

Neuroscience and Trauma Intensive Care Unit

Walnut Creek Campus

Patient & Family Handbook

Free Interpreter Services Available 24/7

We offer the following interpretation resources for our patients and their families:

Telephone Interpretation

- Telephone interpreters are available for over 230 spoken languages
- Telephone interpreters are accessible 24/7 in our hospitals and outpatient sites
- Telecommunications Relay Services is available for patients with a hearing or speech disability; available for use via a text telephone (TTY) or by dialing 7-1-1 on any phone.

Video Remote Interpretation (VRI)

- Video interpretation is available 24/7 in Spanish and American Sign Language (ASL).
- 13 additional spoken languages are available **Monday – Friday, from 8:00 am – 6:00 PM.**

In-person Interpretation

- Qualified Employee Interpreters are available at our hospitals and outpatient sites.
- Spoken languages, including American Sign Language (ASL) available with 24-hours' notice.

To file a complaint or grievance, contact Patient Engagement at **(925) 941-5003**.

Patients also have the right to contact California State Licensing and Certification Office at:

- By Phone at **(800) 554-0352**
- By TTY at **(800) 735-2929**
- By visiting <http://hfcis.cdph.ca.gov/>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index>

Welcome to 2A/2B Neuro + Trauma ICU

Welcome to our family.

We care for up to 24 patients in our two units. We recognize that hospitalization can be very stressful for you and your loved one and thank you for allowing us to provide your care. Our highly skilled ICU team will coordinate and manage your care across our entire range of services, striving to provide you with the highest quality care and a top-tier experience.

In the following pages you will find helpful information related to your stay with us. Included are answers to commonly encountered questions. We hope this handbook can simplify your stay and allow you more time to focus on your health or that of your loved one.

Our Brand Promise: We Listen. We Explain. We work together as a team!

Our Mission: To provide world class care to the adult patient in the transition between acute and critical illness.

Our Values: Empathy. Diplomacy. Professionalism.



Debbie Parnoff

RN, BSN, CCRN CNRN

Manager, Critical Care Services



Trudy Lovell

RN, MSN, CCRN

Director, Critical Care Services

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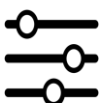
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The 7 Things You Need to Know



1. Your Room

- Your bedside rails contain controls for the bed.
- The nurse call button, TV and light controls are on your control box.
- Ask anyone in your health care team to help adjust your room. temperature.
- We urge you to leave valuables and credit cards at home
- We have limited safe storage upon request.



2. Need Immediate Attention

- If your family members notice a change in your condition that our staff might not see, they should push the call button found on your bed or control box and talk to the nurse right away.
- For urgent situations, any nurse (RN) or nursing assistant (CNA) near your room will gladly help you.



3. Patient Meals

- Nutrition Services will visit your room or call your room phone daily to help you plan your meals within the guidelines set by your doctors.
- You can reach Nutrition Services by dialing x35721 on your room phone.



4. Visiting Hours

- Visitors are welcome from 9 a.m. to 9 p.m. daily.
- A government-issued photo ID is required to enter the hospital.
- Policy exceptions must be approved by the unit manager.

The 7 Things You Need to Know (continued)



5. WiFi

- Complimentary wireless internet is available to patients and visitors and can be accessed by joining the network **JMHGuest**.



