# Hilo Benioff Medical Center

## *Patient Education Handbook*



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ONGOING CONSTRUCTION

# PLEASE PARDON OUR PROGRESS



## Valued Patients,

We want to assure you that your safety and comfort remain our top priority during the ongoing construction effort to expand our hospital. We apologize for any noise or inconvenience you may experience while we work to enhance our facility.

To make your stay as comfortable as possible, we are providing our patients with earplugs. Please do not hesitate to ask our staff if you require additional assistance or have any concerns. Thank you for your patience and understanding while this historic construction project is underway.

Mahalo,

Hilo Benioff Medical Center

# A Message From Our CEO



Thank you for choosing Hilo Benioff Medical Center for your healthcare needs. As the only hospital in the East Hawaii Region, we know that we are caring for our family, friends and neighbors. We take this responsibility to heart and strive to always provide you with exceptional and compassionate care.

As a patient, you are an important member of your healthcare team. The information in this handbook is meant to encourage you to take an active role in your care.

You will be receiving a survey regarding your visit a few weeks after you are discharged from the hospital. Please take a moment to fill it out and return it to us. I look forward to receiving your valuable feedback.

If you have any questions or need more information, please talk to any member of the staff caring for you. I sincerely hope that your every encounter exceeds expectations.

On behalf of the hospital employees and medical staff, thank you for choosing Hilo Benioff Medical Center for your healthcare needs.

Sincerely,

Dan Brinkman
East Hawaii Regional CEO
Hawaii Health Systems Corporation

## Mission

Improving our community's health through exceptional and compassionate care.

## Vision

To create a healthcare system that provides patient centered, culturally competent, cost-effective care with exceptional outcomes and superior patient satisfaction. We will achieve success by pursuing a leadership role in partnership with community healthcare organizations and providers.

## Values

We live our values through teamwork.

**Respect:** "We treat everyone with the highest professionalism and dignity. Rudeness is never acceptable."

**Mindfulness:** "We work with the right attitude. We are accountable and take responsibility for our actions."

**Integrity:** "We do the right thing, at the right time, to the right person, for the right reason."

**Trust:** "We work together to maintain the highest performance standards and strive for the trust of our community."

# Welcome to Hilo Benioff Medical Center

As the Big Island's leading provider of acute and long-term care, outpatient services, and clinics, the HHSC East Hawaii Region delivers a full range of services and programs. We employ over 1,500 local residents including 90+ physicians, nurse practitioners and physicians' assistants. We are part of the Hawaii Health Systems Corporation, a public entity established in 1996 by the State of Hawaii to fulfill the promise to provide quality, hometown healthcare.

Our excellence is demonstrations through:

- Acute Hospital & Clinics accredited by The Joint Commission (TJC) (2023)
- Our Emergency Department is a Level III Trauma Center and provides top-performing stroke and cardiac care (American Heart Association [AHA], 2025). With over 50,000 visits annually, it is the second busiest in the state (Centers for Medicare & Medicaid Services [CMS], 2023).
- HBMC is certified by TJC as a Primary Stroke Center. The designation demonstrates excellence and a commitment to higher standards of clinical service for our community (TJC, 2025). HBMC is also certified as a Primary Heart Attack Center (TJC, 2024) and demonstrates exemplary care for heart attack patients.
- HBMC continues to maintain AHA (2025) "Get with the Guidelines" Gold Plus & Silver Rural awards for Stoke care. A new bronze award was released for rural STEMI (ST-elevation myocardial infarction) care.
- We are the only hospital in the state that has consecutive back-to-back American Association of Critical-Care Nursing Beacon Awards (2019 and 2023) for excellence in our Intensive Care Unit and Progressive Care Units. Most recently, each unit has received the Silver Award
- In 2022, the American Red Cross awarded HBMC the Lifesaver Award, given when an individual(s) saves a life from the training they have received. This award has been in place for 16 presidential administrations.
- The American College of Radiology accredited our Imaging Department in CT, Low-dose Chest Screening CT, and MRI to ensure adherence to best practices.
- HBMC is pursing the Pathway to Excellence designation which recognizes healthcare organizations that create positive practice environments where nurses and staff can thrive.

Our exceptional care goes beyond great medicine – we strive for excellence from your point of view by treating our patients with patient centered, compassionate care. Through our Go Malama! program we are constantly working to improve our services by listening to your feedback. For this reason, you may be visited by a nursing leader during your stay, and you will receive a survey after your visit. We are proud to continue these efforts towards highly reliable care for our family, friends and neighbors.



For more information, go to: https://www.hbmc.org/

# Welcome to Hilo Benioff Medical Center

## Nutrition and Healing

Good nutrition is a key component of recovery. Hilo Benioff Medical Center's Food and Nutrition Services provides nutrition care, advice and education to patients while they are in the hospital and after they are discharged. We are pleased to offer Room Service, as well as House Meal options during your stay. We offer different menu options, depending on what your doctor has ordered, including special diets and texture-modified foods for those with difficulty chewing and/or swallowing. If you are unable to eat, we can provide nutrition support services. Please ask your nurse about our meal service options. You may also scan our QR code using Apple or Android devices to view our menus.

PATIENT MENUS

## Ohana Café

The Ohana Café is our hospital's cafeteria, which is open to the public and our employees. It is located on the ground floor and serves breakfast from 6:30 am to 8:30 am; lunch from 11:00 am to 1:30 pm; and dinner from 4:15 pm to 6:00 pm. Now accepting credit/debit cards.



## Snack Shop

The Snack Shop is located in the main entrance corridor and is open Monday-Friday 8:00 am to 8:00 pm; Saturday 8:30 am to 4:30 pm; Sunday-Closed.



## Vending Machines

Vending machines are located in the Main Lobby, Emergency Room Entrance and by the Third Floor elevators.



## Public Restrooms

Public Restrooms are available on every floor throughout the facility. Visitors, for our patients' health and safety, please do not use the restrooms located in patient rooms.





# Welcome to Hilo Benioff Medical Center

## Smoke and Tobacco Free Environment



Hilo Benioff Medical Center has a campus-wide Tobacco and Smoke-free Campus Policy. This means that there will be no smoking or vaping, and no use of tobacco products by patients, visitors, or hospital staff anywhere on the hospital property. Thank you for your cooperation and help in maintaining a healthier environment for our community.

## NO-TOLERANCE

Our hospital strives to be a healing environment for patients and visitors, and aggressive behavior **will not** be tolerated. Examples of aggressive behavior include:



- Threats
- Abusive language
- Physical assault
- Verbal harassment
- Sexual language directed at others
- Refusal to respond to staff instructions

If you behave aggressively in the hospital, you may be removed from the facility, and you may face prosecution. Our hospital administration encourages staff to press charges for aggressive behavior they encounter while caring for patients.

## Fresh Air and Sunshine

The First-Floor Atrium provides patients and their families fresh air and sunshine.

Patients who receive permission from their treating physician(s), also are welcome to visit other non-restricted areas of the hospital building including:

- Hallways on each floor
- Seating areas by the glass atriums
- Main entry and lobby on the first floor
- The Ohana Café




Before leaving the floor, please inform your nurse where you intend to go. The nurse will give you guidelines regarding when you should return.

Inpatients are not permitted outside the hospital building for safety reasons. Permission to leave the nursing units is a privilege and may be revoked at any time.



# Patient Rights and Responsibilities

We want to encourage you, as the patient, to speak openly with your healthcare team, take part in your treatment choices, and promote your own safety by being well informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay. We invite you and your family to join us as active members of your care team.

## Your Rights

**CONSIDERATE AND RESPECTFUL CARE**—You have the right to be treated in a safe and secure setting, free from discrimination, abuse, or threat.

**TEACHING FACILITY**—The training of residents, students, and other healthcare professionals is integral to our mission. Except in emergency situations, you have a right to request that residents and students not be involved in your care. It is not always possible to honor such requests, but we will try to do so to the extent that such restriction will not impact your treatment.

**NOTIFICATION OF ADMISSION**—You have the right to have a family member or another representative and designated physicians notified of your admission.

**INFORMATION ABOUT TREATMENT**—You have the right to be informed by your doctor of your diagnosis, treatment, prognosis, and proposed procedures, including the risks involved, in terms that you understand. You have the right to know the names and roles of persons treating you. You, or your authorized representative, have the right to obtain information from your record within a reasonable time frame, within the limits of the law.

**PARTICIPATION**—You have the right to make informed decisions regarding your care, to be told of your health status, and to be a part of care planning and treatment. You have the right to decide if family members will participate in your care. You have the right to refuse treatment and conditions of care, including withholding resuscitative measures, forgoing or withdrawal of life-sustaining treatment in accordance with applicable law and regulations.

