Patient Guide
Key Information for Your Stay

Facts for Your Stay
Frequently Asked Questions

Speak Up
Take Charge of Your Care

Fight Infections
5 Tips to Reduce Your Risk

DELRA Y
Medical Center
We Care For Those You Care About.

- Medication Reminders
- Meal Preparation
- Dress/Hygiene Assistance
- Companionship
- Housekeeping/Laundry
- Alzheimer’s Care
- Incidental Transportation
- Live-In Services

Call us Today and see how Preferred Care at Home can help!

(561) 404-2300

PreferredCareatHome.com/SPB
Compassionate Convenient Hospice Care

In 2007 Trustbridge opened our hospice inpatient unit in the Delray Medical Center to provide you and your loved one support, comfort and care.

Our Joint Commission Gold Seal hospice care is available wherever you may need us, either in your home or here at our Delray Medical Center hospice unit.

Find out more about how the hospice services of Trustbridge can help you and your family. Ask your patient advocate or call Trustbridge.

trustbridge
hospice | palliative care | home care

24/7 Information & Admissions
844.422.3648 | trustbridge.com

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When care is needed, better is best.

Skilled nursing distinguished by exceptional professionalism, genuine care and simple elegance. For yourself or a loved one, the search for better services ends at the luxurious Sinai Residences.

Find out more or schedule a tour: Call (561) 571-7042 or visit www.SinaiResidences.com.

In addition to long-term skilled nursing, we offer short-term rehabilitation, memory care and assisted living in wonderfully elegant settings.

• Open to the public, with beautiful Skilled Nursing private suites
• Physician-led care with a coordinated professional team present 24/7
• Physical, occupational and speech therapies daily
• Chef-prepared gourmet dining

21044 95th Avenue South, Boca Raton, FL 33428

Managed by Life Care Services* AL License: AL12931 • SNF License: SNF130471058

A Jewish Federation of South Palm Beach County Affiliated Community Service Company

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Take Charge of Your Care

❖ Protect Your Health
❖ 5 Ways to Fight Infections
❖ Don’t Ignore Pain
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❖ Be Proactive
❖ Manage Your Medicines

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Welcome

Thank You for Trusting Us

Dear Valued Patient,

Thank you for selecting Delray Medical Center for your healthcare needs. We are committed to providing safe, personalized, high-quality healthcare to our patients.

For more than 35 years, Delray Medical Center, a 536-bed acute care hospital, has served the communities of Southern Palm Beach County. Delray offers a wide array of specialized services, including a Level I Trauma Center, advanced cardiovascular care, orthopaedics, rehabilitation, a comprehensive stroke center, neurosciences, emergency care and more.

For the past 12 years, Delray Medical Center has been named one of America’s 50 Best Hospitals by Healthgrades®, a leading independent healthcare ratings organization. The hospital also is a recipient of the Healthgrades Distinguished Hospital Award for Clinical Excellence™ for 16 years in a row. In 2018, Delray Medical Center was awarded the Patient Safety Excellence Award. The hospital has earned the American Heart Association/American Stroke Association’s Get With The Guidelines® Stroke Gold Plus Quality Achievement Award and the Target: Stroke Elite Plus Award. In 2018, Delray received the Aetna Institutes of Quality (IOQ) Cardiac Rhythm Program designation.

We are devoted to delivering care to you in a patient-friendly environment. You can expect your nursing team to round on you every hour from 6:00 a.m. until 10:00 p.m., and every two hours from 10 p.m. until 6 a.m. We care about your safety and want to anticipate your needs. During rounding, our staff will address your pain relief needs and offer bathroom assistance, repositioning and personal items.

In addition to hourly rounding, your nursing team will conduct a report at your bedside, in your presence, at each shift change to ensure proper communication of all important information and to introduce you to the oncoming nurse. Bedside report allows us to keep you better informed about the care we are providing, including a review of medications, tests and your overall progress.

If you have questions or concerns about your care or safety, please talk to any member of our hospital staff. The names of your care team will be prominently displayed on your white communication board at each shift. Should you need additional assistance, the department director or charge nurse will also visit with you during your stay with us.

You may receive a survey by telephone or in the mail after your stay. Your feedback will ensure we reward and recognize our team members as well as identify ways to improve our services so that we may continue to demonstrate high-quality care that you expect and deserve.

Mission Statement
Through collaborative teamwork, we will provide quality-driven, innovative, safe, customer-focused services that exceed expectations.

In Good Health,
Maggie Gill
Chief Executive Officer
About Us

Why We Are the Right Choice for Your Care

Our Values
In order to achieve our Mission and Vision, we follow mutually held values:

Work Environment Excellence:
- Our work environment is based upon teamwork, cooperation and continuous improvement. We encourage the participation and suggestions of each employee, patient, physician, volunteer and board member.
- Our greatest assets are our dedicated employees.
- Service Excellence is committed to Compassion, Connection, Communication and Competency.

Community Service:
- We recognize and respond to the needs of our community, which includes patients, physicians, employees and others presenting for services, to the best of our ability and resources.
- We are committed to making a difference in the quality of life in the community we serve.
- We provide efficient, professional services in a safe, caring and respectful manner.