6. Communication

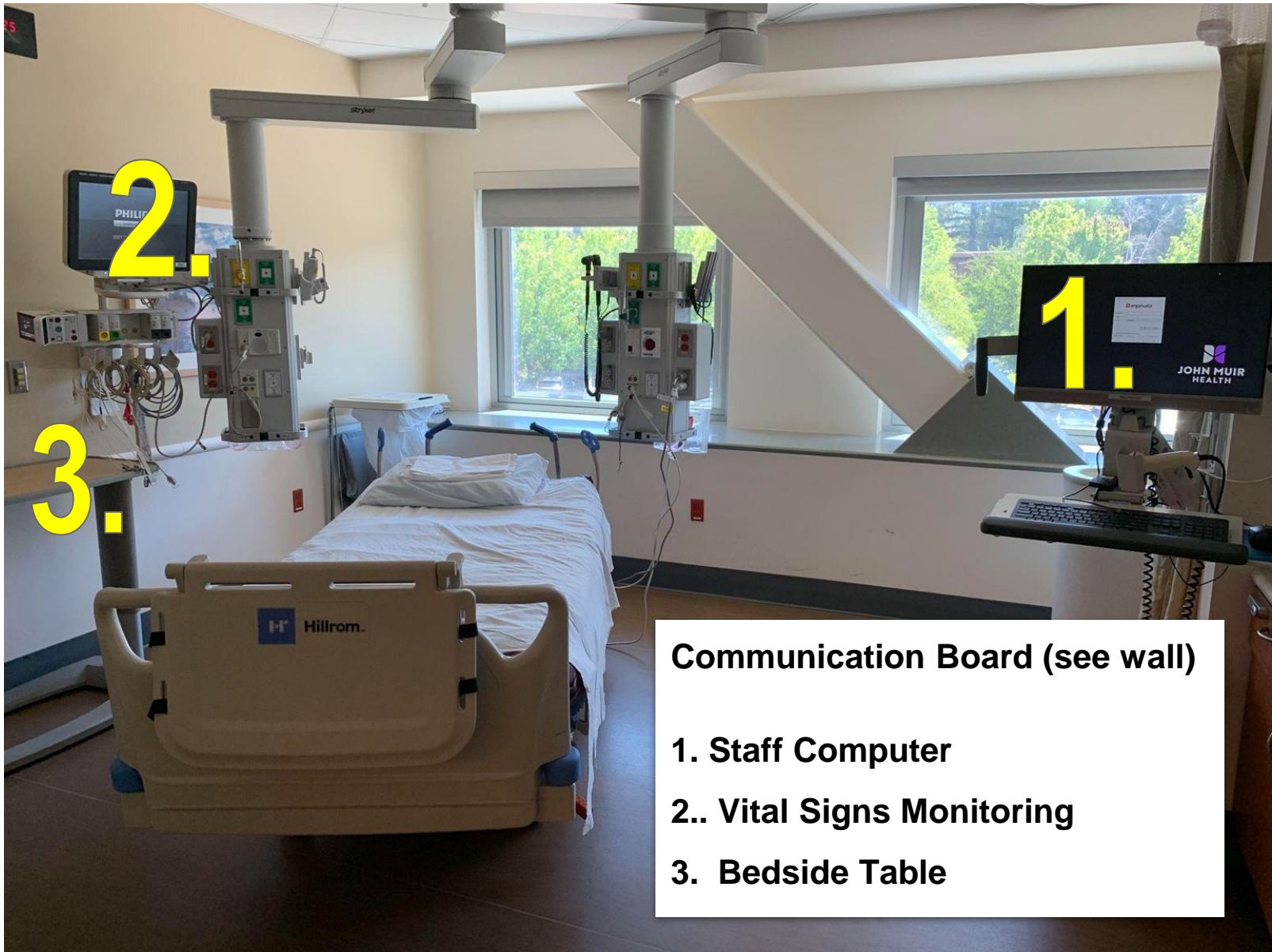
- Your nurse's name will be updated on your whiteboard at 7 AM and 7 PM daily.
- For non-urgent matters, use the red call button on your control box.
- A room phone can be made available near your bed.
- If your family is away from the hospital and would like to speak with your care team, they can call the operator at **925-939-3000**.
- Change of shift and assessments happen between **7 AM – 8:00 AM** and between **7 PM – 8 PM**. (Please hold non-urgent calls until after 9am).
- ***We ask that only one family member be identified as a spokesperson to help us protect your health privacy.***



