

Patient and Visitor Guide

This guide should remain with you during your hospital stay and should be included in your discharge folder to take home.





Welcome



Welcome to NorthBay Health. Thank you for trusting us with your care.

We realize a stay in the hospital can be stressful, but we are dedicated to providing the best possible care and comfort during your stay.

A team of nurses, patients and volunteers collaborated to create this Patient and Visitor Guide, which we hope will answer any questions you might have during your stay. If you can't find the answer you're looking for, please ask. We are here to serve.

NorthBay Health first opened our doors in 1960 as a 32-bed facility called Intercommunity Memorial Hospital. Today we have blossomed into a two-hospital system with numerous primary and specialty care experts at medical offices conveniently located in Solano County and beyond. We offer the kind of advanced medicine you might not expect to find at a community-based health care organization our size – from brain surgery and comprehensive cardiovascular care to robot-assisted surgery, advanced cancer treatments and world-class orthopedic care.

Throughout your stay here, please know that our teams are committed to delivering the highest quality of compassionate care, advanced medicine, close to home.

A stylized, handwritten signature in blue ink, appearing to read 'Mark Behl'.

Mark Behl
President and CEO
NorthBay Health

Table of Contents

Section

1	What You Need to Know	6
2	Other Important Information	9
3	Your Room, Your Comfort	11
4	Visitation	14
5	Recognizing Your Care Team	17
6	Protecting You	19
7	Preparing To Leave the Hospital	32
8	Who Makes Decisions on Your Behalf	34
9	Understanding the Bill	35
10	Patient Portal and Your Medical Record	36
11	Rights and Responsibilities	37
12	Non-Discrimination and Accessibility	42
13	About NorthBay Health	45
14	NorthBay Health and Mayo Clinic	46

What You Need to Know

Your Room

Our hospitals offer several levels of care, each requiring unique room features. All of the patient rooms have the medical equipment necessary for your care, as well as televisions, phones and bathrooms.

Needing Immediate Attention

Our nurses carry phones with either four- or five-digit numbers. The contact numbers for your care team are written on the care communication board in your room. You will need to dial # before the five-digit number. This makes communicating with your care team fast and you'll know that your message reaches the right person. Your nurse can also give you real-time information on when you can expect help to arrive. Our patients are our priority.

Patient Meal Service

Your doctor will place a nutrition care order based on your medical condition, and your menu choices will be offered based on this order. Nutrition Services makes every effort to visit and assist with meal selections that work with your physician-ordered diet. Be sure to alert us if you have any special nutrition needs or concerns about your meals.

Patient Meal Service Time

Breakfast: 7 a.m.
Lunch: Noon
Dinner: 5 p.m.
Delivery times vary by unit

Food from Home

Please let your nurse know about any food or beverages brought from home. Food from home must comply with your diet order. If you are unable to consume your items immediately, please alert your nurse to have perishable items placed in refrigeration. For your safety, we are unable to reheat food from home. Food items placed in patient nourishment refrigerators will be labeled and discarded after 48 hours.



What You Need to Know *continued*

Visitor Meals

Visitors may dine with you in your room. Guest trays are available for purchase and served during patient meal service. Also, visitors may choose to purchase food from the café and bring it to the room.

Please stop by the admitting office to purchase your tray at least two hours before meal service, and then give the nurse your receipt so an order can be placed.

Hospital Cafes

Hospital cafes are located on the first floor at each hospital. We accept cash and most major credit cards but cannot accept personal checks or bills larger than \$20.

Hours

NorthBay Health Medical Center

Hospital

Everyday

7:30 a.m. – 3:30 p.m.

VacaValley

Hospital

Monday – Friday

7:30 a.m. – 3:30 p.m.

(These hours may vary for holidays.)

Vending Machines

Vending machines are available 24 hours a day. At NorthBay Health VacaValley Hospital, the vending machines are in the alcove in the café. At NorthBay Health Medical Center, they are in the east wing hallway near Administration.

Visiting Hours

NorthBay Health is pleased to allow visitors in our facilities with certain limitations. A photo identification will be required.

Hours for NorthBay Health Medical Center and NorthBay Health VacaValley Hospital:

7 a.m. – 9 p.m. daily

What You Need to Know *continued*

Special Circumstances

Visitors are welcome to Labor and Delivery during labor, but only five visitors are allowed at a time.

A surgical waiting room is available for families of patients undergoing surgery.



Our Neonatal Intensive Care Unit allows **two designated support persons** at the same time.

For more on visitation,
NorthBay.org/patients-visitors/visiting.cfm.

Complimentary Wi-Fi

NorthBay hospitals offer free high-speed wireless internet access to our patients and their guests. This service is available by connecting to our open network and clicking to accept terms. Ask your nursing team for assistance.

Interpretation Services

As a patient, you have the right to receive information in a manner that you understand. You have access to interpretation services 24 hours a day through language interpretation services provided by the hospital.

American Sign Language services are also available.

Please speak with your nurse if you would like to use our interpreting services.

2

Other Important Information

Valuables and Personal Belongings

NorthBay Health's primary concern is for your health and safety. As a patient, you retain ownership of your personal belongings. **NorthBay Health is not responsible for lost or stolen personal property.** We strongly recommend you send cash, valuables and personal property, including jewelry and electronic devices, home. If it is not possible to send them home, ask your nurse if he or she could place the items in the hospital safe.

If you choose to keep any personal property, including valuables or electronic devices, with you in your room, you do so at your own risk. Unless deposited in the hospital safe, NorthBay Health shall not be held liable for loss or damage to these items. When you are preparing to go home, please make sure you have all of your belongings accounted for.

If you discover something is missing, we will be happy to help locate the item. Contact your nurse to complete a Lost Belongings form. You may also contact NorthBay Health Medical Center Security at (707) 646-5050 or NorthBay Health VacaValley Hospital Security at (707) 624-7070. All lost-and-found items are sent to Security for safekeeping.

Online Gift Shop: Flowers, Balloons and Gifts



Our online gift shop allows anyone to order from a mobile device or computer and is open 24/7. Your friends and family can send you flowers, gift items and much more at <https://hospitalgiftshop.com/northbay-health-locations>

Please note: Live/fresh flowers are NOT allowed in the ICU, for immunocompromised patients, or in post-operative surgical units.