Financial Viability:
- We are committed to maintaining our financial viability and to securing the resources necessary to meet the needs of our community.

Our Vision
To be recognized as the provider of choice where people come first.

Contact Us: 5352 Linton Blvd. • Delray Beach, FL 33484
561-498-4440 • www.delraymedicalctr.com
Phone Directory

Hospital Services

**KEY NUMBERS**

**Main – Delray Medical Center**
561-498-4440

**Main – Pinecrest Rehabilitation Hospital**
561-495-0400

**DELRAY MEDICAL CENTER**

- **Admitting**
  561-495-3125

- **Case Management**
  561-495-3631

- **Dietitian’s Office**
  561-495-3230

- **Emergency Services**
  561-495-3115

- **Fair Oaks Pavilion (Mental Health Services)**
  561-495-3737

- **Food and Nutrition Services**
  561-495-6133

- **Health Information (Medical Records)**
  561-495-3216

- **Housekeeping (Environmental Services)**
  561-495-3259

- **Human Resources**
  561-637-5350

- **Lecture and Support Groups**
  1-800-897-9789

- **Medical Detoxification Program**
  561-495-3737

- **DMC Imaging Palm Court**
  561-637-5300

- **Outpatient Rehabilitation**
  561-495-3117

- **Outpatient Treatment (Ambulatory Care Center)**
  561-495-3133

- **Patient Advocate**
  561-495-3108

- **Physician Referral**
  1-866-358-4DOC

- **Pinecrest Outpatient Therapy**
  561-495-9266

- **Pinecrest Rehabilitation Hospital**
  561-495-0400

- **Risk Management**
  561-495-3555

- **Sleep Disorders Center**
  561-495-3171

- **Social Services**
  561-495-3136

**PINECREST REHABILITATION HOSPITAL**

- **Admissions**
  561-495-3066

- **Admitting**
  561-495-3013

- **Case Management PRH**
  561-495-3066

- **Nurse Director—Pinecrest**
  561-495-3084

- **Central**
  561-495-3020

- **East**
  561-495-3040

- **Outpatient Therapy Scheduling**
  561-495-9266 or 561-495-3117

**Phone Tip**

Calling from INSIDE the hospital? Dial the last four digits only.
Our Commitment to Care

Want to Know How We Score?
You can review and compare the quality, care and safety ratings for different hospitals at:
- Medicare Hospital Compare, which uses HCAHPS results and other data: www.medicare.gov/hospitalcompare/search.html
- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org

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

During Your Stay
Please speak with your nurse or nursing leader if you have any questions or concerns about your care. If at any time you feel we are not meeting your expectations, dial 0 and ask the hospital operator to contact the nursing manager for your unit. To speak to someone during the evening or on weekends, dial 0 and ask the hospital operator to contact the nursing supervisor.

Agency for Healthcare Administration
2727 Mahan Dr.
Tallahassee, FL 32308
888-419-3456
Email: patientsafetyreport@jointcommission.org
www.jointcommission.org

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
Email: patientsafetyreport@jointcommission.org
www.jointcommission.org

After Your Stay
Once you leave our care, we may ask you to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is a tool to measure and report patient satisfaction. It’s made up of simple questions on key topics, such as:
- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital

If you’re selected to receive this survey, please take the time to complete it. The results will help us know what we’re doing right and where we can improve.
Fast Facts About Your Stay
An A-Z Guide to the Most Frequently Asked Questions

ATM
An ATM is located in the main hospital lobby outside of the coffee shop.

Bed Rails
For your protection and safety, the side rails on your bed may be raised. If the side rails are up, please press the nurse call button for help before getting out of bed.

Cafeteria
Location: First floor
Hours:
Breakfast: 6:30 a.m. to 10:30 a.m.
Lunch: 11:30 a.m. to 2:00 p.m.

Calling Your Nurse
Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located on the bed rails. If you have any questions on how to use the call button, ask a staff member to show you. Your nurse also has a phone number to call them directly. It will be listed on the white information board in your room.

DAISY Award
You may nominate a nurse who exhibits extraordinary caring and compassion for a DAISY Award. Feel free to ask for a DAISY Award nomination form if you would like to recognize a deserving nurse.

Electrical Appliances
Only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, computers or other electric devices.

Environmental Services
Please feel free to contact Environmental Services 24/7 for any housekeeping services at ext. 7064.

Fire Safety
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers
Flowers can be sent to all patient rooms except the critical care units.

Gift-Giving Policy
Our policies prohibit employees from accepting or giving gifts. The best way to express your appreciation for a staff member is by nominating him or her for a DAISY Award or sending a letter to the Administrator. Letters may be mailed to: ATTN: Administration, 5352 Linton Blvd., Delray Beach, FL 33484.

Hearing Impaired
Delray Medical Center and Pinecrest Rehabilitation Hospital are equipped with a Telecommunications Device for the Deaf (TDD) to aid the hearing impaired with telephone communication. Patient phones with voice amplification devices also are available. For more information about these services, please contact your nurse.