7. Your Care Team

- **Your Primary Nurse:** While on our unit you will be given a primary nurse who will change every 12 hours at 7 AM and 7 PM.
- **Your Attending Physician:** During your hospital stay, you will have an attending physician who will visit you most days and supervise your care. Your attending physician may work with other specialists in providing your care.
- **Your Care Team:** Your care team comes together daily to discuss your care. We'll let you know when these "rounds" take place to see if you're able to participate. Your multi-disciplinary care team includes your nurse, physicians, case manager, social worker and pharmacist.
- **Updates to Family:** We're happy to check-in regularly to provide updates to your family. However, in order to protect your health privacy, ***we ask that only one family member be identified as a spokesperson.***

Illustrated Guide to Your Room



Communication Board (see wall)

1. Staff Computer
- 2.. Vital Signs Monitoring
3. Bedside Table

Vitals (top to bottom)

1. Heart Rate
2. Oxygenation
3. Respiratory Rate
4. Blood Pressure



Your Television Guide



SAMSUNG TV				PHILLIPS TV			
7.1	KTVU-FOX	21.3	DISCOVERY	1	KBCW- CW	31	DISNEY
7.2	KRON-MYNET	21.4	HISTORY SPANISH	2	KQED-PBS	32	HALLMARK SD
7.3	KQED-PBS	23.1	HISTORY	3	KRON-MYNET	33	KTSTS SPANISH
7.4	KBCW-CW	23.2	SYFY	4	KTVU-FOX	34	DISCOVERY SPANISH
8.1	KNTV-NBC	23.3	USA NETWORK	5	KNTV- NBC	35	HISTORY SPANISH
8.2	KGO- ABC	24.5	EWTN- SD	6	KPIX- CBS	36	HISTORY
8.4	KPIX- CBS	25.1	BLOOMBERG	7	KGO- ABC	37	USA NETWORK
9.1	WEATHER CHANNEL	46	HLN	8	WEATHER CH.	38	SYFY
10.1	SPIKE	47	CNN	9	SPIKE	39	EWTN
10.2	COMEDY CENTRAL	48	BAY AREA SPORTS	10	LIFETIME	40	BLOOMBERG
10.3	LIFETIME	49		11	COMEDY CEN.	41	HLN
11.1	NFL NETWORK	50	TBS	12	NFL NETWORK	42	CNN
11.2	EI	51	TNT	13	EL	43	BAY ARE SPORTS
12.1	AMC	52	AXS	14	AMC	44	
12.2	MSNBC	53	BRAVO	15	HGTV	45	TNT
12.3	HGTV	54	DISNEY JR	16	FOOD NETWRK	46	TBS
12.4	FOOD NETWORK	55	KCMS	17	MNBC	47	BRAVO
13.1	NICKELODEON	56	ION	18	NICKELODEON	48	AXS
13.2	CNBC	57	KIDS	19	CNBC	49	WE
14.1	MTV	60-	MUSIC CHANNELS	20	MTV	50	TV LAND
14.2	DISCOVERY CH.	69	MUSIC CHANNELS	21	TLC	53	KIDS
14.3	TLC	70	TV LAND	22	A&E	55	DISNEY
14.4	A&E	71	VH1	23	DISCOVERY	56-	MUSIC CHANNELS
15.1	ANIMAL PLANET	72	WE	24	FREEFORM	64	MUSIC CHANNELS
15.2	TRAVEL	73	WGN	25	ANIMAL PLANET	65	MTV
15.3	FREEFORM	85	WELCOME CH.	26	TRAVEL	66	ION
16.1	ESPN	86	LOVENOX	27	ESPN	67	WGN
17.1	ESPN2	87	COUMADIN	28	ESPN2	68	MC
18.1	FOX NEWS	91	MOM-BABY EN	29	FOX NEWS	69	WELCOME CHN.
19.1	HALLMARK MOVIES	92	MOM-BABY SP	30	HALLMARK	71	COUMADIN
20.1	DISNEY	93	CARE CHANNEL			72	NEWBORN
21.1	HALLMARK SD	94	NEWBORN			73	LOVENOX
21.2	KTSTS SPANISH					93	CARE CHANNEL