**TREATMENT**— You have the right to access care as long as that care is within the facility's capacity, mission, and policies. When care cannot be provided, or the setting is no longer appropriate for you, the staff will fully inform you of other choices for care. If it is appropriate and medically advisable, you may transfer to another facility as long as the transfer is accepted by the receiving facility.

**INFORMED CONSENT**— Except in emergency situations, you have the right to receive information from your doctor regarding the benefits, risks and alternatives of any procedure or treatment recommended by the doctor which requires consent. The patient has the right to refuse any recommended procedure or treatment. Risks associated with refusal will also be explained.

**ADVANCE HEALTHCARE DIRECTIVES**—You have the right to have an Advance Healthcare Directive which allows you to specify your healthcare wishes. You also have the right to name a person who will make healthcare decisions for you if you are unable to do so, to the extent permitted by law and facility policy.

**INFORMED CONSENT—** Except in emergency situations, you have the right to receive information from your doctor regarding the benefits, risks and alternatives of any procedure or treatment recommended by the doctor which requires consent. The patient has the right to refuse any recommended procedure or treatment. Risks associated with refusal will also be explained.

**PRIVACY AND CONFIDENTIALITY—**Within the limits of the law, you have the right to privacy and confidentiality about your healthcare, whether as an inpatient or outpatient, and be provided a copy of the facility's Notice of Privacy Practices. Case discussion, consultation, examination, and treatment will be conducted to protect your privacy and confidentiality to the extent reasonably possible. If any form of communication needs to be restricted, including visitors, mail or telephone calls, you or your legal representative will be involved in the decision.

**PAIN MANAGEMENT—**You have the right to have appropriate assessment and management of pain when admitted to the facility and throughout your hospitalization.

**PROTECTIVE SERVICES—**You have the right to access protective services. Contact information for protective services agencies will be provided upon request.

**ETHICAL ISSUES/END OF LIFE CARE—** You have the right to be involved in ethical questions that arise in the course of your care or any issues dealing with care at the end of life. Concerns for your comfort and dignity will guide all aspects of care with respect to your own personal values and beliefs. If you or your loved ones would like assistance from the Ethics Committee, please contact the Patient Services Department at 808-932-3250.

**CONCERNS AND COMPLAINTS**— You have the right to make a complaint without fear of retribution. Reasonable attempts will be made to resolve the complaint to your satisfaction. If a resolution cannot be achieved, the complaint will be handled as a grievance and you will receive a response in writing. You can make complaints to any care provider, or by asking to speak to the unit manager or clinical coordinator. For further questions, you may contact the Patient Advocate at 808-932-3639 or refer to the Patient Handbook.

**CULTURAL AND RELIGIOUS BELIEFS**—You have the right to express spiritual beliefs and cultural practices, as long as these do not harm others or interfere with treatment. Pastoral counseling will be provided upon request, when available.

**COMMUNICATION SUPPORT**—You have the right to effective communication including the use of interpretive services at no cost to you.

**RESTRAINTS**—You have the right to be free from chemical or physical restraints and seclusion except as authorized by a doctor in an emergency when it is necessary to protect you or others from injury. If restraints are indicated, the least restrictive method will be used in accordance with facility policy and you will be monitored.

**BILLING EXPLANATION**—You have the right to a detailed billing explanation and to receive, examine and obtain an itemized bill, regardless of the source of payment. You may question charges associated with billing and will be advised of the availability of financial assistance, if appropriate.

## Your Responsibilities

**COMMUNICATION -** Provide complete and accurate information, including your full name, address, home telephone number, date of birth, social security number, insurance carrier and employer, when it is required. Provide a copy of your advance directive if you have one. Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.

**PARTICIPATION -** Ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan. Keep appointments, be on time, and call your healthcare provider if you cannot keep your appointments.

**PRIVACY/PHOTOGRAPHY -** Refrain from capturing audio, images, video, or other recorded images of staff, patients, or visitors.

**RESPECT -** Treat staff, other patients and visitors with courtesy and respect, abide by all hospital rules and safety regulations, and be mindful of noise levels, privacy, and number of visitors. Refrain from verbal or physical abuse toward staff, patients or visitors. It is not permitted nor will it be tolerated.

**PERSONAL BELONGINGS** - Please leave valuables at home and only bring necessary items for your stay. Send any unnecessary belongings home with family or a friend. You are responsible for all belongings you choose to keep with you, including, but not limited to, eyeglasses, hearing aids, dentures, jewelry, and assistive walking devices.

**FINANCIAL** - Provide complete and accurate information about your health insurance coverage to pay your bills in a timely manner. Assure that your financial obligations for healthcare received are fulfilled as soon as possible.

## Visitor Parking




The visitor parking lot is located above the hospital and across from the main building. The Handicapped and Outpatient Surgery parking lot is located above the hospital. Please look for signage as we are in the process of making improvements to our facilities. For your safety, please use the paved walkways and crosswalk to access the main entrance.

Visitors requiring wheelchair or transport assistance may be dropped off at the hospital's main entrance or park in designated visitor parking lots and call (808) 747-0275 for assistance. Valet parking is available for $8 at the hospital's main entrance weekdays 8:00 am-5:00 pm, except on holidays. Last drop off is at 3:30 pm.

## Visitation Hours

| | |
|---|---|
| Acute Hospital | 8:00 am - 8:00 pm |
| Behavioral Health (Hale Ho'ola) | 4:00 pm - 6:00 pm |
| Emergency Department | 24/7 |

**Please check our website for the latest visitation policy.**



### Visitation Guidelines

At HBMC, patient safety always takes priority. **Masks are are recommended for visitors with cold symptoms, or if community COVID cases are elevated.** Masks should cover nose, mouth, and chin. No eating or drinking is allowed in patient rooms or engaging in any activities involving removing masks.

### Visitor Limits

- **Emergency Department and Short Stay** - One visitor
- **Behavioral Health** - One visitor
- **Intensive Care, Medical, Surgical/Pediatrics, Obstetrics, Progressive Care, & Transitional Care Units** - Four visitors.

### Special Populations

- Pediatric patients may have two visitors at a time during regular visiting hours. After visiting hours, one parent or guardian may stay with the child.
- End-of-life stage may have up to six visitors at the bedside.
- ICU is a secure unit. Visitors must be on the patient's contact list in order to receive a passcode to gain entry into the unit.

### Visitation guidelines for the Obstetrics Unit

- OB is a secured unit. You will need to be "buzzed-in" to enter.
- Please do not visit if you are sick.
- Mom's significant other may visit all day and stay overnight.**
- Visitors are restricted to three (including Mom's significant other) to a room at any time.
- For the newborn's health and safety, children of other visitors are NOT allowed; only the patient's children are allowed to visit, but may not stay overnight.




***At HBMC, we like to encourage family-centered care. However, there will be occasions when you may have to share the room with another new mom, in which case we will NOT allow anyone to stay overnight. We apologize for any inconvenience this may cause.

## Service Animals



HBMC follows the Americans with Disabilities Act (ADA) guidelines for service animals.

A service animal is defined as "a dog that is individually trained to do work or perform tasks for a person with a disability." Service animals are working animals, not pets. All service animals MUST be harnessed, leashed, or tethered, unless the devices interfere with the service animal's work or the individual's disability prevents using these devices. In the absence of such devices, individuals must maintain control of their animal through voice, signal, or other effective controls. If a service animal poses a health risk, is out of control, or is not housebroken, we may ask you to make other arrangements for the animal.

## Limited English Proficiency Services

HBMC provides patients with Limited English Proficiency (LEP) interpreter services during the delivery of healthcare services. LEP patients have the right to decline the free, hospital provided interpreter services and may choose to use their own personal "lay" interpreter. If LEP patients choose their own personal interpreter, they must complete a "Declination Form." However, the facility staff does reserve the right to have its own interpreters listen/participate in any conversation (with the LEP patient's knowledge) to verify the accuracy of the interpretation by any "lay interpreter" who is chosen by the LEP patient. For more information, please consult with your nurse or Risk Management.

## Non-Discrimination Statement

We comply with Federal, State, and local civil rights laws and serve all individuals without regard to race, national origin, color, religion, sex, sexual orientation, gender identity, disability (physical or mental), age, status as a parent, marital status or genetic information. For more information, please see our Non-Discrimination Statement on our website.

## Health Information Exchange

As permitted by law, we may share information that we gather or create about you with other health care providers through the Hawaii Health Information Exchange (HIE) system for our patients. It allows for instant sharing of health information among doctors' offices, hospitals, labs and radiology centers to assist our doctors in making decisions about your care. You may request that your health information NOT be viewable; to learn more or opt out, go to: www.hawaiihie.org.

