1-415-925-7407

Financial Counselors (while in the hospital)
1-415-925-7250

Financial Services/Billing (after discharge)
1-415-925-7070

Foundation (gift giving)
1-415-925-7770

Gift Gallery
1-415-925-7263

Hearing & Speech
1-415-925-7220

Integrative Wellness Center
1-415-925-7620

Laboratory Services
1-415-925-7150

Lactation Services
1-415-925-7522

Medical Center Operator 1-415-925-7000

Main Lobby
1-415-925-7962

Medical Records
1-415-925-7270

Nutrition Services
1-415-925-7375

Palliative Care
1-415-925-7560

Patient Relations
1-415-925-7366

Physical Therapy – Inpatient
1-415-925-7821

Physical Therapy – Outpatient
1-415-925-7299

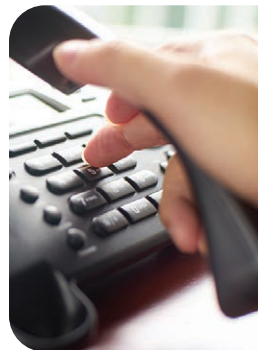
Safety & Security
1-415-925-7088

Smoking Cessation/Respiratory Therapy
1-415-925-7471

Social Work/Case Management
1-415-925-7214

Spiritual Care
1-415-925-7147 (M – F, 8:00 am – 5:00 pm)
1-415-925-7000 (after hours)

Volunteer Services
1-415-925-7258



QUICK TIP!

Calling from inside
the Medical Center?
Just dial the last five
digits!

Patient Meals

Nutrition Services at MarinHealth Medical Center has been providing our patients excellent care through well-balanced meals and snacks for more than 60 years. We are proud to serve a community that thrives on a healthy lifestyle and celebrates all that our region has to offer. Our menu is carefully crafted to include local, organic and sustainably-raised products whenever available. We also believe in delivering 100% customer satisfaction using state-of-the-art technology, so we have implemented an electronic meal selection process that provides safe and timely meal service for our patients. We hope you enjoy your meals throughout your stay, and please feel free to contact us with any questions or concerns.

How to Place an Order

Once your physician has shared your nutrition needs with us, a Nutrition Services representative will visit you each day to assist in making meal selections from this menu. If you would like to place your order by phone or if you have any questions or comments regarding your meals, please call Nutrition Services at [x57375](tel:57375). We are available from 6:00 am to 7:00 pm, seven days a week. For consultations and education needs, registered dietitians are available at [x57378](tel:57378). The clinical nutrition manager may be reached at [x57385](tel:57385).

Breakfast: 7:15 am – 8:15 am

Lunch: 11:45 am – 12:45 pm

Dinner: 5:15 pm – 6:15 pm

Special Diet Considerations

If you have been placed on a special diet by your physician or scheduled for a procedure, you may not be permitted to order from this menu or your selections may be altered. Smaller portions of most items are available. Nutrition Services staff will be able to assist you in selecting the appropriate options.

For Our Patients With Diabetes

Our menu displays the approximate grams of carbohydrates in parentheses after each item to assist you in meal planning. At MarinHealth Medical Center, average Carbohydrate Control diets include 45 to 75 grams of carbohydrate per meal. For patients with diabetes on Clear Liquid diets, please note you will receive standard clear liquid items. Your care team will be monitoring your blood glucose closely and will adjust your diet and/or medication if needed.

If you have questions about your diet, please ask your Nutrition Services representative when placing your order.


Chef's Entrées

Sunday



Breakfast

Egg & Cheese Scramble and Potatoes O'Brien (15) 

Lunch



Basil Lemon Chicken – marinated in a savory lemon basil sauce and baked, served with couscous and asparagus spears (20) 

Dinner


Spinach and Ricotta Lasagna – spinach, ricotta, parmesan cheeses and tomato sauce, baked until bubbly and golden brown and served with zucchini (30)  

Monday


Breakfast

French Toast with Fresh Berries (40)  

Lunch

Sustainably Raised Salmon – roasted with a miso glaze and cooked to perfection, served with a wild rice pilaf & broccolini (40) 

Dinner

Champagne Chicken Breast – sautéed with shallots, cream, orange zest, and champagne served with quinoa and roasted butternut squash (45) 

Tuesday

Breakfast

Garden Vegetable Quiche and Chicken Apple Sausage (30)

Lunch

BBQ Pulled Pork Sliders – slow roasted pork and barbeque sauce served on brioche buns with a side of crisp coleslaw (45)

Dinner

Savory Turkey Meatballs – homemade meatballs with fresh parsley and cracked black pepper, served with a light gravy, polenta and steamed broccoli (20) ♥

Wednesday

Breakfast

Western Scramble and Potatoes O'Brien (15)

Lunch

Chicken Breast Marsala – made with shallots, Marsala wine, mushrooms and chicken stock, served with rosemary mashed potatoes and a colorful cauliflower medley (35) ♥

Dinner

Whole Wheat Spaghetti Bolognese – featuring our homemade grass-fed beef ragout, garnished with parmesan cheese and served with spinach (35) ♥

Thursday

Breakfast

French Toast with Fresh Berries (40) ✓ ♥

Lunch

Pork Carnitas Enchiladas – seasoned shredded pork in a fresh corn tortilla and topped with a mild chile verde sauce; vegetarian option available (25) ✓ ♥

Dinner

Traditional Herb-Roasted Turkey Breast – tender roasted and served with sweet potatoes and green beans (25) ♥

Friday

Breakfast

Spinach & Cheese Scramble ✓ & Turkey Sausage (0)

Lunch

Pesto Penne Primavera – sun-dried tomatoes and basil pesto are paired with al dente pasta in this flavor-filled favorite (45) ✓ ♥

Dinner

Citrus Herb Salmon – a sustainably-raised salmon filet baked with lemon and herbs, served with black rice, snap peas and carrots (45) ♥

Saturday

Breakfast

Waffle with Chicken Apple Sausage (15)

Lunch

Mediterranean Vegetable Strata – colorful layers of carrots, zucchini, sweet red peppers and gluten-free bread crumbs, baked with a savory three cheese blend (20) ✓ ♥

Dinner

Shepherd's Pie with Parsnip Potatoes – grass-fed beef paired with fresh vegetables and topped with a golden layer of root vegetables; served with broccolini. Vegetarian option available. (20)

✓ = Vegetarian option available ♥ = Heart-Healthy option available

Carbohydrate grams are in parenthesis for our patients with diabetes



Offered Daily

Hamburger (30), Cheeseburger (30), or Veggieburger (50) ✓

Baked White Fish Filet (0) ♥

Pan-Seared Chicken Breast (0) ♥

Fresh Fruit and Cottage Cheese Plate (40) ♥

Fresh Salads & Sandwiches

Caesar Salad (15) ✓ With shaved parmesan and croutons (may add grilled chicken)

Garden Salad (0) ✓ ♥ Small or Large size (may add grilled chicken)

Veggie Wrap Sandwich (30) ✓ ♥ (Avocado, fresh vegetables & cream cheese wrapped in a spinach tortilla)

Hummus and Vegetable Plate (15) ✓ ♥

Classic Deli Sandwiches – Sliced turkey, egg salad, or tuna salad (30) ✓ ♥

Chicken Breast Sandwich (30) ♥

Soups

Homemade Chicken Noodle Soup (15) ♥

Tomato Soup (15) ✓ ♥

Butternut Squash Soup (15) ✓ ♥

Bone Broth (beef or chicken) (0) ♥

Hot Beverages

Equator Coffee (0)

Equator Decaf Coffee (0)

Hot Tea (0)

Herbal Chamomile, Ginger, or Peppermint Tea (0)

Hot Chocolate (30)

Cold Beverages

Milk (1%, non-fat, whole, chocolate, soy or lactose-free) (15–30)

Apple Juice (15)

Orange Juice (15)

V-8 Juice (5)

Green Juice — made fresh in house, our signature blend features kale, apples, lemon and ginger (10)

Diet Fruit Punch (0)

Diet Lemonade (0)

Diet Orange Drink (0)

Ginger Ale (25)

Coke (25)

Diet Coke (0)

Sprite (25)

Diet Lemon Lime Soda (0)

Sparkling Water (0)

Iced Tea (0)



Sides

Breakfast

- Eggs (0) ✓ (Scrambled, Cholesterol-Free ♥, Hard Boiled)
- Turkey Sausage (0)
- Pancake (15) ✓ ♥
- Hashbrowns (15) ✓ ♥
- Bran or Blueberry Muffin (30) ✓ ♥
- Toast – Wheat (15), White (15), or English Muffin (30) ✓ ♥
- Fresh Fruit (15) ✓ ♥
- Canned Fruit (15) ✓ ♥
- Cold Cereal (15–20) ✓ ♥
- Steel Cut Oatmeal (20) ✓ ♥
- Cream of Wheat (20) ✓ ♥
- Yogurt (5–30) ✓ ♥
- Cottage Cheese (0) ✓ ♥
- Sliced Avocado (5) ✓ ♥
- Salsa (0) ✓ ♥