Volunteer Services receives a portion of each sale, which is used for local scholarships and other volunteer programs.



Other Important Information *continued*

Religious Reading Materials

Religious reading materials are available upon request. Please ask your nurse to contact the social worker to assist you. Also, if you would like spiritual support during your stay, please ask your nurse to contact the social worker to connect you with our volunteer chaplain, or community spiritual support.

Parking

For NorthBay Medical Center, there are dedicated patient parking spaces close to the main entrance in the Welcome Pavilion and by the entrance to the Gateway Medical Plaza (red brick 3 story building). Patients may also park in any unmarked spaces.

Solano Diagnostics Center in the NorthBay Health Plaza has its own parking lot, across the street from NorthBay Medical Center.

At NorthBay Health VacaValley Hospital, parking for patients and visitors is in the main hospital parking lot, and all dedicated patient spaces or unmarked spaces are intended for patient use.

3

Your Room, Your Comfort

Your Bed

NorthBay Health has upgraded patient beds with state-of-the-art lights and dual patient remotes that allow you to adjust your bed to your comfort zone. The remotes also contain your TV control and your call button to reach the Nurses' Station unit clerk who will dispatch the right person for your needs. Your bed has an alternating air pressure mattress to keep your skin free from injury and provide just the right support where you need it. Your bed also includes a USB port to charge your electronic devices.

For safety reasons, the beds have an alarm, which staff can turn on as needed for patients who are fall risks to remind them not get out of bed without assistance.

Care Communication Board

Every shift, your nursing team will greet you and put important information on your care communication board, including the day's plan and who your doctor will be. Your care communication board also has your room number and the phone number for the Nurses' Station for you to give to family and friends so they can reach you during your stay. In addition, we invite you to share a fun fact with us, that we can post on the care board.

Your nursing team will share your care plan, your mobility plan and the next scheduled time for pain medication administration on the board. Before the team leaves your room, we will make sure you have your call button within reach and that all of your needs have been met. Please call your nursing care team if you need anything.

Change of Shift

When shifts change at the hospital, care teams may pop in your room to make sure the handoff goes smoothly.



What can you do at this time?

- **Listen.** You're an essential part of the health care team, and we want to ensure you have all the necessary information promptly.
- **Speak Up.** Let us know if you have any questions or concerns.
- **Ask Questions.** Tell us if anything is unclear or confusing. If the nurses or doctors use confusing terminology or provide information you don't understand, ask them to clarify.

Alarms

Alarms are a necessary part of safe patient care, but the sounds you hear in the room aren't always loud enough for staff to hear while caring for other patients. Don't hesitate to use your call button to report alarms. If you hear IV Pump alarms, it is to notify your nursing team that a medication needs attention, a bed alarm to keep patients safe from falls and low-oxygen sensing alarms to alert the team that the patient needs to take a deep breath.

TV Channels

A guide is provided to assist with locating your preferred viewing channel using the TV control remote attached to your bed. The channel lineup includes a Patient Channel that provides health education, local news, and basic cable during your stay.

Temperature

Our Engineering staff adjusts the hospital's internal temperature based on the weather outside. If you are too cold, we have warm blankets that we can offer to keep you cozy. If you're too warm, we can offer personal fans for your comfort.

Bed Adjustments

You have control of your head-of-bed height, subject to your medical situation and your doctor's orders. The doctor might require the head of the bed to remain higher for ease of healing and respiratory safety. It will be discussed with you if

Your Room, Your Comfort *continued*

that is required.

Complimentary Wi-Fi

NorthBay Health offers free high-speed wireless internet access to our patients and their guests. This service is available by connecting to our open network. Ask your nursing team for assistance.

Telephones and Dialing Out

Each patient room has a telephone. It is limited to local calls or toll-free calls only. To make an outside call, dial "9," then the area code and number.

Participating in Your Recovery

We would like you to actively participate in your care and recovery. Here are some ways you can help:

- Communicate any changes in your medical condition to your nurse and doctor.
- Keep informed. Make sure you understand the answer to three key questions:
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?
- Don't hesitate to ask your doctor or nurse to explain your treatment plan. If you are concerned or have objections, please share your thoughts.
- Actively participate in your continued care after you leave the hospital, by keeping follow-up appointments. If you can't make a scheduled appointment, please call the appointment line or physician's office to reschedule.

4

Visitation

Visiting Hours

NorthBay Health is pleased to allow visitors in our facilities, with certain limitations:

- A photo identification is required.
- All visitors must check in at the front desk or security podium of the hospital, where they will need to show their photo identification and will receive a visitor badge. When the main entrance is closed, please use the Emergency Department entrance.
- Support persons and visitors who are ill are to refrain from entering any NorthBay Health location, including the Emergency Department waiting rooms, except when visiting end-of-life patients. In that situation, a surgical or N-95 mask must be worn.

Visiting Hours for NorthBay Health Medical Center and NorthBay Health VacaValley Hospital:

7 a.m. – 9 p.m. daily

Special Circumstances

- Visitors are welcome to Labor and Delivery during labor, but only five visitors are allowed at a time.
- In Labor and Delivery and Mother-Baby, children are permitted to visit and must have an adult other than the mother and their labor support person to supervise their care.
- Our Neonatal Intensive Care Unit (NICU) allows two designated support persons at the same time.
- A surgical waiting room is available for families of patients undergoing surgery.
- For the Intensive Care Unit, we welcome visitation. You may be asked to wait or to leave as determined by the patient's condition and need for procedures or intervention at the nurse's discretion. Short visits with no more than two visitors at a time help support the healing process. For safety considerations, we discourage visitors to the ICU under the age of 12.

Visitation *continued*

- NorthBay Health recognizes that being away from your baby in the NICU is difficult. In order to create connections even when you aren't visiting, we are pleased to offer a camera system that allows you to see your baby from a secure website 24/7. Please ask your baby's nurse for the link.

Masking

Masking is optional in most situations. Exceptions include those who are ill and visiting an end-of-life patient, or when it is a standard requirement based on the patient's condition (posted outside the patient's room). In both cases, a surgical or N95 mask is required.