## Hand and Respiratory Hygiene

Washing hands with soap and water or using an alcohol-based hand sanitizer is the best way to prevent infections. If you do not see this happening, feel free to speak up and ask your healthcare providers and visitors to wash their hands.



- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in a waste basket and wash your hands.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.

# During Your Stay

## The Admission Process

When you are admitted, staff will orient you to your room and the features of the department. Orientation also includes:

- Attaching your Patient ID band and other safety bands that are issued to you.
- How to use the nurse call light, television and room telephone.
- Asking you many questions, especially your name and date of birth, often and repeatedly, to gather important information about your present condition and health history. This is to ensure your safety. Your patience during this process is greatly appreciated.
- Obtaining a complete list of your current medications along with a list of your allergies. We need to know: 1) the name of each medication, 2) how often you take it, 3) the prescribed dose, 4) the dose that you take, 5) the reason why you are taking it, and 6) the time of your last dose.

Hilo Benioff Medical Center aims to promote a quieter atmosphere and to provide patients with a restful and relaxing environment to heal. We encourage staff and visitors to help reduce noise and promote healing and recovery by being more aware of the noise level around them. If you feel as though the noise level around your room is too loud and not being addressed properly, please let your primary nurse know immediately.



## Personal Belongings

We strongly recommend that all valuables (money, jewelry, credit cards, etc.) and personal belongings (electronics, extra clothes, shoes, etc.) be sent home with a family member or trusted friend at the time of your admission. If you are unable to do so, the admitting nurse will complete a personal property inventory and will secure your valuables in the hospital safe.

Items required for active daily living during your hospital stay like eyeglasses, hearing aids, dentures, etc., may be kept bedside. Please store these items away from meal trays and bed linens.

**Hilo Benioff Medical Center will not be responsible for the loss or damage of personal items or valuables that you choose to keep at bedside during your treatment and/or hospital stay.**

# During Your Stay

## Your Healthcare Team



At Hilo Benioff Medical Center, you are likely to have a team of healthcare professionals involved in your care. This well-rounded team enhances your care. These members include:

**The Attending Physician** — Doctor who supervises your treatment.

**Consulting Specialty Physician** - Doctor who consults with your attending physician to provide specialty care, such as surgery, cancer care or other specialty care.

**Nurse Practitioner**—A nurse practitioner (APRN) holds an advanced degree and is licensed to work independently. In the acute setting, the APRN works closely with your attending physician to plan and provide your care.

**Physician Assistant**—A physician assistant (PA) is licensed to work under the supervision of your attending physician to plan and provide direct patient care.

**Resident**—Doctor in training, specializing in a selected field of medicine, who creates your treatment plan. An assigned physician on staff supervises them at all times.

**Registered Nurse**—Nurses will plan and evaluate your daily care, administer medications and treatments, and provide education for discharge.

**Others who may be involved in your care:**

- Registered Dieticians
- Rehabilitation Staff
- Pharmacists
- Case Managers
- Lab Technicians
- Imaging Technicians
- Social Workers
- Nursing Support Staff
- Respiratory Therapists

## Bedside Reporting

Bedside reporting takes place when nursing staff change shifts. The nurse going off-shift will introduce you to the oncoming nurse, review your history and treatment plans, and answer your questions. For your privacy, the nurse will ask visitors to step out of the room prior to each bedside report. If you would like someone to be present, please let the nursing staff know. Please notify your nurse if you choose to opt-out of bedside reporting.

## Hourly Rounds

Visits are made to you at one-hour intervals by the nursing staff. Hourly visits will occur between 6:00 am and 10:00 pm. Between 10:00 pm and 6:00 am, the nursing staff will visit every 2 hours or sooner, as needed.

**Hourly Rounding Tasks for Nursing Staff:**



- Assess your pain level & provide medication, if needed.
- Offer you assistance to the bathroom.
- Help you get into a more comfortable position.
- Answer questions and make sure that you have everything you need within easy reach (call light, phone, etc.).

The Joint Commission's award-winning Speak Up™ program urges patients to take an active role in preventing healthcare errors by becoming involved and informed participants on their healthcare team. The Speak Up™ program encourages consumers to:

**S** **Speak up** if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

**P** **Pay attention** to the care you get. Always make sure you're getting the right treatments and medicines by the right healthcare professionals. Don't assume anything.

**E** **Educate yourself** about your illness. Learn about the medical tests you get, and your treatment plan.

**A** **Ask** a trusted family member or friend to be your advocate (advisor or supporter).

**K** **Know** what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.

**U** **Use** a hospital, clinic, surgery center, or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

**P** **Participate in all decisions** about your treatment. You are the center of the healthcare team.

## Medication Safety

While you are in the hospital, you or your caregiver will receive education about the medication you are taking. Be sure that your nurse educates you on the following:

- The name of each medication and its dosage
- Purpose for taking the medication
- The anticipated effect of the medication
- Any potential side effects and how to watch for them
- The time and frequency your medication needs to be taken
- How to properly take your medication
- If your medication should be taken with food or not



If you would like additional information, simply ask your nurse or any member from our healthcare team. Written consent from your doctor can be obtained if you would like to self-administer your own medication. Your nurse may ask you questions and verify that you are able to safely administer to yourself. If you would like to speak with a pharmacist regarding the medication you are taking, please let your nurse know and they can contact the pharmacist to speak with you. We recommend that you always carry an up-to-date medication list, including over the counter and nutritional products, for you and your caregivers in case an emergency arises.

## Reporting Concerns

The sooner you let us know, the quicker we can effectively respond. If there is anything about your hospital stay that you are concerned about, use your **Call Light** to notify your care team, including your nurse or physician, the unit charge nurse/clinical coordinator, and/or the unit's nurse manager. This might include:

- When there is a breakdown in communication and or confusion in the plan of care with the healthcare team
- When you feel your concerns or needs are not being met

If care issues are still unresolved, promptly report them to the contacts listed below. If the situation is emergent, please refer to **CONDITION HELP.**

- House Supervisor 808-932-3000
- Patient Advocate 808-932-3639
- To contact the Joint Commission directly, call: 1-800-994-6610
- To contact the Medicare Section directly, call: (808) 692-7420




## *50 Condition Help

**This is your Emergency call for HELP!**

Condition Help is a way for patients and family members to activate the Rapid Response Team if they become concerned with your condition or care.

**What is the Rapid Response Team?**

The **Emergency Rapid Response Team** is a team of critical care staff who are trained to assist when there are emergent signs or concerns about a patient's condition.

**When should patients and/or family members call Condition Help?**

When a noticeable medical change in the patient occurs and the healthcare team is not recognizing the concern



**How do you call?**

1. **Turn on the patient's call light.**
2. **Dial *50 from any hospital phone.**
3. **State "Rapid Response" to the operator and provide the patient's name, current location, and reason for calling.**

**What happens when Condition Help is called?**



- The **Rapid Response Team** will be activated with an overhead page.
- The patient's assigned nurse will come to the room and assess the patient and the situation. The nurse may ask questions about the patient's condition to provide accurate information to the Rapid Response Team.
- Within 5 minutes of the overhead call, the team will arrive at the patient's bedside and assess the situation.
- The team may provide immediate treatment based on their assessment.
- Some visitors may be asked to leave the room so the team can work with the patient.



## Preventing Infections

We will do our best to prevent you from getting a surgical site, central line, and/or wound infection while you are in the hospital but we also need your participation, as well.

**Things your HEALTHCARE TEAM will do:**

- Wash their hands before caring for you.
- Give you antibiotics just before your surgery starts, if needed.
- Stop your antibiotics within 24 hours after surgery, unless there is a need to continue them.
- If hair removal is needed, they will use clippers instead of razors.
- Clean your skin at the site of your surgery with special soap that kills germs.
- Give you instructions on how to take care of yourself after surgery.
- **Isolation Precautions:** Sometimes, certain germs require isolation. Your healthcare team will discuss any precautions that may be necessary to help protect you and others from spreading these germs while you are here.

### Central Line Associated Blood Stream Infection (CLABSI)



A bloodstream infection can occur when bacteria or other germs travel down a "central line" (or special IV) and enter the blood. If you develop a catheter-associated bloodstream infection, you may become ill with fever and chills or the skin around the catheter may become sore and red. These infections can be successfully treated with antibiotics.