Lunch & Dinner

- Baked Potato Chips (30) ✓ ♥
- Dinner Roll (15) ✓ ♥
- Mashed Potatoes & Gravy (20) ✓ ♥
- Fresh Steamed Vegetable (0) ✓ ♥
- White or Brown Rice (25) ✓ ♥
- Fresh Fruit (15) ✓ ♥
- Canned Fruit (15) ✓ ♥
- Yogurt (5–30) ✓ ♥
- String Cheese (0) ✓ ♥
- Cottage Cheese (0) ✓ ♥
- Hard Boiled Egg (0) ✓ ♥
- Hummus & Pita Bread (20) ✓ ♥
- Sliced Avocado (5) ✓ ♥
- Salsa (0) ✓ ♥
- Pinto Beans (20) ✓ ♥

Desserts

- Ice Cream (15–30) ✓ ♥
- Sorbet (30) ✓ ♥
- Fresh Baked Cookie (30) ✓
- Gelatin (15) ✓ ♥
- Pudding (20–25) ✓ ♥
- Angel Food Cake (15) ✓ ♥
- Chocolate Cake (45) ✓
- Lemon Meringue Pie (60) ✓ ♥

PEOPLE YOU MAY MEET DURING YOUR STAY

The Team

Caring for you is a team effort. The uniform images and job descriptions below should help you understand who may be entering your room and what his or her role is in your care.



All staff members mentioned on this page wear white lab coats.

Care Coordinator

Meets with you to discuss your discharge plan. They are also available to assist with arrangements for homecare, long-term care facilities, or rehabilitation care.

Certified Diabetes Educator

Delivers education, consultation and collaboration with your care team to effectively manage your blood sugars while you are in the hospital.

Dietitian

Reviews your medical record and works with you and your healthcare team to develop a nutrition plan of care. They are also available to educate you about any diet you may need to follow after discharge.

Hospitalist

Provides direction for your care during your stay. A hospitalist is an internal medicine physician who specializes in the care and needs of patients while in the hospital. They work in partnership with specialists and consultants as needed. You will be assigned a hospitalist upon admission.

Nursing Leadership

Our nursing units are run by a nurse director, nurse manager, and assistant unit manager/charge nurse. In addition, you might see a clinical nurse specialist — an expert in a particular area. This leadership team is available to help with any questions or concerns you may have.

Pharmacist

While you are in the hospital, all of your medicines are dispensed by our pharmacists.

Physician

A variety of physicians may be involved in your care while you are in the hospital, such as a hospitalist, surgeon, and/or specialists. Although you will likely not see your primary care doctor during your stay, they will receive a copy of services provided. Make sure to schedule a follow-up appointment with them after your stay.

Physician Assistant (PA), Nurse Practitioner (NP), and Certified Nurse Midwife (CNM)

Practices medicine on healthcare teams with physicians and other providers. They diagnose, treat, and prescribe medications.

Social Worker

Offers emotional support, counseling, and guidance to help patients and their families cope with their illness, hospitalization, or other psychosocial issues that impact wellness.

Spiritual Care Counselors

Our nondenominational spiritual care counselors are available to help you and your loved ones through difficult or stressful times by offering emotional and spiritual support and resources.



* These staff members wear white shirts and black sweaters

Admitting/Financial Counselor *

Registers and coordinates your financial responsibility. If you have questions about your insurance, a team member can visit your room.

Unit Clerk *

Helps answer any questions from you or your loved ones. They are located at the front desk of every unit.



** These staff members wear blue scrubs

Mental Health Counselor **

Works on the Behavioral Health Unit, providing direct patient care and facilitating wellness groups and daily activities.

Radiologic Technologists **

Skilled health professionals who perform and assist with radiology procedures.



Certified Nursing Assistant (CNA)/ Technician

Assists registered nurses on the Inpatient Units and technicians in the Emergency Department. They are participants in your daily care.



Nurse

Responsible for direct patient care. Each nursing unit assigns a registered nurse to you.

Note: Nurses in the OR and Maternity Services wear royal blue scrubs (see next page).



Engineer

Fixes and maintains equipment, so may come into your room during your stay. If anything is broken such as a light bulb, TV remote, heater, etc. we want to know right away. Please inform your nurse so they can get in touch with engineering.



Nutrition Tech

Visits your room daily to take meal requests for the next 24 hours. If you miss the nutrition tech, you will automatically receive the standard meals for the day. You can contact Nutrition Services at any time at [1-415-925-7375](tel:1-415-925-7375).



Housekeeping/ Environmental Services (EVS)

Cleans your room daily. In addition, they may also come in to check on supplies and empty the trash.



Obstetrics & Operating Room (OR) Staff

All care team members in Maternity Services and in the OR wear surgical scrubs.



Patient Transport

Transports you around the hospital, as needed, throughout your stay.



Respiratory Therapist

Helps you breathe easier using treatments to preserve or improve pulmonary or lung functions.



Pharmacy Technician *

Comes to your room and asks about the medications you currently take at home, and enters those into your chart. Pharmacy technicians also prepare and deliver medications to the unit.

Safety & Security

Our Safety & Security staff is here to keep you safe.



* These staff members wear grey scrubs

Phlebotomist (Lab) *

Performs blood draws at the bedside.



Rehabilitation Therapist (PT/OT/Speech)

Physical therapists, occupational therapists, speech pathologists, and audiologists may work with you, your family, and your medical team to help meet your recovery goals.



Volunteers

You may see volunteers in our retail stores, rounding with a therapy dog, working on the unit, rolling the S.M.I.L.E. Cart and Book Cart, and providing directions. They love to help.

A Guide to Your Room

Calling Your Nurse

To call for help, press the red button on your television remote and a staff member will come to your room as soon as possible. This system notifies your care team that you need assistance by turning on a light outside your door and making a sound that can be heard in the hall.

Electrical Appliances

You may charge smart phones, laptops, and tablets using the white wall outlets in your room or the USB ports available on some of our beds. Please do not plug into the red wall outlets. Visitors and patients are welcome to charge personal devices in designated waiting areas, including our Creekside Café and Main Lobby.

Note: Electrical appliances, such as hair dryers, curling irons, electric razors, radios, DVD players, heating pads, personal fans, and portable heaters are not allowed to be plugged into outlets in patient rooms for safety reasons. If you have a personal medical device or appliance you need to plug in, please notify your nurse, so engineering can come evaluate the device.

Hospital Bed

Hospital beds have controls on the side rails to help you adjust for comfort. You will find arrows on the buttons to indicate up and down for the head and foot of the bed. If you need assistance, please talk to one of your care team members.

Housekeeping/Environmental Services (EVS)

Housekeeping services are available 24 hours a day, seven days a week. Your room will be cleaned daily. Thank you for understanding their important role in keeping you safe. For specific service requests, please call **1-415-925-7407**.

Lost & Found

MarinHealth Medical Center maintains a storage system for unclaimed property. If you lose your property while at the Medical Center, please contact Safety & Security at **1-415-925-7088**.



Virtual Care Platform—NEW!

MarinHealth is excited to be on the cutting edge, bringing virtual technology to the bedside! Cameras in patient rooms allow us to provide an extra set of eyes* to keep you or your loved one safe (such as fall prevention). This platform also offers more personalized care through two-way telecommunication and education from your healthcare team.

*cameras are real-time only: no recording

Personal Belongings & Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids, and dentures can be stored in your bedside stand when not in use. Storage cases for these items are available if needed — just ask. Please do not put them on your bed or food tray, as they may get lost or damaged.

Note: Please leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. MarinHealth Medical Center cannot be responsible for replacing personal belongings, unless they are put in a safe at your request. If you want to put something in the safe, ask a care team member and he or she will contact Safety & Security.

Room Temperature

Depending on your room location, heat and air conditioning may be centrally managed or you may have settings in your room. Please speak with a care team member if you are uncomfortable, and we will do our best to adjust the temperature.

Roommates

We make every possible effort to provide patients a private room. However we may need to pair you with a roommate. Please remember that you are both healing, and to keep the volume on your TV low, noise down, and visitors at a minimum in order to maximize your healing time.

Showering & Bathing

Shower policies differ by unit, but typically the doctor writes an order stating that the patient is ok to shower. To maintain safety, a staff member may need to accompany you in the restroom.

Telephone Calls

Telephones are provided in all patient rooms. Visit page 3 for our Phone Directory.

- **To dial a department within the Medical Center:** Dial the last four digits of the number
- **To place a call outside the Medical Center:** Dial 9, 1, the area code, then the number

Calls to patients should be directed to [1-415-925-7000](tel:1-415-925-7000). A Medical Center operator will connect the caller to your room, based on the first and last name provided.

Televisions

HD televisions are provided in each patient room. Tune in to our C.A.R.E. channel (channel 3) for beautiful nature images and instrumental music to provide you with a healing environment. For a complete list of TV stations, turn to the inside front cover of this guide.

Whiteboard

The whiteboard located on the wall in your room serves as a communication tool for both you and your care team members. This board is updated regularly.