Visitor Security Measures

To ensure the safety of our patients, visitors and staff, all visitors must check in at the front desk or security podium of our hospitals and obtain a visitor badge. Photo identification will be checked. Please keep your visitor identification badge visible at all times and at chest level throughout your stay at the hospital. You will be required to obtain a new visitor badge daily.

Visitor Safety

- Security is happy to escort you or your visitors to the parking lot after dusk. Just ask nursing or registration staff to page a security officer.
- Report any suspicious activities to the nursing staff.
- When an isolation or visitor restriction sign is posted, do not enter a patient room without first checking with a nurse.
- Do not leave children unattended in the waiting areas or in hallways.
- Do not leave electronic devices or valuables unattended.

Visitor Responsibilities

Visitors are expected to behave professionally in language and behavior, support our infection prevention and safety measures and avoid bringing in food that doesn't support the patient's dietary needs. Drugs and alcohol are strictly prohibited.

Visitation *continued*

NorthBay Health may alter or curtail visitation to meet patient care needs and protect the health and safety of all patients. We will inform the patient if there is a need to limit or restrict visitation.

We also ask that visitors:

- Support our efforts to maintain a quiet, healing environment by keeping noise levels down;
- Have only two visitors in the room at a time;
- Leave if requested by the nurse; and
- Check with the nurse before bringing any food or beverages to the patient. Your loved one may be on a restricted diet at the time you visit.

Volunteers

Our Volunteers are such an integral part of the team at NorthBay Health. You will see them at our information desks, escorting visitors to areas of the hospital, greeting patients at locations throughout our organization, distributing coffee and smiles and even taking therapy-certified pets for a friendly visit to our Emergency Departments. Volunteers are located at both hospital campuses, and also serve hospice patients. It was volunteers who collected funds to start the first hospital, which opened in 1960 as Intercommunity Memorial Hospital and today is NorthBay Health Medical Center. Volunteers continue to raise funds to support NorthBay Health, donating more than \$4 million to date.

Smoke-free Campus

NorthBay Health is a tobacco- and smoke-free organization. The use of all tobacco-related products, including electronic cigarettes, vape pens and herbal smoking products is not allowed. This encompasses the full campus, including the inside of hospitals, adjacent buildings, parking areas, lawns, landscaped areas and walkways.

A variety of products, including nicotine patches, lozenges and prescription medications are available to help you quit smoking. Please consult your health care provider for details.

Resources Available to Help You Quit Smoking:

Kick the Butts Program
(800)287-7357

California Smokers' Helpline:
English (800)662-8887

Websites:
smokefree.gov
lungusa.org

5

Recognizing Your Care Team

Patient Relations

Every department of the hospital strives to provide excellent care and service. We value the opportunity to address any feedback you may have. We also want to know when staff has exceeded your expectations so we can recognize them.

If you are concerned about any aspect of your care or service you receive during your stay or if you have ideas for improvement, please bring them to the attention of a hospital employee or ask for the clinical manager. During evening or weekend hours, ask to speak to the charge nurse.

Additionally, you may call (707) 646-4282 or email us at: feedback@NorthBay.org.

Survey

Within a few days of your discharge, you will receive a phone call asking about your experience. This survey is an important tool – it allows us to learn about where we have opportunities for improvement and where we are doing well. We also use the feedback to recognize the care team members! Your feedback is greatly appreciated.

DAISY Nominations and Awards

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. NorthBay Health is proud to be a DAISY Award Partner, recognizing one of our nurses with this special honor every quarter.



To find out more about the program, including the growing list of Partners, please go to [DAISYfoundation.org](https://www.daisyfoundation.org).

The DAISY Award honors personify NorthBay Health's remarkable patient experience. To nominate your nurse, ask your care team for a nomination form, email



DAISYAward@NorthBay.org or click <https://www.northbay.org/patients-visitors/daisy-nurse-award.cfm>



Recognizing Your Care Team *continued*

Privacy Practices

NorthBay is committed to protecting your health information and ensuring the confidentiality of your medical records. Our Notice of Privacy Practices describes in detail how NorthBay Health may use and share your personal health information, as well as how you can get access to this information.



To view a complete version of the Notice of Privacy Practices,
<https://www.northbay.org/patients-visitors/privacy-policy.cfm>

Please review this notice carefully.

We adhere fully to all the requirements of the Health Insurance Portability and Accountability Act ("HIPAA") and limit access to your medical information to members of your care team for purposes of treatment as well as payment and hospital operations. Appropriate access to your medical record allows us to provide you with the most comprehensive care available. As permitted by law, we may also share information about you with other health care providers using an internet-based health information exchange (HIE). An HIE allows for instant sharing of health information among doctors' offices, hospitals, laboratories and radiology centers to assist your doctors in making decisions about your care. You may opt out, but HIE will still allow your doctor to see results.

If you have any questions regarding your privacy rights, please call (707) 646-3381 and ask to speak with the Privacy Officer.

Service Animals

NorthBay Health welcomes your service animal during your inpatient or outpatient visit to any of our facilities. However, if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements. For more detailed information, call Security at (707) 646-5050 for Fairfield locations and (707) 624-7070 for Vacaville locations.

6

Protecting You

Your Health and Safety at NorthBay

Our partnership in your health care journey begins with a commitment to your safety. Studies show that patients who actively participate in their care tend to recover better. By teaming up with your health care team, you play an important role in reducing potential risks and ensuring a safe stay.

Patient Identification

Please keep your identification bracelet fastened around your wrist throughout your stay at the hospital. This is one of the many ways we ensure patient safety.

Patient Identification (ID) for Medications and Procedures

Upon admission, you will receive a patient ID wristband containing your name, date of birth, and medical record number. It is important to wear this band at all times throughout your hospital stay. Our staff members will consistently verify your identity by checking this band before any medication administration, tests, or procedures. Occasionally, they may ask for your name and date of birth for added safety measures. Rest assured, these steps are in place to protect you. We utilize barcode technology to double-check that the right medication is given to the right patient.

Medical Aids

If you have dentures, hearing aids or prescription glasses, please let the staff know. You will be given a special container for these items. When not in use, these items must be stored in these containers for safekeeping.

Home Medications

Please bring a list of your medications, but do not bring your actual medications from home. If you did bring them before learning this request, please ask family or a friend to take them home. If that isn't possible, Northbay Health is required to inventory your home medications and store them in our Pharmacy until you are discharged. Your hospitalist (inpatient doctor) will prescribe any medications you need while in the hospital.