**Things YOU can do:**

- Tell your doctor about any health problems you have. Certain conditions can make someone more at risk for infections.
- Quit smoking if you are a smoker. Patients who smoke get more infections.
- Do not shave your body where you will be having surgery. Shaving irritates the skin and makes it easier to develop an infection.
- Ask family and friends not to visit if they are sick.
- Do not let family and friends touch your surgical wound, dressing, or central line.
- Ensure healthcare providers, family and friends wash their hands or use gel before and after visiting you.
- Make sure you understand how to take care of yourself and your wound. Your doctor or nurse should explain everything you need to know to take care of yourself. If you do not understand the instructions, ask your doctor or nurse to explain it again.
- If the central line bandage comes off or gets soiled, notify your nurse so they can change it immediately.
- Before you go home, make sure you know who to contact and have their phone numbers if you have additional questions or problems.
- If you have any symptoms of an infection, such as redness, heat, swelling or pain at the site, and/or fever, call your doctor immediately.

## Personal Hygiene/Grooming

Reasons for maintaining good personal hygiene include personal wellness, healing quickly from illness, and preventing the spread of illness to others. Personal hygiene practices include: regular visits to your doctor/dentist, daily washing (bathing or showering) of the body, regular hand washing, brushing of teeth, basic hand and foot care, and healthy eating.



### Oral Care

Good oral (mouth) care includes brushing the teeth, flossing between teeth and checking the inside of the mouth and gums. It also includes cleaning dentures (false teeth). Oral care is important to help prevent tooth decay and infections inside the mouth. Notify your caregiver if you have sores in your mouth or if you have trouble breathing after oral care.

## Vaccinations



- COVID shots and boosters are available at your healthcare provider's office or most pharmacies.
- Flu shots are offered to all patients from October through March of every year.
- Pneumococcal vaccinations are offered anytime and can be given at the same time as the flu shot.
- Persons with a history of egg allergy who experienced **only** hives after exposure should receive the flu vaccine.
- After receiving a vaccination, let your nurse know if you have red spots on your skin, a fast heart rate, dizziness, or difficulty breathing.
- If you ever have a serious reaction to a vaccine, the government has a program to pay for your care. For more information, call 1-800-338-2382.
- A vaccine information sheet will be provided to all patients. For more information, ask your nurse or healthcare provider.
- You can also call the Centers for Disease Control 1-800-232-4636.

## Telemetry

Your doctor may have requested that you to be placed on telemetry while you are hospitalized. A telemetry unit is a device used to monitor your heart rhythm on a continuous basis. To do this, we attach five wires (called leads) to your chest with sticky patches. The wires are attached to a battery powered portable transmitter which sends signals to the monitor at the Central Station located in the Progressive Care Unit. Your heart rhythm is monitored on the screen at all times by specially trained staff. You will have an IV placed to give medications, if needed. Your blood pressure, heart rate and temperature will be taken at specific intervals.

**Activity:**

- You may walk around the hallway if you have an order from your doctor.
- You may shower with the monitor off unless otherwise directed. Please wait for the staff to prepare your telemetry monitor for the shower. DO NOT shower with the telemetry monitor on, if not prepared by staff.
- Please do not leave the nursing unit without informing your nurse; your telemetry needs to stay within monitoring range.



## Safety in the Operating Room

We are committed to making surgery safe for every patient, every time. This means making sure that the right surgery is done in the right location on the right person. If you are having surgery, below are some things you can do to help us make sure your surgery is done safely. Many people make up your surgical team. You are a member of this team as well. It is very important that you speak up if you have any concerns.

**Informed consent**: This is the document you sign which states the name of the procedure and the risks related to it. Read this form carefully. Make sure the type of surgery listed is correct. The consent form now includes consent to receive blood. If you refuse, your initials are required.

**Double-checking**: For your safety, there are many people involved with your care, we may ask you the same question many times. We will ask your name, date of birth, the kind of surgery you're having and the place on your body where the surgery will be done. Please answer the questions every time. This is an important safety step. Speak up if you have any concerns.

**Marking the surgical site**: if applicable, your surgeon will be marking the site on your body where the surgery will be done. This is an important step for any surgery where there is a risk of operating on the wrong part of the body. Your participation in this step is essential to ensure the correct site is marked.

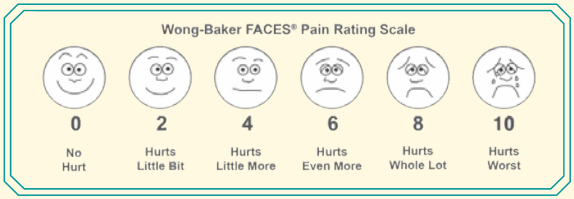
**"Time Out:"** In the operating room, before beginning the surgery, the entire surgical team pauses. The team reviews the patient's name, date of birth, procedure, surgical site and surgeon's name. You might not be awake when this step happens.

## Pain Management

It is very important for your doctors and nurses to ask regularly about any pain you may be having. This is because pain can change over time and your medication may need to be adjusted. Tell your healthcare team where and when it hurts, and also if it hurts to do things like sleep, dress, or climb stairs. The more they know about your pain the better they can treat it.

### Wong-Baker Pain Scale

The Wong-Baker Pain Rating Scale shows a series of faces ranging from a happy face at 0, or "no hurt," to a crying face at 10, which represents "hurts like the worst pain imaginable." If you are experiencing pain and would like medication, or if the medication administered is not helpful, please let your nurse know and be sure to rate your pain level accurately.



## Preventing Falls



Our healthcare team of nurses, doctors, therapists and assistants are here to assist you with a safe and speedy recovery. Your cooperation and participation in the falls prevention program may help prevent unnecessary injuries.

**Falls may occur in the hospital because:**

- Medications such as tranquilizers, sleeping tablets, pain relievers, blood pressure pills or diuretics (water pills) may make you dizzy and disoriented.
- Your illness, as well as the side effects of your treatments or tests your physician has ordered, may leave you weak and unsteady.
- The hospital may be strange and unfamiliar to you, especially when you wake up at night.

**Safety Guidelines for Preventing Falls:**

- When you need assistance, use your call light by your bed or in the bathroom and wait for the nurse/assistant to arrive and help you.
- Make sure all items are within your reach. This includes your call button, telephone and personal items like tissue or water.
- Remain lying or seated while waiting for assistance. Please be patient; someone will answer your call as promptly as possible.
- Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember, you are more likely to faint or feel dizzy after sitting or lying down for a long time. If you must get up without waiting for help, sit on the side of the bed for awhile before standing. Rise carefully and slowly begin to walk.
- Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects such as IV poles or your bedside table.
- It is recommended you wear skid resistant socks, or rubber/crepe-soled slippers or shoes whenever you walk in the hospital. If you do not have any appropriate footwear, ask your nurse for some.
- Always follow your doctor's orders and the caregiver's instructions—whether you must stay in bed or require assistance to go to the bathroom.
- Do not tamper with side rails or protective devices that may be in use. Side rails and protective devices are reminders to stay in bed and are designed to ensure your safety. If these items need adjustment, ask your nurse.



**A special note for family members and friends**

You may make arrangements for a private-duty nurse, family member, or companion to stay with a patient. Ask the nursing staff if there are specific times when your presence would be beneficial to the patient's comfort or piece of mind.

## Advance Care Planning

Advance Care Planning is appropriate for everyone. It is the process of deciding how you want to be treated in the event of a chronic illness or terminal condition. There are many ways to address your choices for treatment. Ultimately, it is best to discuss with your primary care physician. However, we are here to assist you through the process. Documents such as a POLST (Physician Order for Life Sustaining Treatment), Advance Directives (also known as Living Wills), and Health Surrogacy are documents that may be involved in the Advance Care Planning process. Depending on your condition, a Social Services Representative may visit you during your hospitalization to discuss Advance Care Planning. You may also let your care team know you would like more information. Call the Social Services Department 808-932-3250.



## Going Home

When it's time to be released, your physician will authorize a hospital discharge. Taking care of yourself after leaving the hospital is a crucial part of your recovery. Your healthcare team will talk with you about the following:

**Discharge Summary:** This is an overview of why you were in the hospital, what medicines you were given and what type of tests were done. Ask for a copy or go to Medical Records to obtain one. You can also access your information via Patient Portal.

**Medication List:** Be sure you are given a list of the medication you were taking prior to being hospitalized, during your stay and what medication is prescribed for you to take at home. Be sure to share this list with your physician at your follow up appointment.

**Prescription:** Be sure that your physician gives you a medication prescription or calls in your prescription to your desired pharmacy prior to discharge.