Educational Videos & Handouts

Learn more about taking care of yourself at home and in the hospital. We have diagnosis-specific educational videos available, as well as handouts that explain the medications you are on, tips for care at home, and much more.

Just let your nurse know what you're interested in learning about, or ask them what they recommend specifically for you.

Smoke-Free Campus

Our respiratory therapists are available for inpatient counseling on a daily basis. Call [1-415-925-7472](tel:1-415-925-7472) for more information or a list of smoking cessation resources.

Did You Know?

Lifelong Benefits of Stopping Smoking

These benefits start right away and last a lifetime:

- **20 minutes** after quitting, your heart rate and blood pressure drop
- **2 weeks – 3 months** after quitting, your circulation improves and your lungs work better
- **1 year** after quitting, your risk of heart disease is half that of a smoker's
- **5 years** after quitting, your risk of mouth, throat, esophagus, and bladder cancers is cut in half
- **10 years** after quitting, your risk of lung cancer is half that of a smoker's
- **15 years** after quitting, your risk of heart disease is the same as a nonsmoker's

When you quit smoking, you:

1. Save money
2. Breathe better and cough less
3. Have whiter teeth and fresher breath
4. Set a good example for your loved ones
5. Reduce your chances of rehospitalization

Complimentary Items

If You Forgot

We want to make your stay as comfortable as possible. In addition to the amenity kit provided, **let your nurse know** if you need any of the following items:

- Phone charger
(available for multiple types of devices)
- Ear buds (headphones)
- Eyeglasses case
- Denture case
- Hearing aid case
- Additional toiletry items

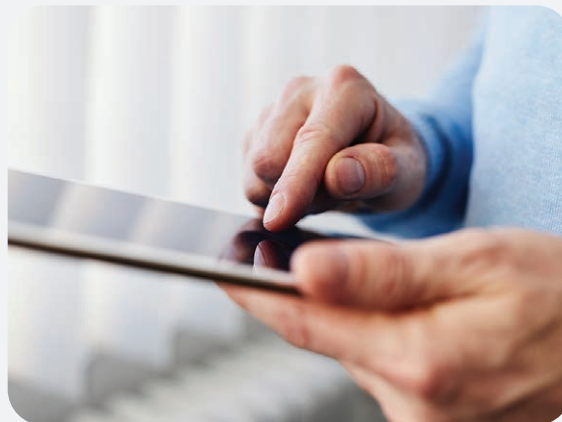
Newspapers

Local newspapers are delivered to each unit Monday – Friday by our volunteers. **Let your nurse know** if you would like a copy.

S.M.I.L.E. Cart

High school volunteers come around in the late afternoon, Monday – Friday, with a cart full of items, including Sudoku, crosswords, word puzzles, pen and paper, playing cards, lip balm, hand cream, emery boards, magazines, and other sundries.

If you missed the cart, **request an item by calling 1-415-925-7992.**



Free Wi-Fi

Connect to “MarinHealthGuest” from your list of available wireless networks.

Please be aware this is an unsecured network and information may be visible to others. MarinHealth Medical Center limits what can be done on the guest network to protect the Medical Center from unwanted issues and malicious activities.

Wi-Fi Troubleshooting Tips

If you experience issues connecting to the guest Wi-Fi, follow these steps:

1. Disconnect from “MarinHealthGuest” (if Apple device, use “Forget This Network”)
2. Turn off Wi-Fi on your device
3. Reboot your device
4. Turn Wi-Fi back on
5. Reconnect to “MarinHealthGuest”

Complimentary Resources

Care Navigators

Care Navigators are available to help you navigate your healthcare journey for specific diagnoses:

Cancer (Breast, GI, GU)

[1-415-925-7620](tel:1-415-925-7620)

Complex Care (Multiple Chronic Conditions)

[1-415-925-7450](tel:1-415-925-7450)

Gender Affirmation

[1-415-925-7907](tel:1-415-925-7907)

Joint Replacement

[1-415-925-7907](tel:1-415-925-7907)

Palliative Care and Advance Care Planning

[1-415-925-7450](tel:1-415-925-7450)

Dog Therapy

Therapy dogs round each floor and are even available to visit you in your room! Contact us at [1-415-925-7992](tel:1-415-925-7992) to schedule a visit.

Hearing-Impaired Communication

Information about the nearest Telecommunications Device for Individuals with Disabilities (TDD or TTY) is given to patients who are hearing impaired. Hearing aid-compatible phones with flashing handsets and volume control dials are available for patient rooms, and televisions are equipped with closed caption features.

In-Room Massage

To augment conventional medicine and help provide relaxation during illness and injury, our Integrative Wellness Center offers complimentary massage. Please [ask your nurse](#) to set this up if it is available and appropriate for your diagnosis.

Integrated Healing Arts/Essential Oils

We have staff available who are trained to integrate the healing arts to provide care for the whole person—mind, body, and spirit. This includes compassionate presence, guided imagery, gentle energy touch, breathing techniques, and essential oils. [Let your nurse know](#) if you are interested.

Interpreters

All patients are entitled to interpreter services (including sign language), free of charge. Please [ask a care team member](#) to connect you with a certified interpreter through our video or audio language line service.

Spiritual Care

Our Spiritual Care Program provides emotional and spiritual support services for all patients and their families and friends. Our staff address both spiritual and religious needs by providing emotional and spiritual support services.

It is an interfaith, nonsectarian service to support individuals of all faith and spiritual backgrounds, as well as those with none. Our spiritual care counselors are able to arrange for ministry from the patient's or family's clergy and spiritual leaders. Whether or not spirituality and faith are a part of someone's life, having someone to talk to—especially during hospitalization—can be comforting and reassuring. A spiritual care chaplain may be reached anytime by calling [1-415-925-7000](tel:1-415-925-7000).



Take Charge of Your Care

1. **SPEAK UP.** Ask questions and voice concerns. It's your body, and you have the right to know. If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you.
2. **PAY ATTENTION.** You are part of the team.
 - Tell your nurse if something doesn't seem right.
 - Read and understand all medical forms before signing. Ask if you need information explained.
 - Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
3. **FIND A SUPPORT PERSON.** A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. Don't forget to tell the staff who you've picked to be your support person. **A support person can:**
 - Ask questions you might not think of and write down information.
 - Double-check your medicines and treatments.
 - Watch for signs your condition is getting worse and ask for help.
4. **EDUCATE YOURSELF.** Learn about your medical condition, tests, and treatment options so you know why following your care plan is so important.
 - If your treatment involves medical equipment, practice using it with your nurse before you leave the Medical Center.
 - Request drawings or illustrations to help you learn about your condition.
 - Talk to your doctor and family about whether you want lifesaving actions taken.
5. **KNOW YOUR MEDICATIONS.** Understand what your medicines treat, why you need them, and how to take them for the best results. See pages 20–23 for a list of common food and drug interactions and medication side effects. **Be sure your doctors and nurses know:**
 - All the prescription drugs, over-the-counter medicines, and herbal or vitamin supplements you take.
 - Any allergies you have to medicines, anesthesia, foods, latex, etc.
 - That your name matches the name on the medicine (use your ID bracelet to double-check).

Take Charge of Your Communication

- **Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.
- **Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- **Take Notes:** Write down any key facts your doctor tells you so you won't forget.

6. **CHECK BEFORE YOU GO.** Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.
7. **PARTICIPATE IN YOUR CARE.** You are the center of your healthcare team. Make sure you know what's happening every step of the way — from admission through discharge. This includes checking to make sure staff confirm your identity and that everyone who cares for you has an employee badge so you know the name and role of your care team members. If you are having surgery, this also includes asking your surgeon to check that you're the right person and are getting the right surgery, on the right body part.
 - The whiteboard is your guide through your stay. **Put your goals and questions on the whiteboard, and the contact number of a loved one.**

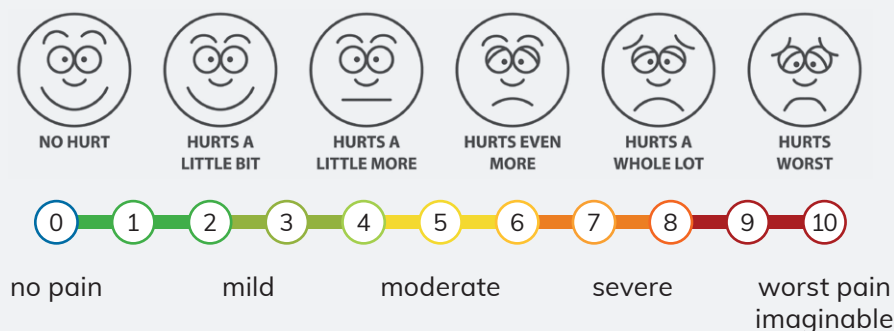
Help Us Manage Your Pain

We strive to make your stay as comfortable as possible. You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

Be Sure to Report:

- How the pain feels — sharp, dull, throbbing, burning, tingling
- Where it hurts
- If the pain is constant, or if it comes and goes
- What, if anything, makes the pain feel better?
- What, if anything, makes the pain feel worse?
- Does it keep you from doing things — like sleeping, dressing, eating?