Hurricane Preparedness
In the event a hurricane should hit this area, our facility has taken measures to help ensure continuous care for our patients. Please note: Delray Medical Center and Pinecrest Rehabilitation Hospital are NOT emergency shelters. Visitors will not be permitted to stay after a hurricane warning has been issued. A listing of area shelters is available. It also includes hurricane preparedness information and safety tips for your convenience.

Interpreter Services
Interpreters are available for patients needing this service. Public Telephone offers interpretation services 24 hours a day. Please ask your nurse for assistance.

Lobby Café
Hours:
Open 6:30 a.m. to 8:30 p.m. daily. Closed on major holidays.
The Lobby Café offers Starbucks coffee, pastries, paninis, salads, fruit cups and yogurt parfaits.

Lost and Found
Although Delray Medical Center and Pinecrest Rehabilitation Hospital cannot assume responsibility for any items brought into the hospital, every effort will be made to find lost items. Please report any lost items to your nurse.

Mail
Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home. You may
take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the gift shop.

An email message also can be sent to patients at Delray Medical Center and Pinecrest Rehabilitation Hospital. Visit www.delraymedicalctr.com, click on "Our Services" and then "Online Services." Find the icon that says "Cheer Cards." Simply fill out the form and click the send button. The message will be hand-delivered to the patient.

**Medicines**

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

**Pastoral Care**

Delray Medical Center and Pinecrest Rehabilitation Hospital have clergy members from various denominations available to provide spiritual guidance and support for you and your family members. To contact them, dial the Information Desk at ext. 4111 or Volunteer Services at ext. 3243, or check with your nurse. Your own clergy also are welcome to visit you during your stay.

**Patient Meals**

If you have any questions about your diet, please call ext. 6133 and a representative from Food and Nutrition Services will be available to help you. Special meals, such as kosher or vegetarian, are available upon request. Guest trays for visitors are available upon request for a fee.

**Personal Belongings and Valuables**

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Delray Medical Center cannot be responsible for replacing personal belongings.

**Purposeful Hourly Rounding, Because We Care.**

Because we want you to receive excellent care, we are going to round every hour from 6:00 a.m. to 10:00 a.m. We will not wake you if you are sleeping, unless your physician has asked us to do so. During this time, we will check your pain and your comfort, and ask if you need to use the bathroom.

**TelephoneNumber**

**Local Calls**

There is no charge for local phone calls. To make a local call, dial 9, wait for a dial tone, then dial the desired number.

**Long Distance Calls**

You can use a calling card for long-distance calls. You also can charge long-distance calls to your home phone or credit card, or you can call collect. Long-distance cannot be billed to your room.

To make a long-distance call, dial 0 and ask the hospital operator for a long-distance carrier or overseas operator.

**Other Phone Features**

To reach your doctor, contact your nurse. Family members may call the doctor’s office directly. The operators cannot page doctors for patients.

To put a "DO NOT DISTURB" on your phone, dial 0 for the hospital operator and request this service.

To use your telephone, press the "on/off" button that is located just below the earpiece. Press the on/off button before dialing and again to end your call.

**Television**

Each bed has a color television, which can be controlled from your bed or from your pillow speaker. Television service is provided free to patients.

**Vending Machines**

Snacks are available in the vending area next to the dining room.
Visitor Guidelines

All visitors must obtain and display a guest pass prior to each visit. In order to provide for the best care while at Delray, we ask that you are aware of the following guidelines:

- The hospital does not have set visiting hours however, critical care areas (CCU, CVICU, NICU, TICU and MICU) may have exceptions during shift change and during times where patients are being admitted to the unit. During these times, visitors will be asked to wait in the waiting areas near the critical care units. This allows for confidentiality of patient information amongst the caregivers.
- We ask visitors to stay in the patient’s room or waiting areas at all times, rather than waiting in hallways. This helps to ensure privacy and confidentiality for all our patients. There may be a limit to the number of visitors allowed into the room at a time.
- The patient or family may be asked to designate a family spokesperson. This will be the person that will be the primary contact between the hospital staff, family and friends. This helps by:
  - sharing information and taking phone calls regarding the patient’s condition
  - developing a partnership with the healthcare team in planning care for the patient through inclusion of this family spokesperson
- Visitors may be asked to step out of the patient’s room when a medical procedure needs to be done. The nursing staff will notify the visitors when to return after completion of the procedure.
- Nursing staff will help to coordinate communication with physicians when necessary.

Delray Medical Center encourages our family members and visitors to also care for themselves while their loved one is hospitalized. This can be a very stressful time for everyone, so remember to take care of yourself.
Take **Charge** of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

**You’re in charge.**

You are the center of your healthcare team. Know what’s happening every step of the way.

**Always double-check.**

Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

**Know your medicines.**

Understand what they treat, why you need them and how to take them for the best results.

**Educate yourself.**

Learn about your medical condition, tests and treatment options.

**Speak up.**

Ask questions and voice concerns. It’s your body and you have the right to know.

**Find a support person.**

Pick someone to help speak up for your care and needs during your stay.