Your Control Box

**NURSE CALL or
"CALL BUTTON"**



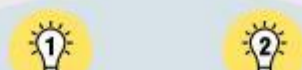
**CHANGE TV
CHANNEL**



TV VOLUME



**ROOM LIGHT
CONTROL**



**HEADPHONE
JACK**



Safety Alarms



- All hospital beds are equipped to alarm when you get out of the bed.
- These alarms are for your safety and to decrease the risk of falls.
- Always use your control box or phone to call your care team before getting up. They will temporarily disable the alarm for you.
- The use of these alarms is a mandatory hospital policy.

*Don't fall,
call...*

**NURSE CALL or "CALL
BUTTON"**

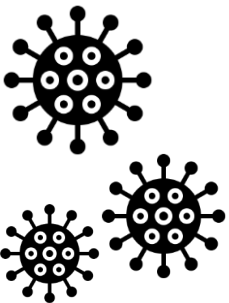


Visitor Guidelines



- Visitors are welcome from 9 AM to 9 PM daily. No visitors are allowed overnight.
- All visitors must enter through the main entrance and present a government-issued ID to receive a visitor identification badge.
- There may be times when County regulations will require all visitors to wear a mask covering their nose and mouth. Signs will be posted when this applies.
- Outside food and beverage for patients requires prior approval from nursing staff. There is no food storage available.
- Our Walnut Creek Medical Center is a smoke-free campus. The use of all tobacco and vapor products is not permitted on hospital grounds.
- Visitor policy exceptions must be approved by the unit manager and are considered strictly on the basis of your medical care.
- Guests must not be ill with colds, flu or other contagious conditions.

Infection Control



To reduce the risk of transmitting infections, the treatment of some patients requires our staff to wear blue plastic gowns and other protective equipment while providing care.

When this is the case, **visitors will be asked to wear the same equipment when they enter the room and to wash their hands upon exiting.** For more details and instructions, please speak with your primary nurse.



How do I place my meal orders?

- Nutrition Assistants will either visit you in your room or call you daily.
- Due to appointments and therapies you may have, we may miss you.
- If you have not seen or heard from a diet office representative by 3:15pm call our Diet Office at **x35721**.

When does the Diet Office close?

- The Diet Office closes at 7 PM daily.
- Dinner tray line service is nightly from 4:45 PM to 6:15 PM, during which the Diet Office may not be able to answer the phone.

Is any meal service available after hours?

- If appropriate to your medical situation, we may be able to offer simple sandwiches and limited snacks.
- Make any after hours meal requests with your nurse or nursing assistant.

Patient Meals



Meal Service

A representative from Nutrition Services will visit your room or call your room phone daily. They will help you plan your meals within the guidelines set by your doctors. You can reach the Diet Office by dialing **x35721** on your room phone.

Special Diet Requests

We can accommodate many diet requests such as vegetarian, vegan, and kosher. Nutrition Assistants will try to see you daily. Please let them know of your special diet requests.

Restrictions to Your Diet

Your doctor may prescribe a special diet for your medical condition or safety.

The three most common types of prescribed diets are clear liquid diet, full liquid diet, and regular diet. The three most common types of therapeutic diets are cardiac diet, diabetic diet, and low sodium. Examples of these diets are on the following page.

NPO means “nothing by mouth.”

This can be required for a variety of reasons, most often before a procedure or surgery when you might vomit or catch pneumonia. Also, food in your digestive tract can affect certain tests which require an empty stomach.

Swallowing Safety

Swallowing food and liquids can be complex. Some medical conditions make it easier for food or liquid to accidentally enter your airway and lungs. Your doctor may order your liquids to be thickened.