How Bad Is It on this Pain Scale?



Staying Safe

Call, Don't Fall!

While you are here, you may feel dizzy or weak. Illness, procedures, medicines, or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.
- Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In an actual emergency, staff will help you exit the building.

Young Visitors

Hospital environments are prone to potential germs. If you have children visiting, please keep them safe by reminding them to wash their hands, and try your best to keep them off the floor. Our front desk patient ambassadors and volunteers have items to help keep your little ones entertained, such as stickers and coloring books.



Rapid Response Team (RRT)

We Want to Partner with You for Your Safety

If there is a medical emergency or you ever feel something is not right and you need immediate medical attention, please inform the nearest nurse or doctor.

If you feel your concerns are not being attended to and your condition is worsening quickly, call our Rapid Response Team by dialing **x4444** from any hospital phone and inform any staff member. Our Rapid Response Team provides a multidisciplinary medical evaluation of a patient's condition and needs in emergent situations.



Advance Healthcare Directive & POLST

Do I Need an Advance Healthcare Directive?

An Advance Healthcare Directive serves as a legal record of your choices and instructions regarding your care in the event that you are unable to communicate or make your own decisions. By having an Advance Healthcare Directive, you or your loved one can feel confident that your wishes will be honored.

What Is a POLST?

Physician Order for Life-Sustaining Treatment (POLST) forms are appropriate for patients with serious or terminal illnesses. A POLST form is a medical order for the specific medical treatments you want during a medical emergency. The POLST form is completed with your doctor.

Have questions about
Advance Healthcare
Directives or POLST?
Contact Spiritual Care at
1-415-925-7147.

Hand Hygiene & Infection Prevention

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse.

Tips

- **Clean your hands often** with soap and water or alcohol-based hand sanitizer
- **Limit your visitors** to a few family members or close friends, and **ask them to clean their hands**
- If you are unable to clean your hands yourself, **ask the staff to help**, especially before eating and after using the restroom
- Please **remind our staff** members to clean their hands if you don't see them doing so, and **thank them** as well
- You and your visitors should **avoid touching** dressings, urine bags, and other equipment

For your safety, Housekeeping/Environmental Services (EVS) will clean your room daily, including frequently touched surfaces to reduce the spread of germs. We also use our **Xenex LightStrike™ Robot**, and **Tru-D UV Light Disinfection Robot** after some standard room cleanings that kills bacteria, spores, fungi, and viruses to achieve complete room disinfection.



It's OK to ask me if I cleaned my hands.

When Should I Clean My Hands?

- Before eating food (wipes are provided on patient meal trays)
- Before touching your eyes, nose, or mouth
- After using the restroom
- After blowing your nose, coughing, or sneezing — try to cough and sneeze into your elbow
- After touching hospital surfaces, such as bed rails, bedside tables, doorknobs, remote controls, or the phone

How Should I Clean My Hands?

With soap and water:

1. Wet hands with warm water
2. Dispense a quarter-sized amount of soap into the palm of your hand
3. Work up a lather: Rub your hands together for 20 seconds (make sure to cover all surfaces of your hands and fingers, and rub your fingernails on the opposite palm)

Tip: Need a timer? Imagine singing the “Happy Birthday” song twice!

4. Rinse hands well under running water
5. Dry your hands using a paper towel

Tip: Use the towel to turn off the faucet

With an alcohol-based hand rub:

1. Dispense 1 pump (quarter-sized amount) into the palm of your hand
2. Rub hands together until dry (covering all surfaces, including fingers and fingernails)

Getting Rest

It is important to remember that you are here in the hospital to be monitored and for us to keep an eye on you. You will hear alarms, people, machines, and our lighting may be brighter than you have at home. These are in place to keep you safe, and to help you get better.

Rest is important to the healing process. To **Help Us Support Healing (HUSH)**, we will do our best to keep the noise down, especially at night.

Quiet Time

From 10:00 pm to 6:00 am we will dim the lights, minimize our activity and conversations, and do our best to bundle your care. You will hear a chime at 10:00 pm that signals our staff to prepare the unit for quiet time.

What You Can Ask For

- Ear plugs (in your bedside amenity kit)
- Eye mask (in your bedside amenity kit)
- Essential oils (ask your nurse)
- Close the door (ask your nurse)
- Close the blinds (ask your nurse)
- Turn your lights off (ask your nurse)

Help Us Create a Quiet Environment

- Turn the TV off an hour before bedtime, to help prepare your body for sleep
- Use ear buds when watching TV or your personal electronics (ask your nurse for a pair)
- Encourage your visitors to keep their noise low, especially at night

Let us know if there is anything else you need, and we will do our best to create a sleep plan for you.



Visitor Information

Baby Changing Stations

Baby changing stations are provided throughout the hospital. See map on page 24–25 for a list of locations.

Gift Gallery / BabyNook

The Gift Gallery offers clothing, jewelry, stuffed animals, books, candy, fresh flowers, robes, artisan gifts, reading glasses, toiletries, seasonal items, and more. All proceeds from the Gift Gallery benefit patient care and healthcare education scholarships for staff and volunteers.

Location: at main entrance

Hours:

Monday – Friday: 10:00 am – 4:00 pm

Weekends and holidays: Closed

Hotels

MarinHealth Medical Center partners with local hotels. If you are from out of town and need a place to stay, please go to the Patients & Visitors section of www.mymarinhealth.org.

Medical Center Hours

The Main Lobby is open from 5:30 am – 7:30 pm (weekdays) and 7:30 am – 6:00 pm (weekends and holidays). If you need to enter outside of those hours, please enter through the Emergency Department.

Parking

Please see map on page 28–29 for patient and visitor parking. Parking attendants will direct you to available spaces.

Public Restrooms

Public restrooms are located in each unit and throughout the building. Visitors, please do not use the bathrooms in patient rooms; they are reserved for patients in order to protect their health.

Smoke-Free Campus

We are committed to providing patients, visitors, and employees with a smoke-free environment. Smoking is not permitted inside or outside properties owned by MarinHealth.

Waiting Rooms

Waiting rooms are provided for loved ones at all nursing units and surgical areas. Please be mindful and courteous of other visitors in waiting areas. If you plan to have a large gathering, please talk to a care team member and we will work to accommodate you.

Special Advice for Visitors

Clean your hands with alcohol-based hand sanitizer or soap and water when entering and leaving your loved one's room.

You can help your loved one clean his or her hands if he or she is unable to. Please be sure to clean your own hands again afterward.

Dining & Snacks

Cafeteria: Creekside Café

Creekside Café features gourmet packaged salads, fresh dough pizzas, entrees, soups, and hot sandwiches, all created in-house daily. Juices, smoothies, and yogurts are available in our grab-and-go coolers, along with fresh-brewed coffee and a variety of convenience items.

Location: First Floor, Redwood Pavilion

Hours:

Monday – Friday: 6:30 am – 7:00 pm

Saturday and Sunday: 7:30 am – 7:00 pm

Closed daily between 10:00 am – 10:30 am to prep for lunch

Restaurants / Grocery Stores

A number of restaurants and grocery stores are located within a mile of the Medical Center, in Larkspur, Greenbrae, and Kentfield. Talk to our front desk ambassadors for more information about local options.

Vending Machines

Vending machines containing cold drinks, snacks, and light dining options are available outside the Emergency Department (lobby level) and by the Library (second floor).



Side Effects and Food & Drug Interactions

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Antibiotics	<ul style="list-style-type: none"> - Augmentin (amoxicillin) - Cipro (ciprofloxacin) - Vibramycin (doxycycline) - Levaquin (levofloxacin) - Keflex (cephalexin) - Bactrim, Septra (sulfamethoxazole-trimethoprim) - Flagyl (metronidazole) - Zithromax (azithromycin) - Ampicillin - Penicillin 	<p>Diarrhea or constipation, nausea, intestinal cramping, rash, photosensitivity, dry mouth, overgrowth of yeast.</p> <p>See your doctor if you experience an allergic reaction or severe diarrhea.</p>	<p>Avoid antacids or products containing calcium for at least 2 hours when taking doxycycline. Avoid alcohol, especially when taking Flagyl. Avoid direct sun exposure. Practice good oral hygiene. May reduce the efficacy of birth control pills — use back up method for contraception.</p> <p>Take antibiotics until the bottle is empty, even if you feel better. Antibiotics should be taken with probiotics. Ask your doctor for recommendations.</p>
Antipsychotics	<ul style="list-style-type: none"> - Abilify (aripiprazole) - Haldol (haloperidol) - Eskalith (lithium) - Seroquel (quetiapine) 	<p>Weight gain, headache, dizziness, drowsiness, blurred vision, rash, skin sensitive to sunlight, swelling, dry mouth, sexual dysfunction, constipation.</p>	<p>Avoid drinking alcohol, eating/drinking grapefruit products, and direct sunlight. Wear sunscreen. Drink plenty of water. Keep intake of both caffeine and salt the same as usual (avoid excess). Weigh yourself daily. Do not suddenly stop taking medication, even if you feel fine.</p>
Anti-inflammatories NSAIDs	<ul style="list-style-type: none"> - Aleve (naproxen) - Celebrex (celecoxib) - Motrin, Advil (ibuprofen) 	<p>Upset stomach, diarrhea, dizziness, thinned blood, easy bruising, heartburn.</p>	<p>Take with food to avoid upset stomach.</p>