**Your
Safety
Comes
First!**

Infection Prevention

Hospital Acquired Infections

Health care associated infections can occur in the urine, blood, lungs or surgical sites, and can cause major harm. These infections are often preventable by reducing the use of urine catheters and IV lines, removing them when no longer necessary. Protecting our patients, visitors and staff is a top priority at NorthBay Health, and our goal is to have zero health care associated infections. We take several precautions to ensure we do our best to prevent infections in patients, staff and visitors. We invite you to partner with us and participate in these prevention efforts.

Hand Hygiene

The most important way we prevent infections is by cleaning our hands. Health care workers and visitors should clean their hands when entering and after leaving the patient room. Hand hygiene may be done with alcohol hand rub or antibacterial soap and water — both are acceptable.

Handwashing for Patients and Visitors

You and your visitors play an important role in preventing the spread of germs. Cleaning your hands is the best way to kill germs and stop the spread of infections. You will need to wash your hands after using the bathroom, after touching a wound or bandage, and before eating. Your visitors should also clean their hands before entering and after leaving your room. If you are on “droplet” or “airborne” isolation precautions, please inform your visitors to follow instructions that are posted on your door about wearing a surgical mask or a special respirator mask (N95). Ask your nurse or physician if you have any questions.

- You can use either alcohol hand rub or soap and water. Alcohol hand rub is very effective for handwashing and should be rubbed until your hands are dry.
- Soap and water is best when your hands are visibly soiled or if you have *C. difficile* (*C. diff*) diarrhea.
- When you wash your hands with soap and water, scrub them for 20 seconds, making sure you wash your fingertips and between your fingers.

Other Prevention Measures

Skin flora with bacteria such as *Staphylococcus aureus* (Staph) or Methicillin-resistant *staphylococcus aureus*, (known as MRSA) live on our skin. To protect patients against infections, we apply a cleansing bath treatment (Chlorhexidine Gluconate, also known as CHG) to the skin and devices daily to appropriate patients.

Isolation Precautions

For some symptoms or infection(s), our health care workers will use gowns, gloves and/or masks when they enter rooms to help stop the spread of germs. Patients with specific infection or symptoms will have a sign on the door for health care workers to use special “isolation precaution.” If you have a specific infection your team will explain this to you. Your visitors may also need to use these precautions. The four main isolation precaution types include:

- Contact isolation: Gloves and gowns
- Enteric isolation: Gloves and gowns
- Droplet isolation: Surgical mask
- Airborne isolation: Special respirator mask (N95)

Invasive Devices

NorthBay Health’s team takes special precautions to keep your catheters infection-free. If you need a urinary, IV, or central line blood catheter, these devices have special procedures for placing and maintaining them. Your team will frequently assess the catheter site for symptoms of infection and will remove it as soon as possible. If you have questions about how long you will need these devices, ask your team.

Your Environment

To keep you safe from the germs that live in the environment, including the hospital equipment, our Environmental Services workers will clean your room every day, providing your medical condition permits. They will sometimes use ultraviolet (UV) light to disinfect rooms after patients leave the hospital.

Keeping You From Falling

For your safety during your stay, our nursing team will assess your risk of falling. They may implement certain precautions:

- Providing yellow, non-slip socks;
- Educating you on how to use the call button for assistance;
- Utilizing a fall alarm, if necessary;
- Assisting with toileting; and
- Discussing your fall risk during bedside handoff.

You Can Help Prevent Falls:

- Use the call button when you need help moving around;
- Keep essential items, such as your phone and the call button, within reach;
- If you notice a spill, inform a member of your care team; and
- Use any recommended assistive devices as needed.

Additionally, your nursing team will perform regular checks on your well-being through Purposeful Hourly Rounding to ensure your care needs are met.

Helping You Manage the Pain

We believe our patients are the experts when it comes to their pain, whether it be physical, emotional, psychological or spiritual. The following information is about physical pain. For other types of pain, please talk with your doctor or nurse.

Some Facts About Pain

Talk to your health care provider about ways to manage your pain that do not involve prescription opioids. Some of these options may actually work better and have fewer risks and side effects.

Prescription opioids can be used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

Infants and children do feel, and sometimes remember, pain. A child's weight determines how much medication they receive.

Rate Your Pain

Your health care team will ask you about pain during your hospitalization and is committed to doing everything they can to keep you as comfortable as possible. The diagram below is an example of a tool that we may use to evaluate your pain as well as to evaluate how well our interventions are working. You will be asked to rate your pain on a scale from 0 to 10.



None: **0**

No pain

Mild: **1-2-3**

Mild pain is noticeable but doesn't distract you. It can be managed by repositioning, hot or cold packs or over-the-counter medications.

Moderate: **4-5-6-7**

Moderate pain distracts you enough that you have a hard time paying attention. Some pain medication is needed.

Severe: **8-9-10**

Severe pain does not allow you to focus. This type of pain often requires additional or different types of pain medication.

Protection from Abuse, Neglect, Exploitation

Help is Here

Everyone deserves to be free of abuse, neglect and exploitation. If you are a victim of abuse, neglect, exploitation, or if you are aware of someone who is a victim, please ask your nurse to contact the hospital social worker. Support is available. Here are resources for help:

- Call 9-1-1 or your local police department if you are experiencing an emergency where someone is in immediate danger.

Protecting you *continued*

- Call Solano County Child Welfare Services at (800) 544-8696 if the abuse involves a child under the age of 18.
- Call Solano County Adult Protective Services at (800) 850-0012 if the abuse involves persons over the age of 65 years, or a disabled adult ages 18-64.
- Call Empowered Aging (previously Ombudsman) at (925) 685-2070 if the abuse or neglect occurred in a licensed facility.
- Call SafeQuest Solano at (866) 487-7233 or (707) 422-7345 for victims of domestic violence.
- Call the National Domestic Violence Hotline at (800) 799-7233.
- Call the National Center for Victims of Crime. The Information and Resource Line is (202) 467-8700.
- Call the National Human Trafficking Hotline at (888) 373-7888.