**Follow-up Care Instructions:** Make sure that your paperwork includes education on the following (if applicable):

- Dietary restrictions
- Activity restrictions
- How to care for yourself and your injury
- Any follow-up tests that need to be done
- What type of medication you will have to take
- When you need to see your doctor for a follow-up visit
- Any other home care instructions for you or your caregiver
- Telephone numbers of resources you can call once discharged

### Discharge

Discharge time is **11:00 am,** so please plan accordingly. If you need assistance with making arrangements, or you would like a trusted friend or family member present to hear instructions, please speak with your nurse.

## Patient Services & Discharge Planning

**Phone: (808) 932-3250**

Mahalo for choosing our hospital for your care. As part of our commitment to supporting patients and families, we want you to be aware of the Patient Services team and the support available to you during and after your hospital stay.

### Who We Are

Patient Services includes Case Managers, Social Workers, and Social Work Assistants who work collaboratively with your healthcare team. When involved, Patient Services may assist with discharge planning, care coordination, and connecting patients and families with services or resources needed after leaving the hospital.

Not all patients require direct involvement from Patient Services. However, you or your legally authorized representative may request assistance from Patient Services at any time if you have questions or concerns related to discharge planning or post-hospital needs.

### How Patient Services Can Help

- Discharge planning and care coordination
- Planning for services after discharge (such as home health, skilled nursing facilities, hospice, or medical equipment)
- Connecting you with community resources
- Assistance with advance care planning and decision-making support when needed

### Your Right to Request Discharge Planning

Discharge planning begins early during your hospital stay. You or your legally authorized representative have the right to request discharge planning services at any time during your hospitalization. If you have questions about your care after discharge, need help planning next steps, or would like to speak with a member of the Patient Services team, please let your nurse or provider know, or ask to speak with Case Management or Social Work.

### Your Choice After Discharge

If you need services after leaving the hospital, you have the right to choose among available Medicare-participating providers. If you have insurance through a managed care plan, network restrictions may apply, and you may be asked to verify coverage directly with your insurance plan.

### Discharge Planning Checklist

□ I understand where I am going after discharge
□ I know who to contact if I have questions after discharge
□ My medications and care instructions were reviewed with me
□ Follow-up appointments were explained
□ Post-hospital services were discussed if needed
□ I understand I may choose among available post-hospital service providers

# East Hawaii Health Pharmacy

Fill Your Prescriptions | Over-the-counter Items | Medication Counseling

Open Weekdays 8am-8pm | Weekends & Holidays 8:30am -4:30pm
https://www.hbmc.org/pharmacy/ | (808) 932-3770

# MEDS TO BEDS

**Bedside pharmacy services are now available**

Fill your prescriptions before being discharged from the hospital at no additional charge with the "Meds to Beds" pharmacy service. Most insurance plans, including Medicare and Medicaid, are accepted. Your usual pharmacy copay will apply and when possible, manufacturer coupons will be applied to reduce copays. If you need generic or over-the-counter medications, we can provide those too. Payment by credit or debit card is made at the bedside. After your prescription is filled, it can be easily transferred to your pharmacy of choice.

**If you would like to use this service, please tell your nurse. Delivery is 100% FREE!**

## Frequently Asked Questions (FAQs)

**Question:** Do I have to return to this pharmacy for refills?
**Answer:** No, your discharge prescriptions will only be for a single fill. Contact your provider for refills at the pharmacy of your choice.

**Question**: Can over-the-counter (OTC) items (e.g. Tylenol, Vitamins) be delivered too?
**Answer**: Yes, our pharmacy can deliver OTC items to you at GREAT prices!

**Question:** How will I pay for my medications?
**Answer:** Your usual pharmacy copays will apply. The pharmacy accepts cash, credit/debit cards, and Flexible Spending Account cards.

## Billing Department

**For payment options, please call our Financial Counselor 808-932-4347. We will return your call within one business day. Payment options (copay/patient share):**

- At the Information Desk in the hospital lobby, or at any of our clinics during regular business hours. You may also ask to see the Payment Assistance brochure to help you navigate the full suite of payment options.
- At the bedside in the Emergency Department or at the Admitting Department upon discharge.
- Charge card payments over the phone by calling 808-932-3420 and selecting Option 1.

Once your insurance carrier has made payment, you will receive a statement from Hilo Medical Center. Please call the number at the top of the statement for account specific information or questions.

## Transitional Care Unit

If a patient no longer needs acute hospital care, and for various reasons is not able to discharge home from the hospital, their level of care is downgraded and they are transferred to the Transitional Care Unit (TCU). During their stay, the Patient Services Department will assist them with discharging from the hospital.



TCU is a four-bed occupancy room with a shared bathroom. The shower is in a central location outside the room. Patients are able to use their personal cellphones and they can access streaming platforms via their personal smart devices. Patients can also utilize the free WiFi service provided by HBMC.

## Aloha Cart

HILO BENIOFF MEDICAL CENTER FOUNDATION

The Aloha Cart provides patients with essential comfort care items directly to the bedside, improving the hospital stay experience. The service is intended to relieve some of the stress and discomfort associated with hospitalization by ensuring that patients have easy access to items that can help them feel more at home.

The Aloha Cart includes a range of comfort items, activities, reading materials, and small personal care items. These might include:

- Back Scratchers
- Ear Plugs
- Sleeping Eye Mask
- Reading Glasses (+0.5 - +4.0)
- Lip Balm
- Playing Cards
- Activity Books (Sudoku, Crossword, Word Search, Coloring Book)
- Writing & Coloring (Pens, Pencils, Colored Pencils, Crayons)
- Reading Material (Magazines & Books)
- Keiki Items
- And many others

The service is provided at no cost to patients and their visitors. It is funded by the Hilo Benioff Medical Center Foundation, which relies on donations and fundraising efforts to support this and other community healthcare programs.

The Aloha Cart by the Hilo Benioff Medical Center Foundation exemplifies a thoughtful and patient-centered approach to healthcare, ensuring that patients have access to essential care items without added stress or cost during their hospital stay.

For more information or to request items from the Aloha Cart, please call the switchboard at 808-932-3000 and ask for the House Supervisor or contact the Hilo Benioff Medical Center Foundation at 808-932-3636.

MyChart

## YOUR NEW PATIENT PORTAL

We have transitioned to the Epic electronic health record system to improve our healthcare delivery. MyChart is a convenient, secure and confidential resource to access your personal health information anytime from any computer or mobile device.

**Access your medical record**



- View your health record, labs, and test results
- Refill and track prescriptions
- View immunization records

**Securely message your care team**



- Ask questions or send comments
- Update your provider on your progress
- Request a prescription refill

**Appointment management**



- Keep track of upcoming or past appointment dates
- Reschedule or cancel appointments
- Get directions for an upcoming appointment
- Complete paperwork for an upcoming visit

**Online bill pay**



- Verify your insurance information
- Securely view and pay your bills online

## SIGN UP TODAY

Download on the App Store

ANDROID APP ON Google play

**Questions? Email us at ehiMyChart@hhsc.org**

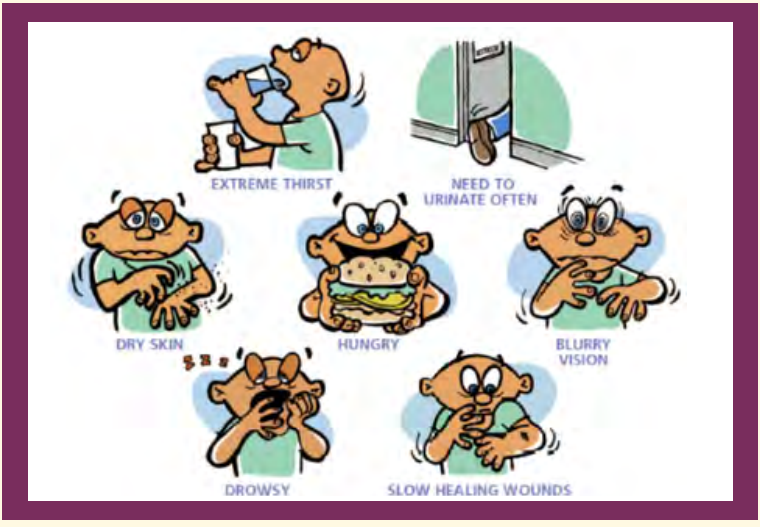
**Our Privacy Practices**

We are committed to protecting your health information. Your health information is confidential and protected under Federal and State laws. Passwords are encrypted and URLs are rewritten so they can't be copied and pasted. If you have any questions, please refer to our Notice of Privacy Practices on our website: www.hbmc.org/patient-portal.html and click on the Privacy Policy link. If you have concerns about patient confidentiality and privacy, please contact our Compliance Officer at 808-932-3113.