**Check before you go.**

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.
Speak Up

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

And Remember, Take Charge of Your Communication:

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

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

- Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.

**Double-Check**

Always double-check your name with staff to avoid errors.
Take Charge of Your Care

5 Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands.**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom

2. **Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

**Cleaning Tip**

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing "Happy Birthday").

**About Antibiotics**

While you’re in the hospital, your doctor will review and make changes to your medicines—including antibiotics. This helps to make sure you’re taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.
Don’t Ignore Pain
Take Charge of Your Care

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse:
- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms.

Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Which words describe your pain?
- aching
- bloating
- burning
- comes and goes
- constant
- cramping
- cutting
- dull
- numbing
- pressing
- pressure
- pulling
- radiating
- searing
- sharp
- shooting
- soreness
- stabbing
- throbbing
- tightness

Wong-Baker FACES® Pain Rating Scale

0  No Hurt
2  Hurts Little Bit
4  Hurts Little More
6  Hurts Even More
8  Hurts Whole Lot
10  Hurts Worst

If your loved one needs more time to recover, we can help.

WE SPECIALIZE IN: Ventilator Weaning, Cardiovascular/Pulmonary Rehabilitation, Wound Care, Complex Medical and Infectious Diseases

SELECT SPECIALTY HOSPITAL OF PALM BEACH
3060 Melaleuca Lane, Lake Worth, Florida 33461
(561) 357-7202
palmbeach.selectspecialtyhospitals.com

OUR HOSPITALS ARE PART OF SELECT MEDICAL'S NETWORK OF CLOSE TO 100 CRITICAL ILLNESS RECOVERY HOSPITALS.

Spot a Stroke
F.A.S.T.
StrokeAssociation.org

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Palm Beach Companion Care

IN-HOME SENIOR SERVICE
Palm Beach Companion Care provides families a safe and secure alternative to costly assisted living facilities. Independent living in the family home is what we strive for.

SERVICES
- Memory Activities/Mental Health Stimulation
- Healthy Meal Prep/Clean-Up
- Daily Medication Reminders
- Light Housekeeping/Linens & Laundry
- Grocery & Leisure Shopping
- Companionship & Conversation
- Flexible Scheduling Available
- Drive to Doctor & Physical Therapy Appts.

We accept most long-term care insurances, assignment of benefits and budget-friendly family plans, as well as cash or check.

WHY CHOOSE US?
Palm Beach Companion Care strives to become the go-to company for families. We provide attentive personalized case management with dedicated professionals who truly have your best interests at heart.

(561) 735-2241
WWW.SFLOHOME CARE.COM

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We Care About You

Adult Senior Placement
Let Adult Senior Placement put the pieces of the puzzle together for you and your loved ones.

We Provide FREE Placement Services...

We can assist you with placement in:
- Assisted Living
- Retirement Communities
- Alzheimer’s Communities
- Adult Family Care Homes
- Home Health Care

We refer clients to our Professional Resource Network that are in need of:
- Long-Term Care Services and Veterans Benefits to Help Assist with Assisted Living Communities
- Elder Law
- Financial Planning
- Geriatric Care Management
- Real Estate/Movers

Representantes de habla hispana disponibles Spanish-speaking representatives available

Visit our website:
www.adultseniorplacement.com
Email: asplacement@aol.com

Under the supervision of Cynthia A. Fiammetta-Lopez, Senior Advisor.
Family Owned and Operated • Available 7 Days a Week
Representing over 500 communities (888) 593-2743 • Fax: (954) 340-6990
Broward (954) 805-7901 • Miami-Dade (305) 593-5343 • Palm Beach (561) 395-4090
Our Commitment to Caring
WILL BE CONSTANT

Our mission is to provide a supportive environment that promotes safe independence, purpose, dignity, and health by enhancing the “spirit” of our residents through social engagement of caregivers!

Our monthly hospitality package includes three delicious home-cooked meals each day, weekly housekeeping with linen service, planned events and activities, scheduled transportation, and paid utilities, except telephone. Your retirement can be as active or as relaxed as you prefer in our community—just like home, surrounded by your favorite collectibles and furnishings.

To Schedule a Tour, Call (561) 963-8963
Ask your discharge planner about us!
We Accept Veterans Benefits and Medicaid
for Assisted Living

2939 S. Haverhill Rd. • West Palm Beach, FL 33415

(561) 963-8963 • argoseniorliving.com

• Care for your loved ones in familiar comfort of your home
• Medicare pays 100% of the cost with no co-payments and no deductible for qualified home-bound patients
• Individualized care plans designed and carried out by our clinical team
• Skilled home care from Registered Nurses and Physical, Occupational and Speech Therapists
• We also offer non-skilled care from Certified Nursing Assistants including personal care assistance and light housekeeping/light meal preparation tailored to your needs
• Specialized services for patients with CHF, COPD, Lymphedema, Parkinson’s and Alzheimer’s/Dementia

888-422-ELITE or 561-509-5800 | www.elitehomehealth.org

Palm Beach County Office: 101 Plaza Real South, Ste. 213
Boca Raton, FL 33432 | Lic.#299993739

Know Your Meds

Understand what medicines you’re taking and why.