You may also be seen and treated by a speech-language pathologist. Speech-language pathologists, also called speech therapists, are highly-trained professionals who evaluate and treat patients with speech, language, cognitive-communication and swallowing disorders.

For your safety, it is important that family members do not give you liquids from outside the hospital. Also please keep in mind that *ice and frozen products will melt in your mouth and may put you at risk of aspirating food or liquid when you are on a thickened liquid diet order.*



Common Diets

Clear Liquid Diet

The clear liquid diet is often prescribed for a short time after surgery to give your stomach and intestines a rest. The diet includes ***clear juices, broth, popsicles, gelatin, and tea***. Coffee may be allowed with your doctor's approval.

Full Liquid Diet

The full liquid diet is prescribed after surgery as a transition from clear liquids to a regular diet. This diet includes ***all the foods on a clear liquid diet plus the addition of dairy products such as: milk, yogurt, pudding, and smooth cream soups***.

Regular Diet

The regular diet, sometimes called the "house diet", consists of normal foods similar to what you may eat at home.

Cardiac Diet

The Cardiac diet is sometimes called the low fat, low cholesterol diet. The diet consists of *foods which are low in saturated fat, cholesterol and salt*. The cardiac diet is used for patients who have high cholesterol and may also have high blood pressure.

Diabetic Diet

The Diabetic diet is low in sugar and fat. The diet is designed to keep blood glucose (sugar) levels under control.

Low Sodium Diet

The Low Sodium diet is prescribed for people who have high blood pressure, kidney disease, or who retain water. A low sodium diet will help your body get rid of extra fluids and help in improving your medical condition.

Liquid Thickness

Your doctor may order your liquids thickened to make sure you swallow safely. Respecting these orders is a matter of your safety.

How to Request Your Medical Records



1. Complete and Sign the [Authorization for Use of Disclosure of Protected Health Information form](#) (English or Spanish).

2. Way to Return Completed Form

- Email HIM@johnmuirhealth.com
- Send a message via [MyChart](#)
- Fax to (925) 947-3235
- Mail or hand deliver to:

John Muir Health
Health Information Management Department
5003 Commercial Circle
Concord, CA 94520

Phone (925) 947-5373

Hours Monday-Friday 9:00 AM to 4:00PM

3. Processing Time

- Please allow up to 14 calendar days for your request to be processed.
- If you choose to pick-up your medical records, you will be contacted by the Release of Information Office when your records are ready.
- A photo ID is required to pick up your records.
- If someone other than the patient is picking up the records, then that person must have an original signed authorization letter from the patient and a photo ID.

MyChart. An online application where you can see your medications, test results, upcoming appointments, medical bills, price estimates, and more all in one place, even if you've been seen at multiple healthcare organizations. To learn more [CLICK HERE.](#)



Your Feedback Matters

At any time, if you or your family should have any concerns or problems, please feel free to reach out to any of the following resources:

Nurses

Our Registered Nurses (RNs) work as a team. You may always ask any nurse for help, even when they are not assigned to your care. If they are not present in your room, press the call-light on your control box or call the number found next to their name on your whiteboard with the hospital phone.

Charge Nurse

If you do not feel comfortable sharing information with your primary nurse, ask to speak with the charge nurse. The charge nurse can be found at the central nursing station.

Unit Manager

The unit manager is Deborah Parnoff. She can be reached at **(925) 941-4278**. We ask that you first speak with the charge nurse if you have a question or concern.

All Walnut Creek Medical Center Staff

Our hospital staff are here to help. You can always ask for help from staff in your room regardless of their role. If they cannot answer or address the issue, they will help you find the appropriate assistance.

Want to Say Thank You to Your Nurse?