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Blood Pressure Medications	<ul style="list-style-type: none"> - Coreg (carvedilol) - Cozaar (losartan) - Prinivil, Zestril (lisinopril) - Norvasc (amlodipine) 	Low blood pressure, headache, changes in blood pressure, dizziness.	Take at the same time every day. Avoid excess intake of salt. Change position slowly. Monitor blood pressure and heart rate daily. Take Coreg with food. Do not suddenly stop taking medication, even if you feel fine.
Blood Thinners Anticoagulant and Antiplatelet Drugs	<ul style="list-style-type: none"> - Aspirin - Brilinta (ticagrelor) - Coumadin (warfarin) - Effient (prasugrel) - Eliquis (apixaban) - Lovenox (enoxparin) - Plavix (clopidogrel) - Pradaxa (dabigatran) - Savaysa (edoxaban) - Xarelto (rivaroxaban) 	Bruises, nosebleeds, bleeding gums, bleeding may take longer to stop.	Do not use straight razors. Use a soft toothbrush for oral hygiene. Ask your doctor for list of foods to avoid if taking Coumadin. Check with your physician regarding frequency of blood tests. Report any sudden color changes of urine, stool, or vomit. Limit alcohol and cranberry juice. Avoid NSAIDs like ibuprofen and naproxen.
Cholesterol-Lowering Medications	<ul style="list-style-type: none"> - Crestor (rosuvastatin) - Lipitor (atorvastatin) - Mevacor (lovastatin) - Zocor (simvastatin) 	Loose stools, joint pain. Call your doctor if you notice unexplained muscle aches or weakness.	Avoid eating/drinking large amounts of grapefruit (greater than 1 quarter per day). Do not eat oat bran within 2–4 hours of taking medicine.
Heart Medications	<ul style="list-style-type: none"> - Cardizem (diltiazem) - Cordarone, Pacerone (amiodarone) - Inderal (propranolol) - Lopressor/Toprol XL (metoprolol tartrate, metoprolol succinate) 	Fatigue, dizziness, low blood pressure, nausea, skin sensitive to sunlight, headache, changes in blood pressure.	Avoid eating/drinking grapefruit. May take with or without food, but take at the same time every day. Avoid direct sun exposure. Wear sunscreen. Change position slowly. Monitor blood pressure and heart rate daily. Do not suddenly stop taking medication, even if you feel fine.

This material is for your educational use only. Talk to your clinicians before making any lifestyle or treatment changes.

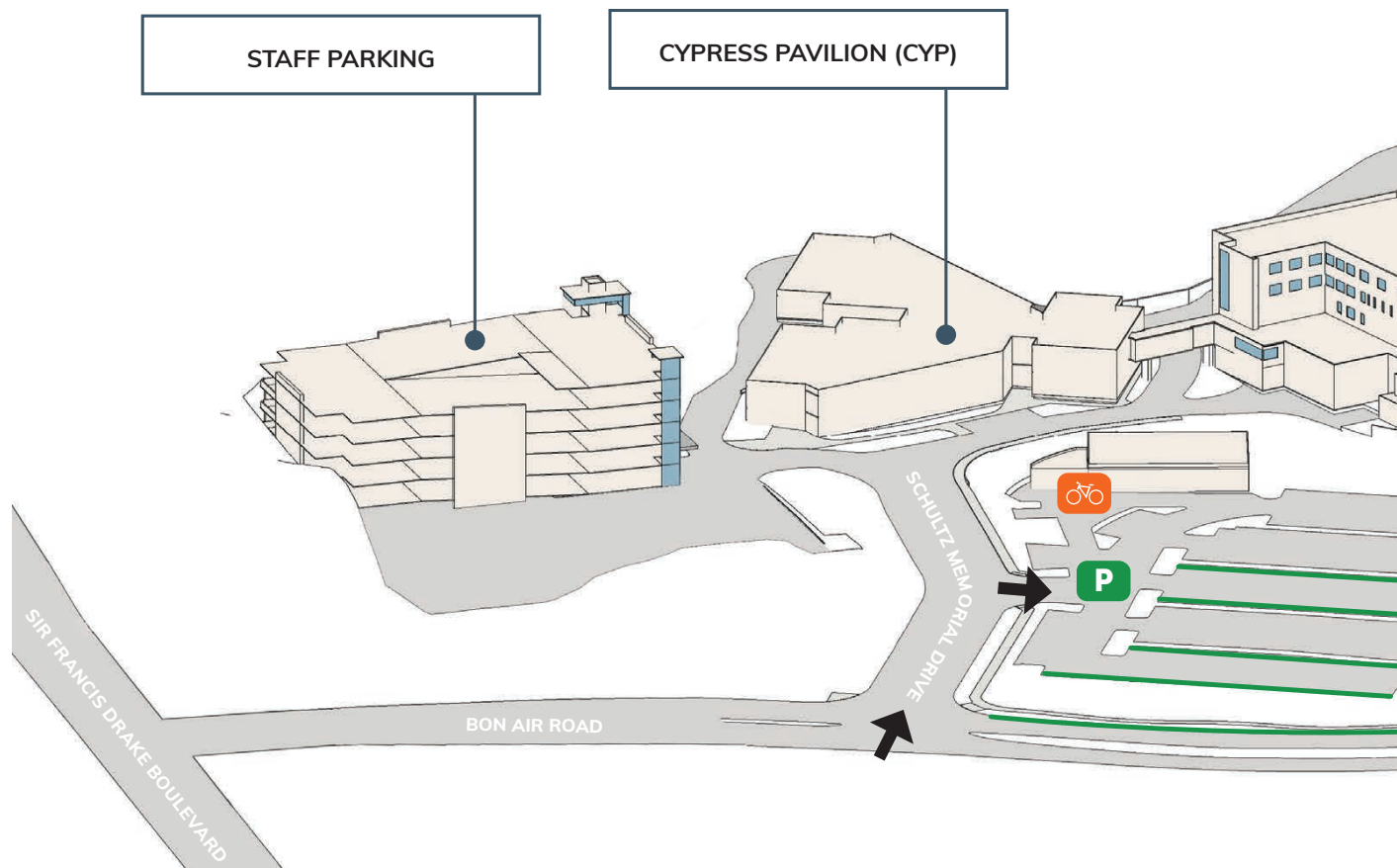
Side Effects and Food & Drug Interactions

Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Immunosuppressants	<ul style="list-style-type: none"> - Neoral, Sandimmune (cyclosporine) - Prograf (tacrolimus) - Rapamune (sirolimus) 	<p>Cyclosporine: abnormal hair growth, upset stomach, headache, flushing.</p> <p>Tacrolimus, sirolimus: appetite changes, constipation, diarrhea, belly pain, insomnia, joint pain, acne.</p>	Avoid eating/drinking grapefruit. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach).
Insulins	<ul style="list-style-type: none"> - Lantus (insulin glargine) - Humalog (insulin lispro) 	Low blood sugar, burning/rash at injection site, weight gain.	Always carry glucose tablets with you in case of emergency. Check your blood sugar regularly and keep a log.
Nausea Medications	<ul style="list-style-type: none"> - Compazine (prochlorperazine) - Phenergan (promethazine) - Reglan (metoclopramide) - Zofran (ondansetron) 	Drowsiness, dizziness, constipation, dry mouth, headache, skin sensitive to sunlight, changes in blood pressure.	Avoid alcohol and direct sunlight. Wear sunscreen. Change position slowly.