If you are feeling sad, depressed, feel like hurting yourself or know someone who feels this way, please ask for help. Tell your doctor, your nurse, or your therapist. The hospital social worker is available to speak with you. Do not hesitate to call one of these organizations to ask for help:

- Call 9-1-1 or your local police department if you are experiencing an emergency where someone is in immediate danger.
- Call the Suicide and Crisis Hotline or text 988.
- Call the Solano County Mental Health Access Line at (800) 547-0495.
- Call the Crisis Stabilization Unit (CSU) 24/7 at (707) 428-1131.
- Call the National Maternal Health Hotline at (833) 943-5746.

Reportable Conditions

The State of California requires that we report many conditions, illnesses and diseases to parties other than the patient. These are the most common types of medical conditions that we are required to report:

- Acquired Immune Deficiency Syndrome (AIDS)
- Disease outbreaks
- Food-borne disease
- Hepatitis
- Influenza – novel strains
- Lyme Disease
- Measles
- Meningitis
- Mumps
- Pertussis
- Sexually Transmitted Diseases (STDs)
- Tuberculosis (TB)
- Alzheimer's Disease and related conditions
- Cancer
- Disorders involving lapses in consciousness
- Any unusual disease

Other events that require reporting include, but may not be limited to:

- Birth certificates
- Prenatal/newborn disorders
- Death certificates
- Pesticide-related illness or injury
- Suspicion of abuse, neglect or exploitation of minor, elder or dependent adult
- Medical device tracking
- Organ procurement
- Discharge or escape of mental health or incarcerated patients

- Medication error
- Occupational injury/illness
- Fetal death
- Release of minor to person other than parent, relative or legal custodian
- Injury by firearm or assaultive/abusive conduct
- Declaration of paternity

Palliative Care

Palliative care is a term that refers to care focused on quality of life that can be provided at the same time as the patient is receiving treatment for their medical conditions. For patients who are recovering from serious illness during their hospital stay, the palliative care team can be consulted by the medical team to assist patients to “live as long as possible for as well as possible.”

We recognize that hospitalization can be extremely stressful for both the patient and those who love them, and the palliative care team is focused on relieving distress. Some of the ways we do that is by:

- Paying special attention to the patient’s physical symptoms;
- Acting as a partner to the patient and family in navigating the health care system;
- Getting to know the patient and their unique values as they relate to health care choices;
- Being available directly by phone or text to address issues that interfere with the well-being of the patient or their loved ones during the hospitalization.

For patients who are nearing end of life, the team can assist with the transition to comfort care while the patient is in the hospital or plan for discharge on hospice care.

Difficult conversations about the patient’s current health status and personal values, facilitated by the palliative care team, can sometimes prevent future suffering and can ensure that the best possible medical care is provided for the patient according to their values and wishes.

We encourage patients and families to request a palliative care consult when assistance is needed to make decisions about care and treatment for a serious illness or to learn more about care and services that are available.

Comfort Care

During hospitalization, sometimes a “comfort care” choice is made to focus on a holistic approach to treatment if the usual medical treatment is no longer helpful or when the suffering is prolonged and end of life is approaching. At that point, treatment is focused on managing bothersome symptoms and assisting patients and families to make the best choices regarding care and treatment based on the patient’s wishes. The Palliative Care team can assist with the treatment plan while the patient is in the hospital and with discharge planning for patients who qualify for the “hospice” level of care.

Hospice Care

Hospice care is a treatment option, covered by Medicare and other health insurance companies, that provides holistic care from a team of nurses, doctors, social workers, spiritual care counselors, and home health aides for the patient, and provides support for the patient and loved ones wherever the patient lives. To qualify for hospice, people with a serious illness who have a life expectancy of 6 months or less choose to spend their remaining time enjoying life as much as possible in the comfort of their homes. Hospice staff usually provide several visits per week and are available 24 hours a day if needed. The hospice benefit covers equipment, supplies and medications designed to keep the patient comfortable. The 24/7 care is provided by the family, paid caregivers, and/or the care home where the patient lives.

Getting Exercise

During your hospital stay, it is important to remain active. Your nurses will encourage you to be out of bed for every meal and can assist you to the bathroom if needed. You are encouraged to walk as much as possible, using medical equipment and staff assistance if needed. Another great way to remain active is to be involved in your own daily routines, such as washing your face and brushing your teeth and getting out of bed to use the bathroom. Patients are at an increased risk for falls when in the



Conozca a su equipo de atención

Your Care Team members perform different functions and their name and job role are part of their badge. Here are the different team members who are caring for you while you are here.

Uniform colors and what each team member does: At NorthBay Health, we would like you to easily identify your Care Team by distinct colors.

Protecting You *continued*



Hospitalists

These physicians have a specialty in caring for patients who are in the hospital. Every patient is assigned a hospitalist who stays constant as your inpatient physician. Our hospitalists are on shift for seven days, and then off for seven, so it is possible you could have more than one hospitalist during your stay.



Advanced Health Providers

Physician Assistants/Nurse Practitioners (PA/NP)

Both PAs and NPs are advanced degree professionals who practice medicine as a part of a health care team with supervising physicians and other providers



Registered Nurses (RN) & Licensed Vocational Nurses (LVN)

Gray scrubs

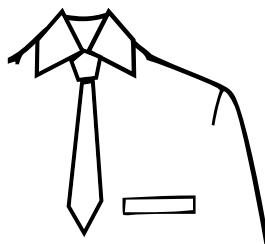
RNs help coordinate your plan of care, assess patients, administer medications, provide prescribed treatments and evaluate the effectiveness of those treatments. LVNs work with your RN to support your nursing care.



Certified Nurse Assistants (CNA)

Teal scrubs

CNAs help with your activities of daily living such as bathing, dressing, feeding and hygiene needs.



Case Managers (CM)

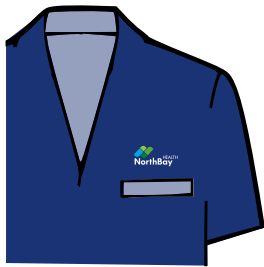
CMs are registered nurses assigned to help coordinate your care after discharge, working with your preferences and your insurance coverage for any after-hospital care.



Social Workers (SW)

SWs provide emotional support, brief counseling, problem-solving, advocacy, community resources and referrals, and assistance with Advance Health Care Directives. Often your care team requests a SW but you may also request a SW by asking your care team.