Share your story of compassionate and skillful nursing care by visiting www.daisynomination.org/JMWC

Giving Back

If you or your loved one was inspired by the care you received and would like to give back, consider the following:

The John Muir Health Foundation

Website: <https://www.givehealthjmh.org/>

Phone: **(925) 947-4449**



Become a Volunteer

If you are interested in volunteering at John Muir Health, please visit our [Volunteer website](#) or call **(925) 947-5358** to learn more.



Honor an Extraordinary Nurse with a DAISY Award Nomination

The DAISY Award is an international recognition program started in memory of J. Patrick Barnes.

Pat's family experienced first-hand the difference his nurses made in his care through clinical excellence and outstanding compassionate care.

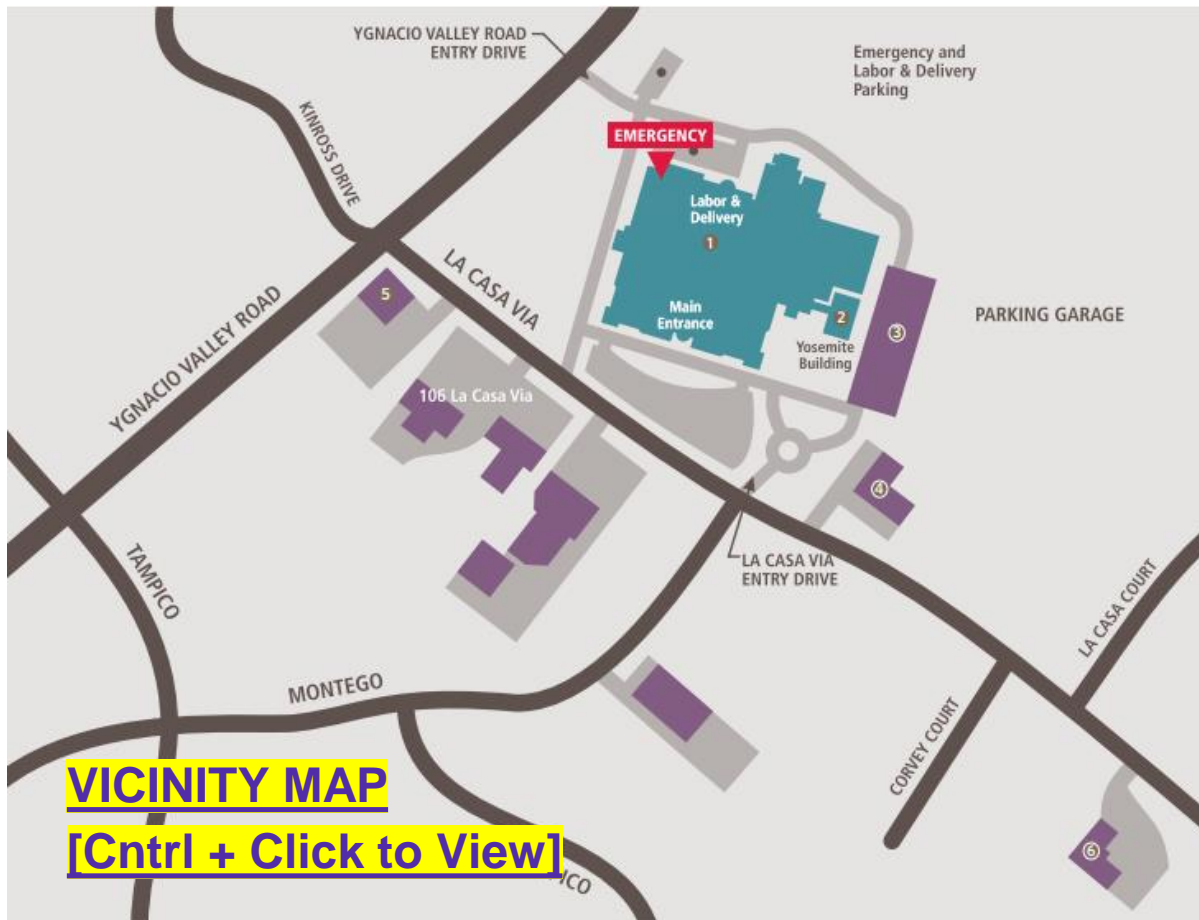
The family created The DAISY Award to express gratitude to nurses and to help other patients, families, and staff to thank and honor special nurses.

