

Patient, Family and Patient Representative

Information Sheet

This page contains important information for Orlando Health patients and their family members and/or patient representatives. Please read and keep this as a reference. You may receive more information during your visit, depending on the hospital and the services or procedures given.

Get Involved: We encourage you to ask questions and to get involved. Having information about the outcomes of care, treatment and services is essential to understanding the plan of care, medicines and future healthcare decisions. Patients may also request that a family member, representative, or their own doctor be notified of their admission to the hospital. Speak up if you have questions or do not feel informed about your care.

Infection Prevention: To reduce the risk of infection, it is very important that all patients, visitors and staff wash their hands often. Feel free to remind all who enter the room and those who provide care to wash their hands first. Some visitors may be asked to wear special gowns, gloves and/or masks when entering the patient's room. Ask a nurse for more information and instructions. Special precautions are also taken to prevent infection for patients having surgery or who have special IVs inserted (called central lines). Speak up if you notice that someone does not wash their hands or use foam sanitizer.

Tobacco-Free Campus: The use of all tobacco products (e.g., cigarettes, cigars, chewing tobacco, pipes, smokeless tobacco products/electronic cigarettes, etc.) is prohibited at all Orlando Health facilities.

Patient Visitation Rights and Charges: Competent patients (usually those 18 years of age or older) have the right to refuse care, treatment and services. They also have the right to choose their visitors. This may include a spouse, a family member, a domestic partner or a patient representative, such as a friend. This person may or may not be the patient's surrogate decision-maker or legally authorized representative. The patient has the right to withdraw or deny this consent at any time. There may be some limitations to visitation depending on the condition of the patient, the location or care provided (for example, the ICU), and the impact on other patients. Patients also have the right to information about the charges they will be responsible for. Speak up if you have any questions about your visitation rights or if you would like to receive information about your charges.

Medication Management: It is very important that patients understand all of their medications. Patients will be given a list of medications at discharge. Patients should show this list to their doctors. All patients are encouraged to keep an UP-TO-DATE list of all their medications with them at all times.



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While in the hospital, the patient (or as directed, a family member or patient representative) will be told of any possible clinically significant adverse drug reactions. Other information provided about new or routine medicines may include: the name and type of medication, the reason for use, the expected actions, how to take the medication (including time, how often, route and dose), food and drink interactions, possible side effects, and how to monitor the effects of the medication. Speak up if you have any questions about your medications.

Anticoagulant Medications: Some patients need special blood-thinning medications. You will be given information about the importance of taking the medication as ordered with follow-up monitoring. The medication may also cause possible food interactions and adverse drug reactions or interactions.

Suicide Risk: Patients determined to be at risk for suicide will receive suicide prevention information and resources at discharge.

At Discharge: You have the right to a discharge planning assessment and may be given information about ongoing care. This may include how to continue treatment, medications, follow-up, services and/or a list of advocacy groups.

Medical Records: Patients are allowed to access, request amendment to, and obtain information on disclosures of their health information, in accordance with law and regulation. For more information, call the Medical Records Department at 321.841.5167.

Complaints and Grievances: Tell a nurse or any member of management immediately about any complaints or dissatisfaction. For any concern or complaint that is not resolved by the manager, administration or Risk Management, call the Risk Management Department at 321.841.5294 to reach the Patient Advocacy Council.

The following organizations may be contacted with a complaint, regardless of prior action taken with the facility:

- The Joint Commission: One Renaissance Blvd., Oakbrook Terrace, IL 60181, 800.994.6610
- Agency for Healthcare Administration: 2727 Mahan Dr., Tallahassee, FL 32317, 888.419.3456
- Medical Quality Assurance: P.O. Box 1400, Tallahassee, FL 32308, 888.419.3456

Thank you for allowing us to provide your healthcare needs. We are happy to serve you.