Questions about your meds? Ask your doctor or nurse.

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Located on the campus of Delray Medical Center

Lake View Care Center is dedicated to the care and well-being of our residents. We offer a comprehensive program of nursing services and utilize registered nurses 24 hours a day, seven days a week.

Our skilled staff of nurses and nursing assistants provides personalized care. Care is administered according to each individual’s special needs—ranging from advanced medical attention to just a friendly, helping hand.

SEVEN-DAY-A-WEEK ADMISSIONS/24 HOURS A DAY
MULTILINGUAL STAFF

CALL (561) 504-2996 TO SCHEDULE A TOUR TODAY.
5430 Linton Blvd • Delray Beach, FL 33484
www.lakeviewcarecenter.net
MEDICARE | PRIVATE INSURANCE | PRIVATE PAYMENTS | MEDICAID

VERITAS
Veritas Home Care & Nurse Registry

LICENSED SKILLED NURSING SERVICES: Assessment of Care Needs, High Tech IV Therapy, Injections, Post Operative Services, Wound Care & Dressing Changes, Medication Administration & Instructions, Catheter Insertion & Care, Tube Feeding, and Other Nursing Care Ordered by the Physician

LICENSED THERAPY SERVICES: Physical Therapy, Occupational Therapy, Speech Therapy, and Social Services & Counseling

CAREGIVER SERVICES: Certified Nursing Assistants (CNAs), Home Health Aides (HHAs), Assistance with Personal Care & Hygiene, Assistance with Activities of Daily Living (Bathing, Dressing, Eating, Toileting, Transfers, Ambulation, Etc.)

COMPANION / HOMEMAKER SERVICES: Social Contact, Laundry, Meal Preparation, Light Housekeeping, Errands, Companion & Transportation Services (e.g., to Doctor Visits)

ELDER CARE MANAGEMENT: Help in identification of patient needs and finding ways to address these needs. Especially helpful for patients who live alone or whose relatives are out of town.

We accept Medicare, Medicaid, most Long Term Care Insurance, and Private Pay. We provide Live-In and Hourly Service

VERITAS

1054 Gateway Blvd, Ste 105, Boynton Beach, FL 33426
www.veritasnursecare.com

CALL For A Free Assessment
1 (561) 731-3155
Email: admin@veritasnursecare.com
Prevent Falls

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

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they’re available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- your name
- the type of surgery you are having
- the body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it’s correct.

Take simple steps like these to help prevent medical mistakes.

Ask Questions

Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.
Be Proactive
Take Charge of Your Care

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:
- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help

Don’t forget
Tell the staff who you’ve picked to be your support person.

Pay Attention to Your Care

- Tell your nurse if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key

You are the most important member of your healthcare team. Make sure you:
- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge
Take Charge of Your Care

Manage Your Medicines

Whether you take one medicine or five, it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

My Medications List

<table>
<thead>
<tr>
<th>MEDICATION NAME</th>
<th>QUANTITY/DOSAGE</th>
<th>SIDE EFFECTS</th>
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Prevent Medicine Errors

Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.

Take Care of Your Meds

Remember, take charge of your medicines. Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask.
Rights & Responsibilities

You Have the Right to the Best Care

Florida law (F.S. 381.026) requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider or healthcare facility’s right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities follows:

You Have the Right to:

- Be treated with courtesy and respect, with appreciation of your individual dignity and with protection of your need for privacy
- Prompt and reasonable response to questions and requests
- Know the identity and professional status of the individuals providing your medical services and care
- Know what patient support services are available, including whether an interpreter is available if you do not speak English or experience hearing difficulties
- Know what rules and regulations apply to your conduct as a patient
- Care that includes consideration of the psychosocial, spiritual and cultural variable that may influence your illness
- Be provided with information about advance directives, living wills or durable powers of attorney for healthcare decision-making, as well as other healthcare decision-making options
- Be given information by your healthcare provider about diagnosis, planned course of treatment, alternatives, risks, benefits and prognosis to enable you to make treatment decisions.
- Accept or refuse medical care or treatment, except as otherwise provided by law to be informed of the medical consequences of such refusal; if you refuse, the hospital may end its relationship with you after reasonable notice
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care
- Know, upon request and in advance of treatment, whether or not your healthcare provider or healthcare facility accepts Medicare assignment and the Medicare rate if you are eligible for Medicare
- Receive, upon request and prior to treatment, an estimate of charges of medical care. Such estimates shall not preclude the healthcare or healthcare facility from exceeding the estimate or assessing additional charges based upon changes in your condition or additional services that may be needed or necessary
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have charges explained
• Impartial access to medical treatment or accommodations regardless of race, gender, national or ethnic origin, religion, sexual orientation, physical or mental impairment or source of payment
• Treatment for any emergency medical condition that will deteriorate from failure to provide treatment
• Know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research
• Express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of your healthcare provider or healthcare facility which served you and to the appropriate state licensing agency
• Contact Guest Management if you wish to express a concern/grievance or should you have any questions about how to file a complaint to management. Your right to register a complaint will not result in any type of retribution now or in the future
• Appropriate assessment and management of pain
• Expect reasonable safety with regard to Tenet Healthcare practices and its environment
• Report any suspected abuse or neglect to administration and expect to receive a quick and reasonable response
• An organizational system for the consideration of ethical issues concerning your care and to be included in the ethical decisions regarding your care
• Children and adolescents may not be at a developmental stage to make appropriate decisions regarding their medical care. Therefore, in addition to the rights set forth above, the child has the right to:
  • Set aside time each day to play based on their medical condition and developmental stage
  • A room and playroom as their “safe, non-threatening” environment
  • Take a favorite toy with them to any treatment or procedure
  • Visits by brothers, sisters and friends during certain times of the day and have a parent or guardian with them at all times
  • An age-appropriate level of explanation for procedures and treatments done by staff
  • Have procedures and treatments explained to their parents/guardians prior to provision of those procedures and treatments
  • Access to educational services when treatment necessitates a significant absence from school