[Submit a Daisy Award nomination](#)

DAISY Award

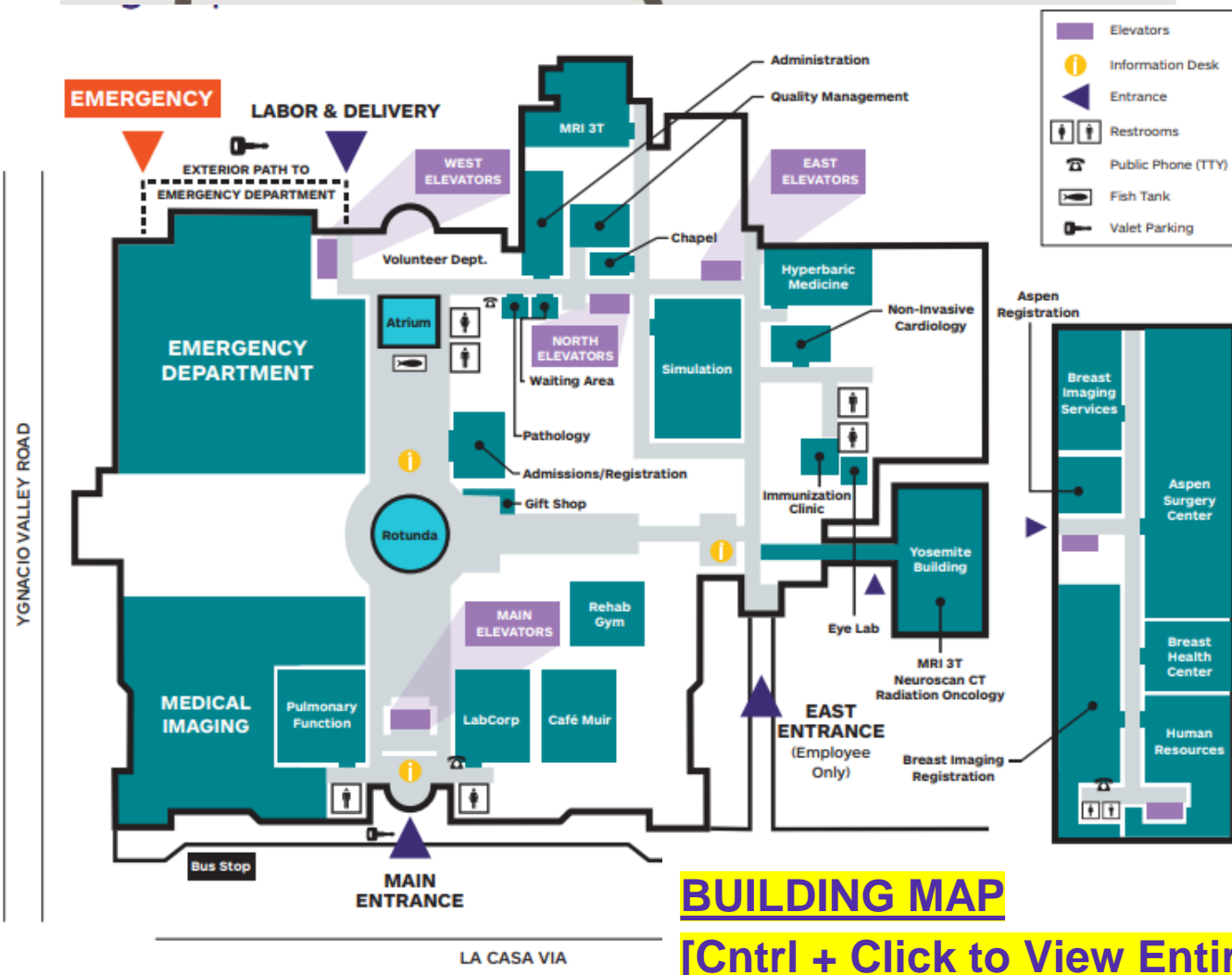


Building and Vicinity Maps



VICINITY MAP

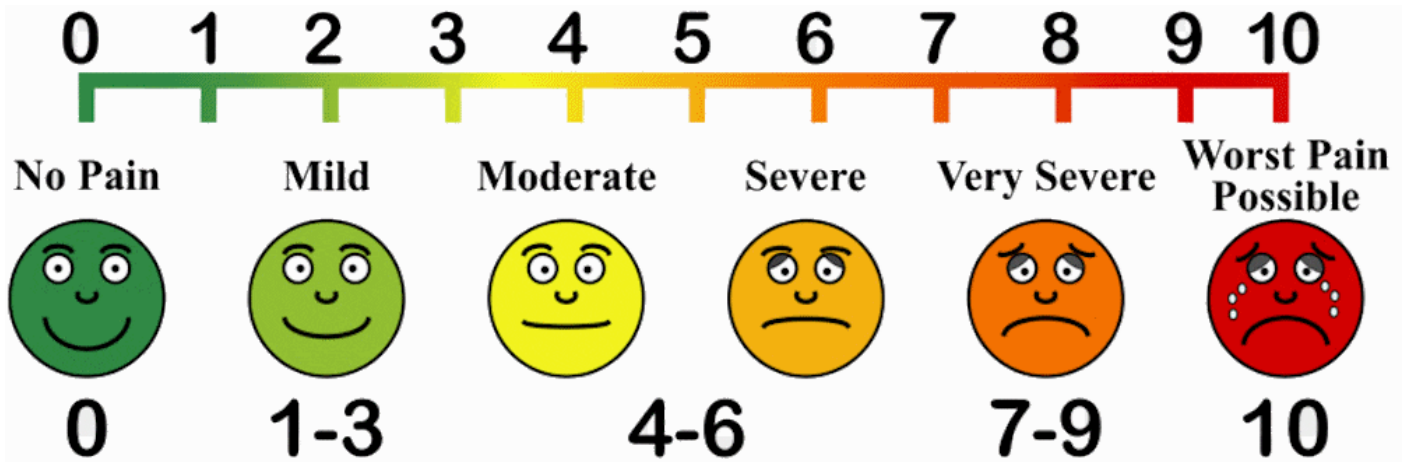
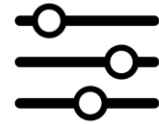
[Cntrl + Click to View]



BUILDING MAP

[Cntrl + Click to View Entire Map]

Understanding the Pain Scale



Translations of Wong-Baker FACES™ Pain Rating Scale

	0	2	4	6	8	10
English	No Hurt	Hurts Little Bit	Hurts Little More	Hurts Even More	Hurts Whole Lot	Hurts Worst
Spanish	No Duele	Duele Un Poco	Duele Un Poco Más	Duele Mucho	Duele Mucho Más	Duele El Máximo

“No Info” Patients

- There may be times when patients will be under a “no info” order.
- In the Neuro/Trauma ICU, this may be used when there are trauma patients who may be considered a security risk for patients, visitors and staff.

When a “No Info” Order is in Place

- Visiting is restricted to spokesperson plus no more than three additional visitors.
- Once the visitor list has been made, no changes are allowed.
- Spokesperson will NOT be able to call in by phone to ensure that “no info” privacy and protection remain in place.
- Nursing staff will call the spokesperson at approximately 9:00 AM and 9:00 PM, unless spokesperson is already visiting.