## Diabetes Management

If any of these symptoms are left untreated, it can lead to medical emergency. Contact your healthcare provider if you have any concerns.

## Signs and Symptoms




HYPERGLYCEMIA: High blood sugar




HYPOGLYCEMIA: Low blood sugar

## Congestive Heart Failure (CHF)

Finding out you have Congestive Heart Failure (CHF) can be scary. CHF means that your heart does not pump enough blood to meet your body's energy needs. Slow blood flow causes fluid to back up, or become congested, robbing you of energy. You may feel tired, your ankles and feet may swell with extra fluid, and simple activities may make you short of breath. Proper treatment and lifestyle changes slow the advance of CHF, help you feel better, live longer, and be more active. You can manage your CHF by developing healthy habits.

**Limit fluids and alcohol.** If you have severe heart failure, you may need to limit the fluid you drink to no more than two quarts a day. Alcohol can further weaken your heart's pumping force.

**Avoid Sodium!** Sodium (salt) is a mineral that makes your kidneys retain fluid. Eating too much sodium could land you in the hospital due to fluid overload. Eat no more than 3,000 milligrams (mg) a day (one teaspoon of table salt is equal to 2,000 mg). Herbs, spices and lemon juice can perk up the flavor of most foods. Before using a salt-substitute, ask your doctor which ones are safe. Tip: Read food labels to check for hidden sodium. Each serving of low sodium food should contain less than 35mg of sodium.

**Immunizations.** Catching the flu or pneumonia is much worse when you have CHF. Protect yourself by getting an annual flu shot and a one-time pneumonia vaccine.



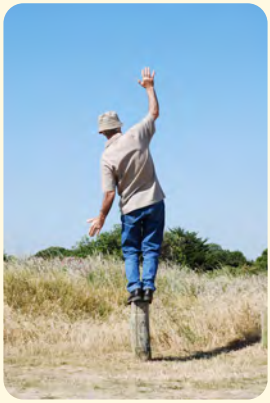
**Take your medications faithfully.** There are medicines that can help relieve symptoms, boost your energy, keep you out of the hospital and help you live longer.

- **ACE Inhibitors:** Angiotensin Converting Enzyme Inhibitors (ACEI) make it easier for the heart to pump. Examples are Capoten (captopril), Vasotec (enalapril) and Zestril (lisinopril).
- **ARB:** Angiotensin Receptor Blockers (ARBs) work in a similar fashion to ACEI. Examples are Cozaar (losartan) and Diovan (valsartan).
- **Beta Blockers:** These medications reduce the work of the heart. Examples are Lopressor (metoprolol), Coreg (carvedilol) and Tenormin (atenolol).
- **Diuretics:** Also known as "water pills", help remove extra fluid from the body. Examples are Lasix (furosemide) and Aldactone (spironolactone).
- **Digoxin:** Boosts the strength of your heartbeat and helps control an irregular heart rhythm.

**Moderate exercise is safe for you!**
Walking can improve your strength, energy level, and lift your spirits! Find a quiet street or road nearby or try a shopping mall to take your walks. Many public schools also allow people to walk on their campus after hours.



**Weight Log.** Keep a log to record your daily weight. Consult your doctor if you gain over 2 pounds in a day or 3 pounds in a week. Weight gain is the earliest sign that your condition is worsening. Catch it early so your doctor can adjust your medicines and prevent a costly trip to the hospital.



**Balance.** Rest is just as important as exercise. So pace yourself and be careful not to overdo it!

**A Good Diet.** A healthy diet is important for everyone -- especially you!

**Follow Up!** We highly recommend that you follow up with your physician, as instructed, after you have left the hospital. Report signs and symptoms early!

**Consult your doctor if you have any of the following:**

- Weight gain of over 2 pounds in a day or 3 pounds in a week
- Shortness of breath that gets worse or wakes you from sleep
- Swollen or puffy feet, ankles or legs
- Dizziness or lightheadedness when you rise
- Feeling exhausted during routine activity
- Any symptoms that concern you

⚠ **This is a summary and does not contain all possible information regarding this condition. Please ask your healthcare provider for complete information on Congestive Heart Failure.**

Used with permission from: Living with Congestive Heart Failure Mountain-Pacific Quality Health.

## Notes

# Sepsis

### What is Sepsis?

Sepsis is the body's overwhelming and life-threatening response to an infection which can lead to tissue damage, organ failure, and death.

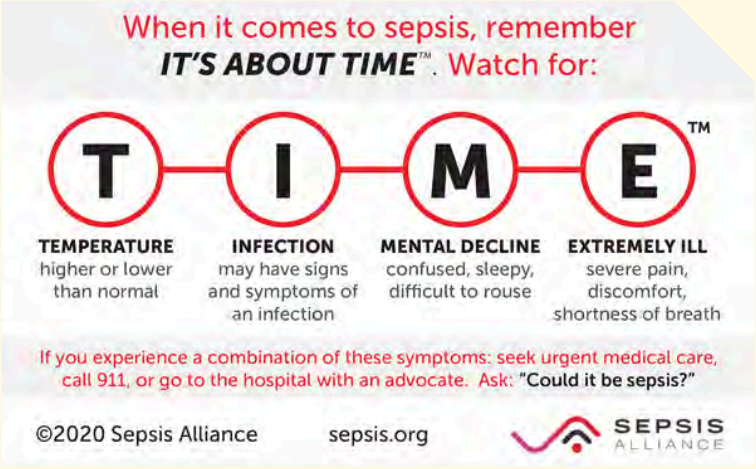
### Who can get Sepsis?

Anyone can get sepsis from an infection, but the risk is higher for:

- People with weakened immune systems
- Babies and very young children
- Elderly people
- People with chronic illnesses, such as diabetes, AIDS, cancer, and kidney or liver disease
- People suffering from a severe burn or wound

### What are the symptoms of Sepsis?

There is no single sign or symptom of sepsis. It is, rather, a combination of symptoms. Since sepsis is the result of an infection, symptoms can include infection signs (diarrhea, vomiting, sore throat, etc.), as well as ANY of the symptoms below:




### Why should you be concerned about Sepsis?

Sepsis can be deadly. It kills more than 258,000 Americans each year and leaves thousands of survivors with life-changing after effects.

### What can people do to prevent Sepsis?

- Get vaccinated
- Prevent infections that can lead to sepsis by:
  -Cleaning scrapes and wounds
  -Practicing good hygiene (e.g., hand washing, bathing regularly)
- If you have an infection, contact your doctor if you note any of the signs:
  -Fever, chills, rapid breathing, rapid heart rate, rash, confusion, or disorientation.

⚠ **This is a summary and does not contain all possible information regarding this condition. Please ask your healthcare provider for complete information on Sepsis.**

# Stroke

**A suspected stroke is an emergency and every minute counts!**



A stroke occurs when a blood vessel is either blocked by a clot or bursts, preventing oxygen and nutrients from reaching part of the brain. Cells in this area begin to die and functions controlled by this part of the brain are lost. A stroke can affect your memory and emotions as well as your ability to walk, talk and/or understand.

## Two Main Types of Strokes

**Ischemic strokes:**

Are the most common type. They're caused when blood vessels leading to the brain become blocked, preventing oxygen from reaching the brain. Transient ischemic attacks (TIAs) are minor or warning strokes. In a TIA, the blood clot occurs for a short time and resolves itself. Although TIAs are temporary, they're strong indicators of a possible major stroke.

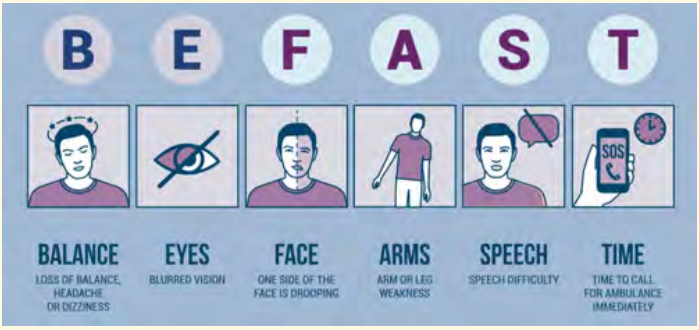
**Hemorrhagic strokes:**

Occur when blood vessels in or around the brain break and cause bleeding in the brain.

## Stroke Risk Factors

- Smoking
- Heart disease
- Diabetes
- High cholesterol
- High Blood Pressure
- Heavy alcohol use
- Atrial fibrillation
- Family history of stroke
- Physical inactivity and obesity

### Signs of a Stroke - Any Sudden Onset of:




### If you spot a stroke, BE FAST! Call 9-1-1 IMMEDIATELY

- **Do not drive yourself.**
- **Do not have someone else bring you in a private vehicle.**
- **Check the time so that you'll know when the first symptoms appeared.**
- **It's very important to take immediate action.**

## Follow Up

We highly recommend that you follow up with your physician, as instructed, after you have left the hospital.