Protecting You *continued*



Respiratory Therapists (RT)

Dark blue scrubs

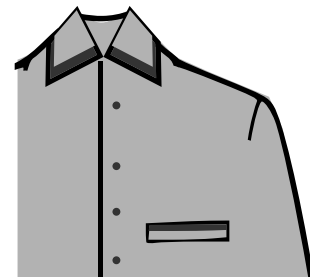
An RT works with patients who have lung or breathing disorders and provides therapy and treatment.



Surgical Services (SS)

Light blue scrubs

Surgical staff assist with pre- and post-operative care as well as the clinical OR team who assist and perform your surgery.



Environmental Services (EVS)

Grey/black print top with black pants

EVS team members are in patient care areas at least daily and ensure your room is refreshed and disinfected.



Dietitians and Dietetic Technicians (D/DT)

White Lab coats

One of our clinical nutrition professionals, the Registered Dietitian, is available to provide expert nutrition education, counseling and recommendations to meet your nutrition needs.

Participating in Your Recovery:

Your active participation will drive your care and recovery during your hospitalization. Ways that you can contribute to your care include:

- Communicating changes in your medical condition to the nursing staff and physician;
- Ensuring you understand the reason for your hospitalization and treatment plan; and
- Asking questions and sharing your concerns.

After you leave the hospital, it is very important to continue your care at home and to attend your follow-up appointments.

7

Preparing to Leave the Hospital

Understand Your Discharge Information

As you prepare to leave the hospital, your nurse will go over your discharge instructions with you, including your medicines, after-hospital plan of care and follow-up appointments.

We want to make sure you and your family's preferences and questions are addressed; please talk with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital. If you need a visiting nurse, home health care or special equipment to help you recover, your case manager can assist you.

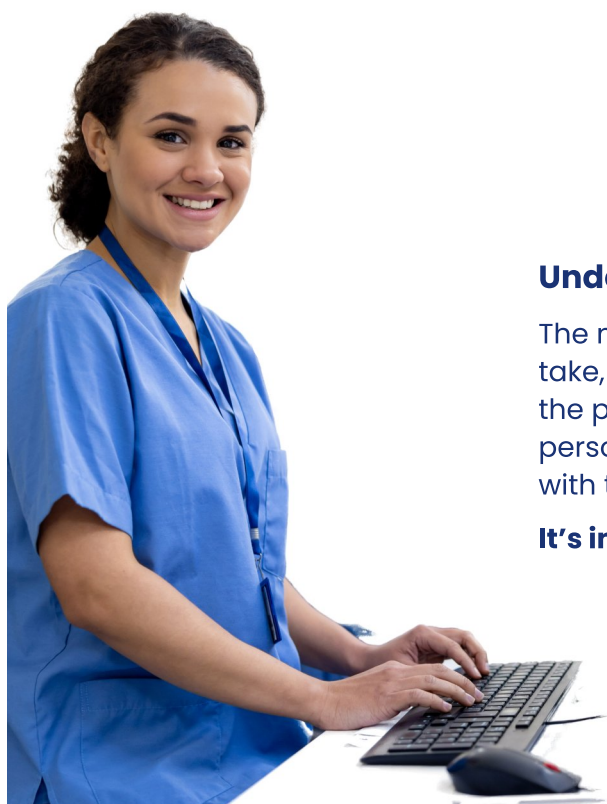
- If your doctor orders home health services, the name, address and phone number of the agency will be listed in your discharge instructions. They should contact you within 24 hours. If that doesn't occur, please reach out to them directly, using the contact details in your discharge paperwork. The home health agency should visit you within 24 to 48 hours for your first session.
- If your doctor has ordered any durable medical equipment (DME), the DME agency will be listed in your discharge instructions. Please contact them directly at the phone number listed on your discharge instructions for updates on medical equipment. Depending on the type of medical equipment ordered, it can take anywhere from three to 10 business days to process. Please note: this is an insurance-driven process and all insurance-driven processes require an authorization and medical justification from your doctor.

Understand Your Medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide them with that information.

It's important to find out exactly when to take your medicine for the first time at home, after you're discharged.

Please ask your discharging nurse of your next dose if you are unsure. Your discharge instructions will inform you of which medications to start and stop taking. Please



Preparing to Leave the Hospital *continued*

make sure your primary care doctor is informed of any changes or new medicines. We recommend you taking your discharge instructions to your first primary care appointment after your hospitalization.

If you're not sure about when to take your medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

Follow-Up Care After Leaving the Hospital

Patient Preference: Your doctor may prescribe facility or home care services or equipment to assist you in the transition from hospital to home. If these services are ordered by your hospitalist (inpatient doctor), we will arrange all referrals to meet your facility or home care needs, according to your preferences. By federal law, you have the right to select your post-hospital care providers. NorthBay Health makes no representations as to licensure or quality of care nor do we recommend or endorse any agency.

- Your insurance company may have preferred services with whom they contract. **If you wish to select a different facility or service, this may affect your out of pocket expenses. Please share what is most important to you, having your insurance pick up more of the expense, OR covering the additional cost to choose another option, even if out of network.**
- To schedule an appointment for outpatient services with NorthBay's Center for Primary Care, please call (707) 646-5500 weekdays, from 8 a.m.-5 p.m. We have offices in Vacaville, Fairfield, Green Valley and American Canyon.

We maintain a full list of area facilities and services and will share that for your review. Our intention and desire is to provide you with a smooth and safe transition as well as clear understanding of your follow-up care. If you have any questions, please ask your hospitalist, nurse, case manager or social worker.

8

Who Makes Decisions on Your Behalf

Advance Care Directives

Medical care can often raise difficult issues and choices. Have you thought about the care you would want if you became seriously ill, were in a coma or couldn't do things for yourself? Have you thought about your wishes for resuscitation, artificial ventilation (breathing machine), kidney dialysis, or blood transfusions? Who would speak for you if you were unable to speak for yourself? What quality of life would be important to you?

An oral directive is communicated by you to the doctor and may consist of specific instructions and/or the designation of an agent. The oral directive is only valid for the current hospitalization.