You Are Responsible for:
• Providing your healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health
• Reporting unexpected changes in your health conditions to your healthcare provider
• Reporting to your healthcare provider whether or not you understand a possible planned course of action and what is expected of you
• Gaining an understanding of your illness and recommended treatments, and for cooperating with your treatment plan as recommended by your healthcare provider
• Keeping appointments and, when you are unable to do so for any reason, notifying your healthcare provider or healthcare facility
• Your actions and the resultant consequences if you refuse treatment or do not follow your health provider’s instructions
• Assuring that your financial obligations of your healthcare are fulfilled as promptly as possible
• Helping to facilitate the safe delivery of care by reporting any perceived risks in your care
• Following healthcare facility rules and regulations pertaining to patient care and conduct designed for your safety and the consideration of others

Patient Visitation Rights
Each patient (or his/her Support Person) will be informed in writing of their visitation rights, including:
• Patient’s right to receive the visitors whom he/she designates, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member or a friend
• Patient’s right to withdraw or deny such consent at any time
• Justified clinical restrictions which may be imposed on a patient’s visitation rights
• All visitor’s designated by the patient (or Support Person when appropriate) shall enjoy full and equal visitation privileges consistent with patient preferences. Delray Medical Center does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
Advance Directives

A Simple and Smart Way to Take Charge of Your Care

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

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

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

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

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

**Ethics Committee**
The focus of the hospital’s Ethics Committee is to gather information pertaining to medical and ethical issues referred for review.

The committee is responsible for, but not limited to, the following functions:

- serving in an advisory capacity and/or as a resource to persons involved in medical ethical decision-making
- retrospectively reviewing decisions having medical ethical implications
- serving as an institutional resource for development and revision of institutional policies related to medical ethical issues
- evaluating compliance with hospital policies related to medical ethical issues
- directing education programs on medical ethical issues
- providing forums for discussion within the hospital regarding medical ethical issues

Any patient, significant other, surrogate, proxy, legally appointed guardian, doctor, nurse or other healthcare provider who is directly involved in a patient’s care may request a consultation from the Ethics Committee. After evaluation of the request, it will be determined whether or not it is appropriate to convene the formal Ethics Committee.

**Fill Out Your Forms**
Make sure you submit advance directives each time you go to the hospital, so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact our Risk Management Department at 561-495-3351.

**Consultations**
Depending upon the plan of care designed by your doctor, other doctors specializing in other areas of medicine may be involved in your care during your hospital stay.
### Before You Leave the Hospital

#### Checklist for Discharge

<table>
<thead>
<tr>
<th>Discharge summary</th>
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<tbody>
<tr>
<td>This includes why you were in the hospital, who cared for you and your procedures and medicines.</td>
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<thead>
<tr>
<th>Medicine list</th>
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<tr>
<td>This may be part of your discharge summary. It should include new and existing prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>New prescriptions</th>
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<tbody>
<tr>
<td>Check that your pharmacy has your new prescriptions, and that you have a plan to get them filled and picked up.</td>
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<tr>
<th>Local resources</th>
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<tbody>
<tr>
<td>Ask your discharge planner for help finding local after-care services or other support groups that you may need.</td>
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<thead>
<tr>
<th>After-hospital services</th>
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<tbody>
<tr>
<td>Know if you’ll need support in these areas and make a plan for getting it:</td>
</tr>
<tr>
<td>- <strong>Personal care</strong>: bathing, eating, dressing, toileting</td>
</tr>
<tr>
<td>- <strong>Home care</strong>: cooking, cleaning, laundry, shopping</td>
</tr>
<tr>
<td>- <strong>Healthcare</strong>: taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Follow-up care instructions</th>
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<tbody>
<tr>
<td>Beyond medicine, this can include:</td>
</tr>
<tr>
<td>- foods or activities to avoid</td>
</tr>
<tr>
<td>- tests or appointments</td>
</tr>
<tr>
<td>- how to care for incisions or use equipment</td>
</tr>
<tr>
<td>- warning signs to watch for</td>
</tr>
<tr>
<td>- daily living adjustments (like how to get into bed)</td>
</tr>
<tr>
<td>- who to call with questions</td>
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</tbody>
</table>
Planning Ahead

Before You Leave

Not Ready to Leave?
You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Plan Early
Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:
- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don’t feel well

Our anticipated discharge time is 11:00 a.m., Monday through Sunday.