**For more information regarding Stroke, contact:**

National Stroke Association (NSA)
www.stroke.org
1-800-STROKES

American Stroke Association (ASA)
www.strokeassociation.org
1-888-4-STROKE

## Anticoagulation Therapy (Blood Thinners - Warfarin)

Warfarin, also known as Coumadin is used as a therapeutic treatment for a number of conditions including deep vein thrombosis (DVT) or pulmonary embolus (PE), irregular heartbeat (atrial fibrillation), heart valve replacement, hip/knee replacement or a recent heart attack to prevent new clots from forming in your body. Preventing harmful blood clots helps to reduce the risk of getting a stroke or heart attack.

**Dietary Consideration:**

Carefully follow your provider's instruction about any special diet that has been prescribed. Please contact a Registered Dietitian if you have any questions about your diet. If you are taking an anticoagulant:

- Large changes in dietary vitamin K may affect the desired action of the prescribed anticoagulant. Ask your nurse or dietitian for a list of foods containing Vitamin K.
- Significant changes in your diet may require changes in your anticoagulant dosage. Before changing your diet, check with your doctor to see if you will need more frequent blood tests.
- Avoid alcohol consumption, cranberry juice, and cranberry products.
- You should take the anticoagulant about the same time every day. Some anticoagulants should be taken with food. Please talk to your doctor or pharmacist about how to take your medication.

## Anticoagulation Therapy (Blood Thinners - Direct Oral Anticoagulants)

Anticoagulation Therapy with Direct oral anticoagulants (DOACs) are also used as a therapeutic treatment for a number of conditions including deep vein thrombosis (DVT) or pulmonary embolus (PE), irregular heartbeat (atrial fibrillation), hip/knee replacement or a recent heart attack to prevent new clots from forming in your body. Preventing harmful blood clots helps to reduce the risk of getting a stroke or heart attack. Common DOACs include:

- Apixaban (Eliquis®)
- Dabigatran (Pradaxa®)
- Rivaroxaban (Xarelto®)
- Edoxaban (Savaysa®)

Unlike warfarin, DOACs usually do not require regular blood tests to check clotting levels.

**Dietary Consideration:**

DOACs have fewer food interactions than warfarin. You do not need to avoid vitamin K–rich foods. Some medicines (like certain antibiotics, antifungals, or seizure drugs) can affect DOAC levels. Always check with your doctor or pharmacist before starting new medications. Avoid excessive alcohol, which can increase bleeding risk.

**Medication Consideration:**

Talk to your doctor or pharmacist before using any other medicine, including over-the-counter medicines, vitamins, and herbal products. Many medicines and foods can affect how anticoagulants work and could also affect lab results. Consult your doctor or pharmacist before you start or stop any medicine, especially the following:

- Aspirin or aspirin containing products
- NSAID pain or arthritis medicine, including aspirin, celecoxib, diclofenac, diflunisal, fenoprofen, ibuprofen, ketoprofen, ketorolac, naproxen, oxaprozin, piroxicam, and sulindac (Check labels for over-the-counter medicines to find out if they contain an NSAID).
- Other medication to help prevent blood clots such as warfarin (COUMADIN®) or clopidogrel (PLAVIX®).

**Side Effects:**

Some possible side effects you may experience while taking anticoagulants:

- Nausea
- Loss of appetite
- Stomach/abdominal pain
- Severe headache
- Dizziness/fainting
- Coughing up blood
- Unusual or persistent tiredness or weakness
- Difficulty swallowing
- Unusual or easy bruising
- Persistent/frequent nose bleeds
- Pink/dark urine
- Bloody/black tarry stools
- Chest pain
- Shortness of breath
- Vomit that is bloody or looks like coffee grounds
- Unusual or prolonged bleeding from cuts or gums

**If you are on any type of anticoagulation therapy:**

- Do not start, stop or change any medication except on the advice of your doctor. Tell your doctor about all prescription and non-prescription (over-the-counter) drugs that you are taking.
- Ask your doctor what to do if you accidentally miss a dose. Never take a double dose!
- Call your doctor if you have any unusual bleeding or bruising.
- Tell anyone giving you medical or dental care that you are taking an anticoagulant.
- Talk to your doctor before beginning a new exercise program.
- Tell your doctor if you plan to become pregnant or if you become pregnant while taking an anticoagulant.
- It is important to always go for your blood tests so your provider can monitor the results and make adjustments to your medication, if needed.

**Follow Up**

We highly recommend that you follow up with your physician, as instructed, after you have left the hospital.

⚠ **This is a summary and does not contain all possible information regarding this therapy. Please ask your healthcare provider for complete information on Anticoagulation Therapy.**

## Notes

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# Support Groups and Outpatient Resources

Hilo Benioff Medical Center's mission is to improve our community's health through exceptional and compassionate care. One of the ways we demonstrate our mission is through our community support groups and education classes.

## Stroke Support Group




**Where**: via Zoom
**When:** 4:00 pm, second Tuesday of each month
**Why:** To gather and support stroke survivors and their caregivers
For more information (including the Zoom link) please visit the Support Groups page on our website, or contact Caitlyn McAllister by e-mailing cmcallister@hhsc.org or by phone: 808-932-3373.

## Childbirth Class and Breastfeeding Education



**Childbirth Class** focuses on what to expect during labor and delivery including comfort measures for labor, relaxation and breathing techniques, medical interventions for pain management, episiotomies, induction of labor and cesarean birth. Birth videos, car seat installation and a hospital tour are also included to help prepare you for your stay here at Hilo Benioff Medical Center.

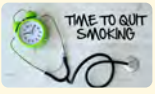
**Breastfeeding Education** teaches you the basic steps towards successful breastfeeding. The class focuses on proper positioning and latching, how your body makes milk, frequency and duration of feedings, and the most common issues and concerns surrounding breastfeeding. For more information, contact the Obstetrics Department: 808-932-3371.

## The Crisis Line of Hawaii



If you, or someone you know, are suffering from a mental health crisis or have thoughts of suicide, there is a team of trained and experienced professionals available 24 hours a day, seven days a week, to help individuals in times of need. Call the Crisis Line of Hawaii, toll free: 800-753-6879 or dial 988.

## Smoking Cessation




If you or your loved one is interested in smoking cessation, ask your healthcare provider about resources or call:
800-QUIT NOW to be connected to the quit line in your state.

## Clinical Labs of Hawaii

Laboratory services are provided to hospital patients, emergency department, long term care, same day services and members of the greater East Hawaii community. The lab is located on the first floor and may be reached by calling: 808-932-3500.



**Hours of Operation**
Monday-Friday: 7:30 am - 4:30 pm
Saturday - Sunday: Closed

HILO BENIOFF MEDICAL CENTER
FOUNDATION

The Hilo Benioff Medical Center Foundation is a 501(c)(3) non-profit organization that supports the healthcare of our community and its visitors by assisting the East Hawaii Region through volunteerism, community education and financial support. The Foundation provides an avenue for people to donate money, stocks, equipment, personal property, time, services and other assets for the support of projects, programs and services to enhance the healthcare services in our community. For more information, or to make a contribution, call the Foundation office, 808-932-3636 or visit the Foundation website: www.hbmcfoundation.org.

Hawaii Island Family Medicine Residency

The Hawaii Island Family Medicine Residency was founded in 2014 at Hilo Medical Center. The program is proud to be part of the answer to Hawaii's need for patient-centered, culturally-responsive family physicians. We train evidence-based, full-spectrum family medicine physicians dedicated to sustainably improving the health of our community.

Family Medicine training includes caring for patients from keiki to kupuna under the supervision of experienced faculty physicians. Additionally, we provide pregnancy care. You may see our residents working with our specialists throughout the hospital and East Hawaii Health clinics. The goal is for our residents and other learners to practice medicine in a supportive environment, and to build the skills and connections to stay and work in Hawaii once they complete their three years of training. The residency clinic at East Hawaii Health Primary Care - 45 Mohouli is accepting new patients!