We recommend that you discuss your wishes with your loved ones and your doctors, appoint someone to speak for you, and then document your decisions in an advance care directive and/or a Physician Order for Life Sustaining Treatment (POLST). An advance health care directive lets your physician, family and friends know your health care preferences, including the types of special treatment you want or don't want at the end of life, your desire for diagnostic testing, surgical procedures, cardiopulmonary resuscitation and organ donation.



Just ask your nurse or social worker for a copy of the form, "Advance Health Care Directive" from the California health care Association, or <https://calhospital.org/> and search for Advance Directive.



9

Understanding the Bill

Hospital Bills

For questions related to your bill, please call (707) 646-3400 or email PatientFinancialServices@NorthBay.org

Your Rights and Protections Against Surprise Medical Bills

Your hospital bill will include charges for tests and services provided by the hospital staff (facility fee). These charges do not include fees charged by the physicians who care for you (physician's fees). Physicians' charges are billed separately.

Hospital & Physician Payments

Send payments to the following address:

NorthBay Health
PO BOX 25376
Pasadena, CA 91185

Payments can also be made over the phone at (707) 646-3400 or at either hospital campus. The Patient Financial Services Office (Billing) is open Monday through Friday, 8 a.m. to 4:30 p.m. and is located at NorthBay Health Administration Center at 4500 Business Center Drive in Green Valley.

Financial Counseling

If you do not have insurance or need help managing your hospital bill, we are here to help. Please contact one of our Financial Counselors at (707) 646-5637 for assistance in identifying programs for which you may be eligible.



Patient Portal and Your Medical Record

Patient Portal/MyNorthBayDoc

NorthBay Health's Patient Portal, called MyNorthBayDoc, will allow you to go online to view some of your health information, such as lab results, prescription refills and a summary of medications, allergies, immunizations and medical issues. You can also use the site to request an appointment or communicate with your provider.

Hospital patients can enroll any time during their stay. Just ask your nurse how you can sign up. Or, you can enroll by calling (707) 646-5500 or during a visit to Primary Care. Whenever you choose to enroll, you will need to have photo identification with you.



Link: NorthBay.org/MyNorthBayDoc



Rights and Responsibilities

Your Rights and Your Responsibilities

We encourage you to speak openly with your health care team, be well informed, take part in your care decisions and treatment choices, and be an active member of your health care team by reviewing the rights and responsibilities listed below.

You have the right to:

1. Be given considerate, respectful and compassionate care without regard to age, sex, economic status, educational background, race, color, religion, ancestry, national origin, marital status, sexual orientation, gender identity and expression, or the source of payment for care.
2. Know the name of the physician(s) with primary responsibility for coordinating your care and the names and professional relationship of other physicians and staff who will care for you.
3. Have a family member (or representative of your choice) and your own physician notified of your admission to the hospital.
4. Receive information about your illness, your course of treatment and prospects for recovery in terms that you can understand. This includes communication assistance, such as sign language and foreign language interpreters, as well as vision, speech and hearing assistance provided free of charge.
5. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information includes a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or nontreatment and the risks involved in each and to know who will carry out the procedure or treatment.
6. Request or refuse treatment. However, you do not have the right to demand treatment or services deemed medically unnecessary or inappropriate.
7. Have your culture and personal values, beliefs and

Rights and Responsibilities *continued*

wishes respected. Have access to spiritual services.

8. Have your pain managed.
9. Refuse care even against the advice of physicians.
10. Involve your family in decisions about care.
11. Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
12. Ask for a chaperone to be with you during exams, tests or procedures.
13. Formulate Advance health care Directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
14. Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person). Create or change an Advance health care Directive (also known as a living will or durable power of attorney for health care).
15. Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
16. You may choose your support person and visitors and change your mind about who may visit.
17. Have someone with you for emotional support, unless: (A) No visitors are allowed; (B) The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility; or (C) You have indicated to the health facility staff that you no longer want this person to visit.
18. Have your organ donation wishes known and honored, if possible.
19. Receive information about hospital and physician charges.
20. Have privacy and confidential treatment and communication about your care.

Rights and Responsibilities *continued*

21. Be given a copy of the HIPAA Notice of Privacy Practices, which includes information on how to access your medical record.
22. Receive a copy of your medical record. You or your legal representative may request a copy of your medical record. There is a fee for copying your medical record. To request a copy, complete an Authorization for Release of Medical Information and return it to the (Release of Information Office) at: 1000 Nut Tree Rd., Vacaville, CA 95687. If you have any questions, contact the Health Information Management department Monday through Friday at (707) 624-7127.
23. File a complaint and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager. You may also contact Patient Experience at (707) 646-5470 or email feedback@northbay.org.
24. If your issue or complaint is not resolved to your satisfaction, external agencies you may contact include:

State Agency:

California Department of Public Health
3901 Lennane Drive, Suite 210
Sacramento, CA 95834
(916) 263-5800 or (800) 554-0354

Accreditation Agency:



The Joint Commission
Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636

[jointcommission.org/report_a_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx)

Rights and Responsibilities *continued*

To address discrimination concerns, you may also file a civil rights complaint with the:

U. S. Department of Health and Human Services
Office for Civil Rights
200 Independence Ave., SW
Room 509F, HHH Building Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
OCRMail@hhs.gov
Complaint forms are available at:
hhs.gov/ocr/office/file/



Hospital's Quality Improvement Organization (QIO) for coverage decisions or to appeal a discharge for Medicare patients

Livanta/BFCC-QIO
6830 W. Oquendo Rd., Ste 202
Las Vegas, NV 89118
Phone: (888) 396-4646

Patient Responsibilities

You have the responsibility to:

1. Provide accurate and complete information about yourself including past illnesses, hospitalizations, medications, and other matters relating to your health as well as personal information including address, telephone number, date of birth, and other necessary information for the provision of care and financial responsibility.
2. Be respectful of your hospital team, from the doctors, nurses and technicians to the people who deliver your meals and clean your room.
3. Refrain from verbal or physical abuse, aggression or violence.
4. Cooperate with all facility personnel and ask questions of your doctor or nurse if you do not understand any directions or procedures.
5. Report unexpected changes in your health.