A Reason to Plan Early
If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your local area, go to:
- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

Discharge Preparation Checklist
Before I leave the care facility, the following tasks should be completed:
- I have been involved in decisions about what will take place after I leave the facility.
- I understand where I am going after I leave this facility and what will happen to me once I arrive.
- I have the name and phone number of a person I should contact if a problem arises after my discharge.
- I understand what my medicines are, the purpose of them, how to obtain them and how to take them.
- I understand the potential side effects of my medicines and whom I should call if I experience them.
- I understand what symptoms I need to watch for and whom to call should I notice them.
- I understand how to keep my health problems from becoming worse.
- My doctor or nurse has answered my most important questions prior to leaving the facility.
- My family or someone close to me knows that I am coming home and what I will need once I leave the facility.
- If I am going directly home, I have scheduled a follow-up appointment with my doctor, and I have transportation to this appointment.

Try the teach-back method.
Repeat back what you hear the discharge planner say to make sure you understand the details correctly.
Understanding Your Bill

Commonly Confused Terms

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

Take Charge of Your Payments

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

**Medicare**

If you have Medicare, you’ll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don’t have secondary insurance, you need to pay these amounts yourself. Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

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

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

Keeping Track

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

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

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

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

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

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

Understanding Coordination of Benefits (COB)
COBs happen when you’re covered under two or more insurance companies. This may occur when spouses or partners are listed on each other’s insurance policies, or when both parents carry their children on their individual policies.

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

Financial Counseling
Financial counseling personnel are available to answer questions and review your insurance coverage with you while you are in the hospital. In addition, the financial counselor will help you identify any alternate payment sources/arrangements if necessary.
# Hospital Resources

Find Out More About Our Hospital’s Offerings

## Support Groups
We have many services and programs available. For a complete list of meeting times and locations, call 1-800-897-9789.

### Delray Medical Center Campus Directory

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td><strong>The Emergency Center in Lake Worth</strong></td>
<td>6250 Lantana Rd, Lake Worth, FL 33463 561-963-9909</td>
<td></td>
</tr>
<tr>
<td><strong>Fair Oaks Pavilion Psychiatric and Substance Abuse Treatment for Adults</strong></td>
<td>5440 Linton Blvd, Delray Beach, FL 33484 561-495-3737</td>
<td></td>
</tr>
<tr>
<td><strong>Hospice and Palliative Care Unit</strong></td>
<td>5360 Linton Blvd, Delray Beach, FL 33484 561-495-0400</td>
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<tr>
<td><strong>Outpatient Laboratory Services</strong></td>
<td>are located inside the Main Patient Tower, 5352 Linton Blvd., Delray Beach, FL 33484, 561-637-5422.</td>
<td></td>
</tr>
<tr>
<td><strong>Pinecrest Rehabilitation Hospital Inpatient Physical Therapy</strong></td>
<td>5360 Linton Blvd, Delray Beach, FL 33484 561-495-0400</td>
<td></td>
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<tr>
<td><strong>Pinecrest Outpatient Therapy</strong></td>
<td>5360 Linton Blvd, Delray Beach, FL 33484 561-495-9266</td>
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<tr>
<td><strong>Trauma Center Trauma After Care Clinic</strong></td>
<td>5352 Linton Blvd, Delray Beach, FL 33484 561-495-3166</td>
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</tr>
<tr>
<td><strong>Wound Treatment Center</strong></td>
<td>For the treatment of persistent, non-healing wounds Palm Court Plaza 5130 Linton Blvd., Suite D-3 Delray Beach, FL 33484 561-495-3412</td>
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## Services Available on the Delray Medical Center Campus

- Cardiovascular Care: Electrophysiology, Interventional Cardiology, Valve Surgery, Watchman and Transcatheter Aortic Valve Replacement (TAVR)
- Center for Advanced Orthopaedics
- Comprehensive Stroke Center
- Deep Brain Stimulation
- Diagnostic Imaging
- Emergency Center Lake Worth
- Endovascular Surgery/Robotics
- Fair Oaks Behavioral Health Services
- FAU Medical Residency Program
- Hospice
- Level I Trauma Center
- Neurosciences
- Oncology
- Outpatient Services
- Pinecrest Rehabilitation
- Hospital
- Robotics
- Suite Dreams Sleep Disorder Center
- Surgery/Minimally Invasive Surgery
- Surgical Weight Loss
- Urology
- Wound Treatment Center
- 24-Hour Emergency Care/InQuickER

## Notes
Staff Definitions

Our dedicated and skilled professional staff members are here to help speed your recovery and maintain essential healthcare services. Many will serve you directly, while others work behind the scenes providing important support services. All hospital personnel wear Delray Medical Center/Pinecrest Rehabilitation Hospital identification.