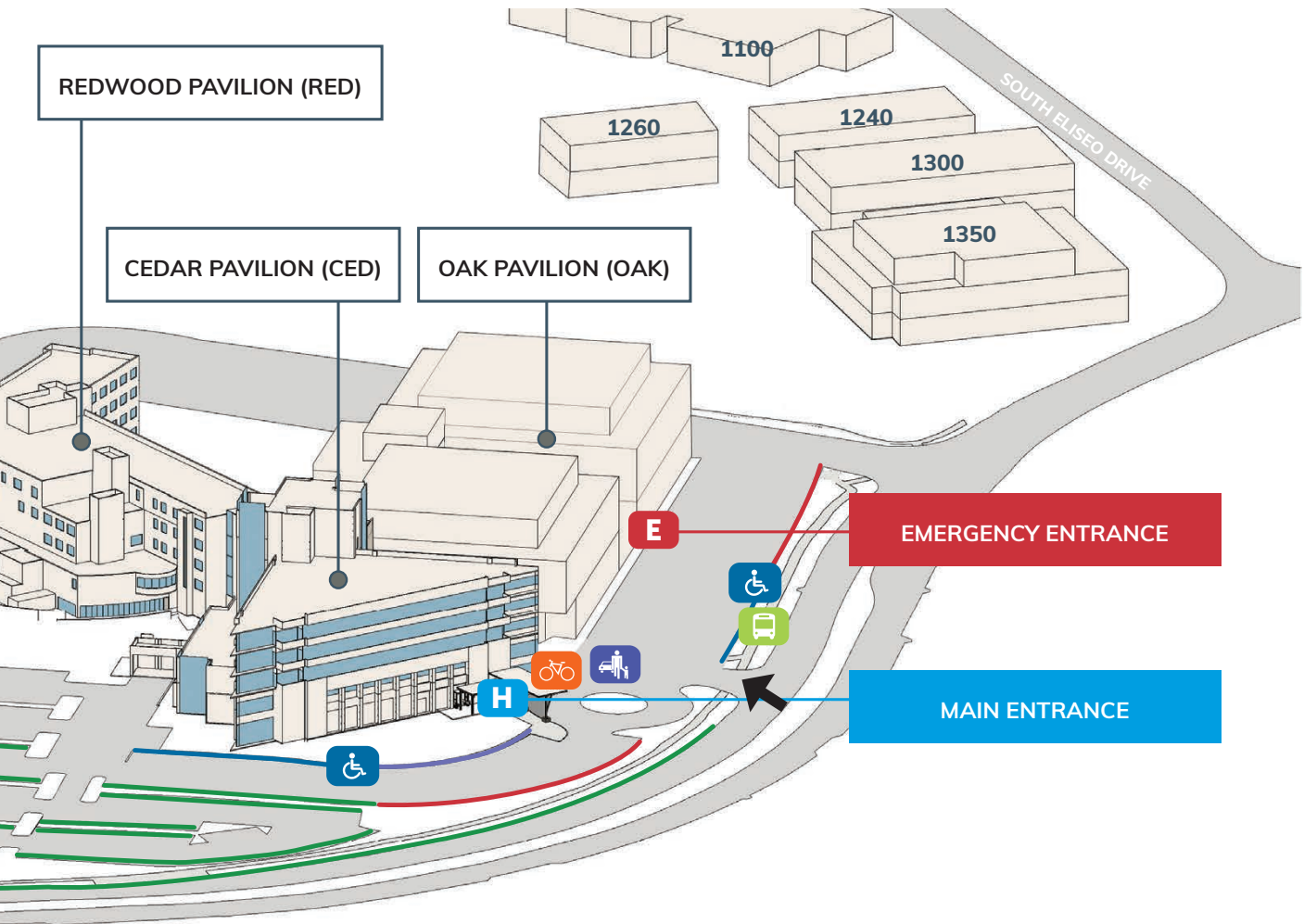
Drug Classification	Drug Name (generic name)	Possible Side Effects	Tips
Pain Relievers	<ul style="list-style-type: none"> - Norco, Vicodin (acetaminophen/hydrocodone) - Oxycodone - Percocet (acetaminophen/oxycodone) - Tylenol (acetaminophen) 	Drowsiness, dry mouth, constipation, nausea, headache, rash, itchiness, changes in blood pressure.	Change position slowly. Be sure to discuss ways to prevent constipation with your care team. Take with food to prevent stomach discomfort. Avoid alcohol. Do not take more than 3,000 mg of acetaminophen in 24 hours.
Seizure Medications	<ul style="list-style-type: none"> - Dilantin (phenytoin) - Keppra (levetiracetam) - Solfoton (phenobarbital) 	Dry mouth, constipation, blurred vision, drowsiness, fatigue, muscle pain, headache, changes in appetite.	Avoid alcohol consumption. Use birth control while taking these medications. Take at the same time every day. Avoid taking calcium and antacids at the same time as Dilantin to avoid drug interaction. Do not suddenly stop taking medication, even if you feel fine.
Steroids	<ul style="list-style-type: none"> - Medrol (methylprednisone) - Prednisone 	Insomnia, stomach upset, nervousness, fluid retention and weight gain, high blood sugar.	Take with breakfast to avoid stomach upset and insomnia.

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CAMPUS MAP



DEPARTMENT	PAV Floor	DEPARTMENT	PAV Floor	DEPARTMENT	PAV Floor
Administration	RED 2	Inverness Room	OAK Lobby	Outpatient Infusion	RED 5
Behavioral Health	CYP 1, 2	Laboratory	OAK Lobby	Pediatric Care	OAK 3
Cardiac Care	CED 3, 4	Larkspur Room	RED 1	Pre-Admission Center (PAC)	CED Lobby
Conference Center	CED Lobby	Magnolia Room	CED Lobby	Progressive & Metabolic Care (PMC)	CED 2
Creekside Café	RED 1	Marin County Crisis Stabilization Unit	CYP 2	Sausalito Room	CYP 2
Emergency & Trauma	OAK Lobby	Maternity Care	OAK 3	Surgery & Procedures Check-in	OAK 1
Financial Counselor	RED 2	Lactation Services – Inpatient	OAK 3	Surgery Extension	RED 3
Gift Gallery & BabyNook	CED Lobby	Lactation Services – Outpatient	RED 4	Volunteer Services	CED Lobby
Imaging & Radiology Check-in	OAK Lobby	Neonatal Intensive Care Unit (NICU)	OAK 3	RESTROOMS	
Imaging & Radiology Extension	RED 2	Medical & Surgical Care	OAK 3, 4	Gender Specific Restrooms	ALL Lobby, 1, 2, 3, 4, 5
Intensive Care (ICU)	OAK 1, CED 2	Meditation Garden	OAK Lobby	Gender Neutral Restrooms	CED 1, 2, 3, 4, 5



P Patient & Visitor Car Parking	H Main Entrance	Bus Stop	Patient Pick-up/ Drop-off
ADA Parking	E Emergency	Bicycle Parking	

DEPARTMENT	SOUTH ELISEO DRIVE
Braden Diabetes Center	1100
Cancer Care	1350
Hearing & Speech – Outpatient	1350
Outpatient Imaging Center	1240
Integrative Wellness Center	1350
Outpatient MRI	1260
Physical Therapy – Outpatient	1350
Vascular Testing	1100

ADDITIONAL LOCATIONS NOT SHOWN ON MAP	
Breast Health	100A Drakes Landing Road Suite 140. Greenbrae
Patient Financial Services	3950 Civic Center Drive Suite 200, San Rafael
Medical Records	myanmarhealth.org/records

For a complete list of all locations, including administrative offices, physician offices, and other hospital services, visit www.mymarinhealth.org

Day of Discharge—What to Expect

Discharged patients should expect to be leaving MarinHealth Medical Center before 11:00 am, unless other specific arrangements have been made.

What Will Happen on Your Day of Discharge?

1. Your doctor will decide that you are ready to leave.
2. Your doctor will write a discharge summary of your hospitalization, a list of the medications you will be taking, instructions for activity, diet, and follow-up appointments, and the actual “discharge” order. These will be put in your Patient Passport folder, for you to take with you.
3. Your nurse will review all of the discharge instructions and medications with you and with family as needed to confirm that you understand how to take care of yourself after you leave.



This process usually takes 2 – 3 hours. If you have any questions or are unsure about anything, please ask. We want you to be confident and comfortable when you leave the Medical Center.

Your nurse, case manager, and social worker are available to help with any discharge arrangements and to answer questions you may have about your discharge plan.

After You Leave the Hospital

Everyone recovers differently after a stay in the hospital, based on age, diagnosis, and other contributing factors. **Be gentle on yourself and allow yourself time to recover.**

Be sure to **pick up your medications**, and **make a follow-up appointment with your doctor** as soon as possible. Remember to bring your Patient Passport folder (particularly your medication records) along with you to your doctor’s appointment.

After your stay you may receive a **phone call from one of our post-discharge support nurses** to make sure you understand your discharge instructions and medications, and to answer any questions you may have. Please make sure to pick up the phone when they call.

You may also receive a **survey asking about your care**. These surveys are important to us—they are the report card of how we are doing. Please be honest and let us know how we did. Our staff love getting positive feedback. And constructive comments help us improve. Remember, please let us know during your stay if anything is unsatisfactory—we appreciate the opportunity to address any concerns before you leave. Our goal is that we exceed your expectations.

To contact the Care Coordination/Case Management team, call **1-415-925-7813**.

Additional MarinHealth Resources

Behavioral Health

We are Marin's largest community-based psychiatry program, offering crisis intervention, evaluation, and treatment 24 hours a day, seven days a week. Call [1-415-925-8808](tel:1-415-925-8808).

Braden Diabetes Center

An innovative outpatient care center for adults and pediatric patients that offers comprehensive education, treatment, and support to those living with type 1, type 2, gestational, and pre-diabetes. Call [1-415-925-7370](tel:1-415-925-7370).

Breast Health

Our Breast Health Center exemplifies our dedication to personalized, patient-centered care in both design and services. We provide comprehensive care backed by state-of-the-art technology in an environment designed for comfort and convenience.

Appointments [1-415-925-7301](tel:1-415-925-7301) | Office [1-415-461-4282](tel:1-415-461-4282)

Cardiac Rehab

Patients are offered the choice of two distinct, evidence-based approaches: traditional cardiac rehab and Dr. Ornish's Program for Reversing Heart Disease®. Call [1-415-927-0666](tel:1-415-927-0666).