Rights and Responsibilities *continued*

6. Help your doctor, nurses and allied medical personnel in their efforts to return you to health by following their instructions and medical advice. Be responsible for your actions and for the consequences of refusing care or not following instructions.
7. Know and follow facility rules and regulations.
8. Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
9. Understand that your visitors must also comply with policies and procedures designed to protect the health and safety of others and to facilitate the safe and efficient operation of the facility.
10. Give us a copy of your Advance health care Directive.
11. Leave valuables at home and understand that NorthBay Health is not responsible for your personal property nor for your valuables.
12. Keep all information about hospital staff or other patients private.
13. Do not take pictures, videos or recordings without permission from hospital staff.
14. Pay your bills or work with us to find funding to meet your financial obligations. Provide information necessary for insurance processing and to recognize that you, as the patient, are responsible for your hospital bills and any additional charges owed to other care providers for their professional services.
15. Advise your doctor, charge nurse or Patient Experience representative of any dissatisfaction you may have with your care or services. If you have questions about any of your rights or responsibilities, please ask your doctor, nurse or a Patient Experience representative.

Non-Discrimination and Accessibility

NorthBay Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity or expression).

NorthBay Health also does not exclude or treat anyone differently based on race, color, ethnicity, religion, marital status, culture, national origin, age, physical or mental disability, or socioeconomic status.

NorthBay Health ensures a sense of belonging and does not exclude people or treat them differently based on race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

NorthBay Health provides the following language/communication assistance.

1. Language Resources:

- NorthBay Health contracts with CyraCom International Inc. for 24 hour a day telephone interpreting services.
- CyraCom Blue Phones, or hand-held phones are available on inpatient units and throughout outpatient service areas.
 - For internal callers, pick up the handset, press the blue button and say the language that needs to be accessed. CyraCom phones are programmed with unit/department pin numbers. Or dial 1414 or 1-866-745-5010 from any NorthBay Health phone. Hand-held phones are programmed with the CyraCom application.
 - For external callers, dial (707) 646-5000 or (707) 624-7000. The hospital operator will dial 1414 to connect to the CyraCom system for an appropriate interpreter.
 - Video Remote Interpreting (VRI), through CyraCom, is available for voice and face-to-face interpreting. VRI is available on the inpatient/EDs; and outpatient settings equipped with iPads with the CyraCom application.

Non-Discrimination and Accessibility *continued*

2. Hearing/Speaking Resources:

- Video Remote Interpreting (VRI), through Cyracom, is available for the deaf, or hard of hearing individuals who require interpreting services (ie: American Sign Language). VRI is available on the inpatient units/EDs/outpatient settings equipped with iPads with the Cyracom application.
- California Relay Service (CRS) is available for the deaf, hard of hearing, or difficulty speaking.
 - To connect with a Relay Communication Assistant (CA), from TTY/TDD dial 711, or (800)735-2929.
 - From voice telephone dial (800) 735-2922.
 - For all callers (internal and external), provide the CA with the number you are calling. The CA will communicate information through typing and verbalization.

***NOTE:** For face-to-face ASL interpreting, the VRI services noted above are available.

3. Visual Resources:

- For visually impaired patients, the health care staff will read materials to them, as appropriate, and/or, with the patient's permission, will engage patient's family and friends to participate in communication and education no differently than done with patients who have vision capabilities.

If you believe that NorthBay Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance.

Please include the following information:

1. Your name
2. Your date of birth
3. Full address
4. Telephone numbers (include area code)
5. E-mail address (if available)

Non-Discrimination and Accessibility *continued*

6. Name, full address and telephone number of the person, hospital, or practice you believe discriminated against you
7. A brief description of what happened, including how, why, and when you believe your (or someone else's) civil rights were violated
8. Any other relevant information
9. Your signature and date of complaint
10. The name of the person on whose behalf you are filing if you are filing a complaint for someone else

You may also include:

- Any special accommodations for us to communicate with you about this complaint
- Contact information for someone who can help us reach you if we cannot reach you directly
- If you have filed your complaint somewhere else and where you've filed

YOU CAN FILE A GRIEVANCE WITH ANY OR ALL OF THE FOLLOWING:

NorthBay Health, Patient Experience
Telephone: (707) 646-4282
Email: feedback@northbay.org

*California Department of Public Health
Field Operations – North Division*
Sacramento District Office
3901 Lennane Drive, Suite 210
Sacramento, CA 95834
(916) 263-5800/Fax: (916) 263-5840
Email: CDPH-LNC-Sacramento@cdph.ca.gov

*U.S. Department of Health and Human
Services Office for Civil Rights*
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at:
<https://www.hhs.gov/ocr/complaints/index.html>

About NorthBay Health

Headquartered in Fairfield, California, NorthBay Health is a locally based, nonprofit health care organization serving Solano County since 1960. Two hospitals, NorthBay Health Medical Center in Fairfield and NorthBay Health VacaValley Hospital in Vacaville, offer emergency services 24/7/365, as well as acute care. The NorthBay Health system also includes primary and specialty care practices in American Canyon, Fairfield, Green Valley and Vacaville. NorthBay Health also has Urgent Care locations in Fairfield and Vacaville.

Compassionate Care Drives Us

It is our goal to exude warmth and caring as we meet and greet patients, families and visitors in our hospitals and medical offices. Our dedication to our patients continues throughout their health care journey.

Advanced Medicine Differentiates Us

NorthBay Health provides sophisticated health care services rarely seen in counties of this size. From oncology to open-heart surgery, and from birth through the end of life, NorthBay Health has teams of medical experts ready to assist in your care.

Close to Home Defines Us

NorthBay Health was born in Solano County and we remain committed to delivering advanced medicine here to the community we serve. That is why we continue to invest in modernizing and expanding our facilities, purchasing cutting-edge equipment and pushing the limits of technology alongside other health care pioneers, such as the Mayo Clinic. Our competence, capabilities and practice of collaborating with some of the nation's most advanced clinical institutions enable us to manage extremely complex cases right here.



14

NorthBay Health and Mayo Clinic

NorthBay Health is part of the Mayo Clinic Care

Network, a select group of independent health systems that are carefully vetted by Mayo Clinic and given special access to Mayo Clinic's knowledge, expertise and resources. NorthBay Health physicians are able to consult on complex care cases with Mayo Clinic's world-class specialists and give you peace of mind, knowing you get the expertise and care you need, close to home.