Doctors
Your attending doctor or hospitalist will supervise your care and treatment, working closely with appropriate specialists. All tests, medicines, nutritional needs and other details about your case will be administered according to your doctor’s instructions. A house doctor is on duty 24 hours a day to respond to emergency needs. Should you need to contact your doctor, please let your nurse know or have a family member contact the doctor’s office directly.

Nursing Team
Administrative Director:
Supervises the clinical managers, registered nurses, licensed practical nurses and other patient care staff on the unit and develops patient care programs, policies and procedures.

Clinical Manager: Provides assistance for the unit director and is responsible for the daily activities of the unit.

Registered Nurse (RN): Responsible for developing a plan of care by assessing and prioritizing patient care needs. RNs also direct any care you may receive from a Licensed Practical Nurse (LPN) or Certified Nursing Assistant (CNA).

Certified Nursing Assistant/Care Partner: Assists patients with various healthcare needs under the supervision of a registered nurse.

Assistant Nurse Manager: Responsible for all nursing care provided during the 12-hour shift on patient care units.

Case Nurse Manager: Works with your doctor and the rest of your team to coordinate your care both during your hospital stay and, as needed, with discharge planning.

Quality Improvement: A trained nurse who specializes in the patient care process and outcome management.

Support Team Members
Dietitian: A registered dietitian assesses your needs, addresses special dietary concerns and provides nutritional education as needed.

Occupational Therapist: A trained therapist who evaluates your fine-motor skills, cognitive competence and ability to perform activities of daily living.

Physical Therapist: A licensed physical therapist will evaluate your muscle strength and ability to walk and get in and out of bed.

Pharmacist: A licensed pharmacist monitors all administered medicines for proper dosage, drug interactions and side effects.

Respiratory Therapist: A trained therapist who assists with breathing techniques and treatments.

Social Worker: Provides assistance with community resource referrals, and development and implementation of discharge plans.

Speech Therapist: A licensed speech therapist will evaluate your cognition, memory, problem-solving skills and ability to swallow food of different consistencies.

Wound/Ostomy Care Coordinator: Provides consultation, education and treatment for all types of wounds and ostomies, including patients at high risk for developing wounds.
PROFESSIONAL CARE
IN THE COMFORT OF HOME

Private Duty
Home Care
› Skilled & Personal Care
› Alzheimer's & Dementia Care
› Case Management
› Assistance with Errands & Shopping
› Light Housekeeping, Laundry & Meal Prep
› Medications Management & Reminders

Trusted Care Team
At BrightStar Care, we are here to serve your needs with Registered Nurse oversight and availability on a personal basis. Our team is the hands-on partner you have been looking for.

24/7 Availability
Our Care Experts are available to serve you 24/7 and meet the unique needs of your loved one. We're ready to help whenever you need us, with no minimum hours required.

CALL FOR YOUR FREE IN-HOME ASSESSMENT

561 921 0550
www.brightstarcare.com/delray-beach
Trustably Owned and Operated • LIC FL 299993014
Private pay and LTC accepted.

Use the nurse call button if you or a loved one needs to get out of bed.

Step Up to Prevent Falls

Turn to p. 13 for more tips to help you stay safe.

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Today, there’s dialysis care you can thrive on.
Taking care of both your emotional and physical health is essential with kidney disease.
Fresenius Kidney Care offers personalized dialysis care, encouragement and inspiration to help you live your fullest.

Five locations serving Boynton Beach, Boca Raton and Atlantis

Learn more at FreseniusKidneyCare.com or call 1-844-441-3444

With kidney disease, there’s a big difference between coping and flourishing

PENCIL US IN!
When planning your week, why not spend a few hours making a difference at Delray Medical Center?

Join our Volunteer team.
Call 561-495-3243 to learn more.
LINTON SQUARE PHARMACY
YOUR PRESCRIPTION FOR TOTAL WELLNESS

Stop by and Visit Your Neighborhood Pharmacy

Linton Square Pharmacy Offers:
- Delivery within the immediate area (delivery available on Tuesday, Thursday and Saturday)
- Competitive pricing
- Easy prescription transfers
- Short wait time for prescriptions to be filled
- Most insurance plans accepted
- Medicaid and Medicare Part D
- Vitamin and Herbal products
- Unique Gifts

Greeting Cards
Diabetic Supplies
Fax and Lamination
Canes, Walkers, Wheelchairs, etc.

1601 South Congress Avenue (at the S.E. corner of Linton Boulevard and Congress Avenue)
561-272-0015 • stores.healthmart.com/lintonsquarepharmacy/stores.aspx
Monday–Friday: 9:00 AM–7:00 PM; Saturday: 9:00 AM–5:00 PM; Sunday: Closed
Caregivers bring care, comfort and buckets of smiles.

Lynden Nursing Service

We are experts in personality match-ups of caregivers to patients to assist with:

- Light Housekeeping
- Travel Assistance
- Meal Preparation
- Walking
- Exercising

- Bathing
- Dressing
- Companionship and Skilled Nursing Care

Lynden Nursing Service understands that there is no place like home; therefore, we are committed to referring the most qualified care providers.

561-434-5005
www.lyndennursing.com
info@lyndennursing.com

Florida State License #NR30211394

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