## Important Phone Numbers at Hilo Benioff Medical Center

| | |
|---|---|
| Main Switchboard | (808) 932-3000 |
| Medical Records | (808) 932-3444 |
| Patient Advocate | (808) 932-3639 |
| Community Relations | (808) 932-3160 |
| Room Service | (808) 932-3663 |
| House Supervisor | Call the switchboard |
| **Condition H (Help)** | **Dial *50 from any house phone** |



## Guest Wi-Fi Access

If you would like to obtain Internet/Wi-Fi access while admitted, ask your nurse to assist you. The wireless network **HMC PATIENT** is available to all guests in the HBMC Cafeteria, and in the unit waiting areas. Note: Our Information Technology Department cannot provide any hands-on support for non-hospital equipment. We reserve the right to restrict access.





| CH# | Short Name | Channel Name |
|---|---|---|
| 3 | GUIDELO | Local Channel Guide |
| 5 | D2 | KITV3 Hawaii News |
| 6 | ABC | KITV ABC |
| 8 | CBS | KGMB CBS |
| 9 | CBS2 | KGMB2 Circle |
| 241 | FOX | KHON FOX |
| 243 | NBC | KHNL NBC |
| 244 | NBC2 | KHNL2 (KFVE) IND |
| 14 | CW | KHON2 CW |
| 16 | PBS | KHET PBS |
| 17 | PBS2 | KHET2 PBS Kids |
| 36 | ION | KPXO ION |
| 37 | METV | KITV2 Me TV |
| 38 | MYNET | KHII My TV |
| 41 | TELEM | KFVE DT2 Telemundo |
| 42 | UNIMAS | UniMas |
| 43 | UNV | Univision |
| 44 | DYSTR | Daystar |
| 45 | TBN | KAAH TBN |
| 48 | RSN | MLB6 HD San Diego Padres |
| 49 | RSN | Spectrum Sports for OC 16 |
| 50 | RSN | Spectrum Surf Channel |
| 51 | RSN | Bally Sports West |
| 52 | RSN | FOX Sports Prime Ticket |
| 53 | RSN | Bally Sports San Diego |
| 54 | RSN | Spectrum SportsNet |
| 55 | RSN | Spectrum SportsNet LA |
| 56 | RSN | Spectrum Sports |
| 57 | GUIDED1 | DELUXE GUIDE 1 |
| 58 | USA | USA West |
| 59 | AETV | AE West |
| 60 | TNT | TNT |
| 61 | TBS | TBS West |
| 62 | AMC | AMC West |
| 63 | DSC | Discovery West |
| 64 | HISTORY | History West |
| 65 | FX | FX West |
| 66 | BBCA | BBC America West |
| 67 | SYFY | Syfy West |
| 68 | TRUTV | Tru West |
| 69 | COMEDY | Comedy Central West |
| 70 | PAR | Paramount West |
| 71 | VH1 | VH1 West |
| 72 | MTV | MTV West |
| 73 | TVLAND | TV Land West |
| 75 | HALL | Hallmark West |
| 76 | NGC | Nat Geo West |
| 77 | APL | Animal Planet West |
| 78 | SCIENCE | Science |
| 79 | AHC | AHC |
| 80 | HGTV | HGTV West |
| 81 | FOOD | Food West |
| 82 | TRAV | Travel West |
| 83 | TLC | TLC West |
| 84 | BRAVO | Bravo West |
| 85 | E! | E! West |
| 86 | LIFE | Lifetime West |
| 87 | OWN | OWN East |
| 88 | BET | BET West |
| 89 | OVATION | Ovation |
| 90 | CNN | CNN |
| 91 | FNC | Fox News |
| 92 | MSNBC | MSNBC |
| 93 | HLN | HLN |
| 94 | CNBC | CNBC |

| CH# | Short Name | Channel Name |
|---|---|---|
| 95 | FBN | Fox Business |
| 96 | BLOOM | Bloomberg |
| 97 | WEATH | Weather |
| 98 | CSPAN | CSPAN |
| 99 | DISN | Disney West |
| 100 | BOOM | Boomerang |
| 102 | UKIDS | Universal Kids East |
| 103 | NICKJR | Nick Jr West |
| 104 | NICK | Nick West |
| 105 | TOON | Cartoon West |
| 106 | DFC | Discovery Family |
| 107 | CMT | CMT West |
| 108 | GACF | GAC FAMILY |
| 109 | ESPN | ESPN |
| 110 | ESPN2 | ESPN2 |
| 111 | GUIDED2 | DELUXE GUIDE 2 |
| 112 | TNF | Thursday Night Football |
| 113 | SEC | SEC |
| 114 | FS1 | Fox Sports 1 |
| 115 | FS2 | Fox Sports 2 |
| 116 | MT | Motor Trend |
| 117 | TCM | TCM |
| 118 | HSN | HSN |
| 119 | EWTN | EWTN |
| 120 | SHOPHQ | SHOP HQ |
| 121 | QVC | QVC |
| 122 | CNNE | CNN Esp |
| 123 | NEWSNTN | NewsNation |
| 124 | MTV2 | MTV2 West |
| 125 | MTVCLAS | MTV Classic West |
| 126 | UP | UP |
| 128 | RFD | RFD |
| 129 | VICE | Viceland West |
| 130 | FYI | FYI West |
| 131 | DEST | Destination America |
| 132 | ID | ID West |
| 133 | ACUWTHR | ACCU WEATHER |
| 134 | COOK | Cooking |
| 135 | OXYGEN | Oxygen West |
| 136 | WE | WE West |
| 137 | POP | POP West |
| 138 | GSN | GSN West |
| 139 | LOGO | Logo West |
| 140 | DLC | Discovery Life |
| 141 | BHER | BET Her East |
| 142 | TVONE | TV One |
| 143 | BBCWLD | BBC World News |
| 144 | NIKTON | Nicktoons West |
| 145 | TNCK | Teen Nick West |
| 147 | MTVLIVE | MTV Live |
| 148 | RVLT | Revolt |
| 149 | FUSE | Fuse East |
| 150 | INSP | Inspiration East |
| 151 | SUNDANC | Sundance West |
| 154 | LMN | LMN West |
| 155 | IFC | IFC West |
| 156 | HMM | Hallmark Movie West |
| 157 | BETSOUL | BET Soul |
| 158 | PAC12 | PAC 12 National |
| 159 | BYUTV | BYU |
| 161 | IMPCNET | Impact Network |
| 162 | MAGN | MAGNOLIA NETWORK |
| 163 | MTVU | MTVU |
| 164 | NEWSMX | Newsmax |
| 165 | BIGTEN | BIG TEN / BTN |
| 166 | ACC | ACC Network |



# East Hawaii Health Clinics

## 1190 Waianuenue Avenue

**Primary Care |Cardiology | Neurology**
**Gastroenterology 808-932-3730** 1st Floor
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**Orthopedics 808-932-4235** 1st Floor
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**Plastic Surgery 808-932-3722** 1st Floor
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**Interventional Radiology 808-932-3730** 1st Floor
Monday Hours: 9:00 am - 2:00 pm
Wednesday Hours: 8:00 am - 3:00 pm

**Pulmonology 808-932-3860** 2nd Floor
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

### Pharmacy
**808-932-3770** Lobby
NEW Extended Hours:
Monday -Friday, 8:00 am - 8:00 pm
Weekends/Holidays, 8:30 am - 4:30 pm

## 1285 Waianuenue Avenue

**Primary Care | ENT | OB/GYN | Urology**
**Genetic Counseling**
**808-932-3940**
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**General Surgery 808-932-4225**
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**Audiology 808-932-3047** Ground Floor
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**East Hawaii Health Clinic Pahoa Urgent Care**
**808-930-3880**
15-2662 Pahoa Village Rd, Ste. 303-305
Hours: 7:00 am - 5:00 pm
Sunday - Saturday, except holidays

**East Hawaii Health at Puna Kai**
**808-930-6001**
15-2714 Pahoa Village Rd, Bldg L, Ste. 5
Hours: 7:00 am - 5:00 pm
Monday - Fridays, except holidays

**Cancer Center**
**Radiation/Medical Oncology | Hematology**
**808-932-3590**
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**Vascular Surgery 808-932-3850**
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**East Hawaii Health Clinic Dermatology**
**808-932-3722**
633 Ponahawai St Unit A
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays

**East Hawaii Health Clinic Kea'au**
**Primary Care 808-932-3830**
16-523 Keaau-Pahoa Rd
Hours: 8:00 am - 4:30 pm
Monday - Friday, except holidays
**Urgent Care**
7:00 am - 7:00 pm/Mon - Sun

**East Hawaii Health Clinic Ka'u**
**808-932-4205**
1 Kamani Street
Hours: 7:00 am - 5:30 pm
Monday - Friday, except holidays

Go Mālama

For a digital copy of this handbook use the QR code.

**Hilo Benioff Medical Center** 1190 Waianuenue Avenue Hilo, Hawaii 96720 808 932-3000
**www.hbmc.org**

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