Concussion Management

Following your discharge home, you may experience trouble concentrating, remembering what you hear and read, and be very sensitive to light and sound which can impact your safe return to home, school and work.

Our Speech Pathologists can help. For complete details call [1-415-925-7220](tel:1-415-925-7220).

Fall Prevention: A Matter of Balance

This innovative course is geared toward those who are concerned about falls; those interested in exercises that will improve their balance; or those who may have restricted activities because of falling concerns. For more information, email injuryprevention@mymarinhealth.org or call [1-415-993-2557](tel:1-415-993-2557).



Help Support MarinHealth

Give a Gift of Gratitude

MarinHealth Foundation is proud to partner with our donors, patients, and the community to support lifesaving programs. Some recent initiatives that have benefited from community support include the new hospital, COVID-19 response and preparedness, and many of our service lines and programs such as Behavioral Health, Cancer Care, Cardiovascular Medicine, Diabetes Care, and Emergency & Trauma Services. For more information about fundraising priorities or ways to give, please contact MarinHealth Foundation at [1-415-925-7770](tel:1-415-925-7770) or donate online at www.mymarinhealth.org/foundation.

Become a MarinHealth Volunteer!

Volunteers provide support throughout our organization and give thousands of hours each year to enhance the care of patients and their families. To learn more, contact the manager of Volunteer Services at [1-415-925-7992](tel:1-415-925-7992).

Health Connection

Sign up to receive our free monthly e-newsletter, Health Connection, to stay informed about happenings at MarinHealth, get invitations to events, enjoy wellness-themed discounts, recipes, and more! Visit www.mymarinhealth.org/healthconnection to join.

Imaging & Radiology

We have imaging centers located throughout Marin. For a list of locations, contact details, and services offered visit www.mymarinhealth.org.

Integrative Wellness

Our Integrative Wellness Center provides a holistic approach to healing through a variety of services and programs including Medical Nutrition Therapy, fitness, stress management, massage, and many others. Call **1-415-925-7620**.

MarinHealth Medical Network

Primary and specialty care clinicians are conveniently located throughout the North Bay. If you are in search of a doctor call **1-888-627-4642**, or visit www.mymarinhealth.org/medicalnetwork.

National Respite Network and Resouce Center

Respite is planned or emergency care provided to a child or adult with special needs in order to provide temporary relief to family caregivers who are caring for that child or adult. Visit www.archrespite.org

Quick Tip!

Contact your health insurance, Medicare, or Medicaid to find out what care and services are covered for you, and to obtain help with costs. You also can talk to your care coordinator or social worker for help finding the right after-hospital care.

Pregnancy & Childbirth Classes

We offer prenatal and postnatal classes for new mothers and their partners, as well as breastfeeding and postpartum support groups. For complete details visit www.mymarinhealth.org/pregnancyclasses or call **1-888-996-9644**.

Rehabilitative Services

We offer a comprehensive range of preventive, restorative, and rehabilitative services—providing physical, occupational, and speech-swallow-cognitive therapy to patients of all ages.

Occupational/Physical Therapy: **1-415-925-7821**
Speech and Audiology: **1-415-925-7220**

Support Groups

A variety of support groups are available to patients and their loved ones—cancer, diabetes, joint replacement, and beyond. To find a group, visit www.mymarinhealth.org/events-calendar.

Supportive Care Center

Our specially trained team includes a doctor, advance practice nurse, social worker, and spiritual counselor who provide relief from pain, side effects and stress that can accompany serious illness. The service offers an extra layer of support and aims to improve quality of life for patients with cancer, dementia and other neurologic diseases, and advanced heart, lung, liver or kidney disease. Call **1-415-925-7450**.

Understanding Your Bill


The bill you receive from MarinHealth Medical Center will reflect the charges associated with your hospital stay (for example: your room, procedures, exams, nursing care, and medication). If you are in the hospital and have questions about your insurance coverage, please contact our Financial Counselors at **1-415-925-7250**. If you have questions about your bill after you have been discharged from the hospital, please contact Patient Financial Services at **1-415-925-7070**.

This is your **account number**. Please use it when contacting MarinHealth Medical Center about your account.

This is a **summary** of your charges and any payments or adjustments applied.

This is the **balance** due and is payable upon receipt of your statement.

Please call the **phone number** printed on your statement if you have any questions about your account.


Page 1 of 2

Statement date: 11/22/2017
Responsible Party: DAISY TEST
Account Number: 7750003642-0001
Due Date: 12/22/2017

Thank you for choosing MarinHealth for your healthcare needs.

SUMMARY STATEMENT


Account Summary

Patient Name:	DAISY TEST
Patient Account Number:	7750003642-0001
Date(s) of Service:	06/05/2017
Statement Date:	11/22/2017
Total Charges:	\$ 634.00
Self Pay Adjustment	\$ 253.60
Administrative Adjustments:	\$ 0.00
Net Due from Patient:	\$ 380.40
Patient Payments:	\$ 0.00
Current Due From Patient	\$ 380.40

*Please see back for Summary of Charges

Important Message

Your payment is due upon receipt of this statement. If you have insurance or would like to discuss your account with a representative please contact Patient Financial Services.



For help managing your medical expenses go to www.mymarinhealth.org

Insurance Information


If you have any questions regarding copay, coinsurance and deductible please contact your insurance company.

Primary: SELF PAY
Second: None on File

Payment and Other Information

For information about payment options, financial assistance and policies visit www.mymarinhealth.org/billing

If you need to speak with Patient Financial Services, please call 415-925-7070, Monday - Friday, 7:30am - 4:30pm (PST), or email us at pfs@mymarinhealth.org



Pay By Mail


Amount Due	Due Date	Amount Paid
\$ 380.40	12/22/2017	\$

250 BON AIR ROAD
GREENBRAE, CA 94904

MAR155 809395 453286932
DAISY TEST
5 ASH LN
PETALUMA, CA 94952

Pay by Credit Card online at www.mymarinhealth.org/billing
415-925-7070.

MarinHealth
LB#7000179986
PO BOX 45089
SAN FRANCISCO, CA 94145





Questions or Concerns about Your Care

We Are Here to Help!

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If your issue is still not resolved, please contact Patient Relations:

MarinHealth Medical Center
Patient Relations
250 Bon Air Road
Greenbrae, CA 94904
1-415-925-7366
patientcare@mymarinhealth.org

Call **1-415-925-7270** for copies
of your medical records or visit
www.mymarinhealth.org/records

You Have the Right to the Best Care

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

You have the right to:

- Receive considerate ethical behavior and respectful care in treatments, services, and business practices. You have the right to be made comfortable and be treated with dignity.
- Be free of discrimination and exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, physical or mental disability, medical condition, genetic information, marital status, sex, sexual orientation, gender, gender identity, gender expression, citizenship, primary language, immigration status, and/or the source of payment for care.
- Have your privacy, confidentiality, and security needs respected by the organization.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- Know the name of the physician who has primary responsibility for coordinating your care and other care team members.
- Receive information about your health status, course of treatment, prospects for recovery, and outcomes of care, including unanticipated outcomes, in terms you can understand.

- Participate in, and the organization will address, your wishes regarding end-of-life care decisions.
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure based on identified healthcare needs as you may need in order to give informed consent or to refuse a course of treatment.
- Be informed of continuing healthcare requirements following discharge from the hospital and the right to receive reasonable continuity of care.
- Request or refuse treatment, to the extent permitted by law.
- Be advised if the hospital or physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Have consent obtained for recordings or filming made for purposes other than identification, diagnosis, or treatment.
- Receive effective communication and reasonable responses to any reasonable requests made for services.
- Receive appropriate assessment and management of your pain, information about pain, pain relief measures, and to participate in pain management decisions.
- Make an Advance Healthcare Directive.
- Designate a person of your choice, including an unmarried partner, as your medical decision-maker
- Have personal privacy respected.
- Have confidential treatment of all communications and records pertaining to your care and stay in the hospital.
- Receive assistance for Limited English Proficient (LEP) and hearing-impaired patients at no charge 24 hours, seven days a week.
- Access information contained in your medical record 14 days after a request has been made.
- Receive care in a safe setting, free from verbal or physical abuse or harassment.
- Know which hospital rules and policies apply to your conduct while a patient.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
- Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - ~ No visitors are allowed.
 - ~ The facility reasonably determines that the presence of a particular visitor would endanger anyone in the building or significantly disrupt the operations of the facility.
 - ~ You have told the hospital staff that you no longer want a particular person to visit.
 - ~ MarinHealth Medical Center establishes reasonable restrictions upon visitation, including restrictions upon hours of visitation and number of visitors.
 - ~ Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit.
- Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- Have complaints/concerns of yours or your representative addressed in a respectful manner, as soon as possible.
- File a grievance or complaint verbally, by phone, or in writing to a staff member, unit director, or the Patient Relations Department. You may file a grievance or complaint with MarinHealth or any of the agencies listed below whether or not you use the hospital's complaint/grievance process.

continued on next page

MarinHealth Patient Relations

250 Bon Air Road
Greenbrae, CA 94904
[1-415-925-7366](tel:1-415-925-7366)
patientcare@mymarinhealth.org

California Dept. of Public Health

2170 Northpoint Parkway
Santa Rosa, CA 95404
[1-866-784-0703](tel:1-866-784-0703)
[1-707-576-6775](tel:1-707-576-6775)

**The Joint Commission
Office of Quality & Patient Safety**

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
[1-800-994-6610](tel:1-800-994-6610)
patientsafetyreport@jointcommission.org
www.jointcommission.org

**Office of Civil Rights
U.S. Dept. of Health & Human Services**

50 United Nations Plaza
Room 322
San Francisco, CA 94102
[1-800-368-1019](tel:1-800-368-1019)

Medical Board of California

2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
[1-800-633-2322](tel:1-800-633-2322)
webmaster@mbc.ca.gov
mbc.ca.gov

Department of Fair Employment and Housing

2218 Kausen Drive, Suite 100
Elk Grove, CA 95758
[1-800-884-1684](tel:1-800-884-1684)
contact.center@dfeh.ca.gov
dfeh.ca.gov

Upon receipt, the Patient Relations coordinator will send a letter to the patient or patient representative within seven days acknowledging receipt of the grievance.

All issues will be investigated and resolved by the department directors/managers in collaboration with the Patient Relations Department. Other departments will be involved as appropriate in resolving the underlying issue or concern. Every effort will be made to resolve complaints within 30 days of receipt, and the patient or patient representative will be notified by letter. There are occasions when resolution will take longer than 30 days, in which case an extension letter will be sent to the patient or patient representative.

You are responsible for:

- Providing staff with available documents relating to your health (e.g., Advance Healthcare Directive).
- Providing, to the best of your knowledge, an accurate and complete description of your present condition and past medical history.
- Understanding your healthcare needs and asking your physician or other care team members for information relating to your treatment.
- Reporting any changes in your condition to your physician or other care team members.
- Informing those who treat you if you want to permit or decline a specific treatment.
- Taking responsibility for your well-being if you do not follow the practitioner's instructions or refuse treatment.
- Following the hospital's policies which affect patient care and conduct.
- Abiding by local, state, and federal laws.
- Keeping appointments and cooperating with your physicians and care team members.
- Meeting your financial commitment to MarinHealth Medical Center as soon as possible.
- Being considerate of other persons and upholding the rights of all patients.



Privacy & Health Information

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

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other healthcare providers and their vendors
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

Information your doctors, nurses, and other healthcare providers put in your medical records:

- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

Under the rights you have over your health information, you may:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

Questions?

If you have questions about your patient rights and responsibilities, contact Admitting at 1-415-925-7243.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

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

Without your written permission, your provider cannot:

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

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Great care for every part of you in every part of the North Bay.

Marin is renowned for its natural beauty, active lifestyle, and health-conscious community. To help you get and stay healthy, MarinHealth® | UCSF Health Clinics offer access to expert specialists and primary care providers throughout the North Bay.

SANTA ROSA

ENT, Head & Neck Surgery
Vascular Medicine

PETALUMA

Cardiovascular Medicine
Internal Medicine
Urology

SONOMA

Cardiovascular Medicine
Orthopedic Care
Pediatric Care
Primary Care
Urogynecology
Vascular Medicine

NAPA

Cardiovascular Medicine
Urology

NOVATO

Adult Acute Care
Cardiovascular Medicine
Cardiovascular Performance Center
Endocrine & Diabetes Care
Family Medicine
Gastroenterology
General Surgery
Internal Medicine
Neurology
Obstetrics, Gynecology & Midwifery
Orthopedic Care
Primary Care
Psychiatry
Rheumatology
Urogynecology
Urology
Vascular Medicine

SAN RAFAEL

Family Medicine
Orthopedic Care
Outpatient Imaging
Pediatric Care
Primary Care
Urgent Care

GREENBRAE

Breast Surgical Oncology
Endocrine & Diabetes Care
Gynecologic Surgery
Internal Medicine
Obstetrics, Gynecology & Midwifery
Orthopedic Care
Supportive Care
Urogynecology
Urology
Vascular Medicine

LARKSPUR

Cardiovascular Medicine
Critical Care & Pulmonology
General & Colorectal Surgery
Infectious Disease
Internal Medicine
Pediatric After-Hours Care
Primary Care
Rheumatology

CORTE MADERA

Gastroenterology

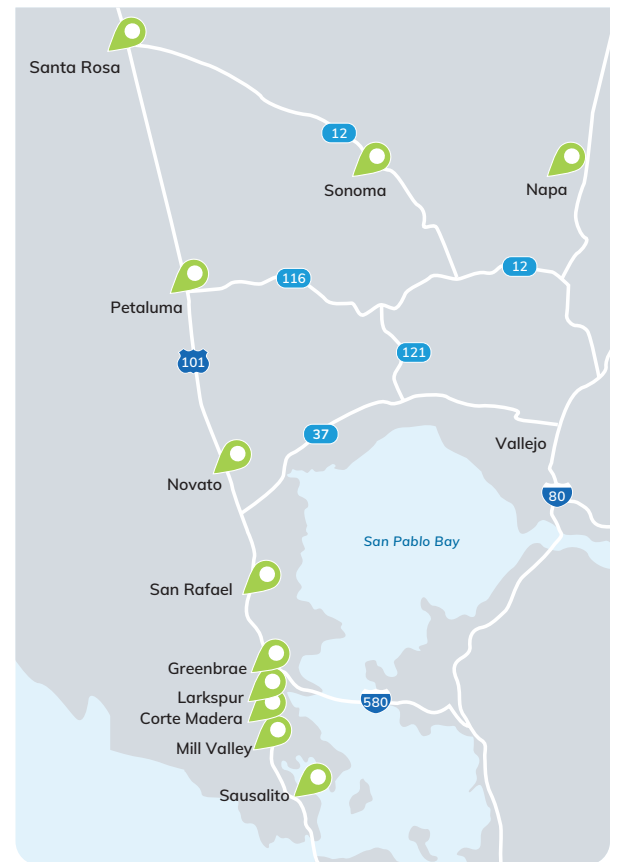
MILL VALLEY

Internal Medicine

SAUSALITO

Neurology
Primary Care

Open for Video and In-Person Appointments. Call your provider's office for details, or if you need a new provider, call 1-415-925-8843.



Clinics are listed in geographical order from North to South, corresponding to the map.

Puzzles are fun and healthy! So is joining Health Connection!

Marin is one of the healthiest communities in America — and MarinHealth wants to keep it that way! That's why we've created Health Connection, our FREE membership program. We keep you in the loop, including a monthly e-newsletter with health tips and events, MarinHealth updates, free gifts, and more!



Sign up at www.MyMarinHealth.org/HealthConnection

Word Search

Find all the hospital-related words.

ACCIDENT	EAR	OXYGEN
ALLERGY	EMERGENCY	PATIENT
AMBULANCE	EYE	PHYSICIAN
BED	HOSPITAL	PROFESSION
BLOOD	HURT	SICK
BONE	JOINT	SKIN
CAREER	NOSE	THERAPY
DISEASE	NURSE	THROAT
DOCTOR	OCCUPATION	

O	A	U	H	L	A	T	I	P	S	O	H	J	R	D
T	U	L	D	U	D	K	O	B	B	E	O	O	I	E
A	N	V	L	O	R	Q	P	X	S	I	T	S	B	M
C	S	E	P	E	O	T	Z	O	N	C	E	X	E	E
C	P	L	I	R	R	L	N	T	O	A	O	M	D	R
I	N	P	X	T	O	G	B	D	S	C	R	P	E	G
D	M	G	H	B	A	F	Y	E	C	L	O	M	J	E
E	E	W	P	E	B	P	E	U	J	S	O	Z	I	N
N	Y	U	N	O	T	T	P	S	C	E	I	Z	S	C
T	E	I	N	H	A	K	O	S	A	S	C	O	Y	
F	K	E	R	E	T	Z	O	C	X	I	R	R	K	O
S	N	O	R	I	N	U	X	U	B	Y	O	E	U	J
R	A	A	O	Q	U	D	E	R	A	E	G	N	E	N
T	P	N	P	H	Y	S	I	C	I	A	N	E	D	R
Y	A	M	B	U	L	A	N	C	E	U	S	U	N	Y

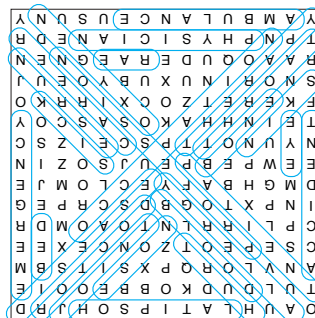
Sudoku

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.

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

How did you do?

Check your answers here.



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



MarinHealth Medical Center
250 Bon Air Road, Greenbrae, CA 94904

Medical Center Operator: 1-415-925-7000
Physician Referral: 1-888-996-9644

www.mymarinhealth.org

Connect with us      

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