



Welcome to Stanford

We are here to provide you with skilled and compassionate care.

Our goal is to involve you and your family in all of your care. From the time you enter the hospital to when you leave, we work to create a place of healing, comfort, and dignity with mutual respect.



Your care team

The medical team consists of attending physicians, advanced practice providers, residents, interns, and medical students. This team will come to your bedside and talk over your plan of care for the day. Please ask questions.

The primary nurse carries out your plan of care and coordinates it with the rest of the care team.

The nursing assistant helps with your daily living activities, such as bathing, eating, and walking.

The float nurse covers break times for nursing staff and helps the primary nurse.

The charge nurse coordinates patient admissions and discharges and supports the nursing team.

The case manager and social work team help with planning for your hospital discharge.

The rehabilitation team includes occupational therapy (OT) and physical therapy (PT). Other rehab team members do speech therapy (SLP) and respiratory therapy (RT) or are registered dietitians (RD).

The pharmacist will support you in meeting your medicine needs during your stay.

The lab tech collects body samples. The tech may arrive in your room early in the morning to collect and run the lab tests. That ensures the results will be available when your care team sees you.

Your comfort and safety

Guidelines to prevent you from falling

We want to keep you safe from falls during your hospital stay. Many things can raise your risk for falls while you are in the hospital.

Unfamiliar surroundings, medicines, weakness, feeling tired, and being attached to medical equipment can make it easier to fall.

- Watch the short video on fall risk when you are admitted to the hospital.
- Do not get up by yourself! We want to help you. Please call for help before getting up. Use the red call button on the handheld remote at your bedside.
- Please call, don't fall!



Early movement

Walking early and often is very important to your health, especially after surgery. Nursing staff will help you get out of bed to sit in a chair.

You can walk on the unit with a staff member when it is safe. If you can't move on your own, your care team will change your position often to protect your skin.

Getting help



If you need help at any time, use the red call button on the handheld remote at your bedside. This goes to the front desk where a staff member will answer your call and send someone to help.

We may also use a bed or chair alarm to remind you to wait for help before trying to get up by yourself.

Your nurses will also check on you often. They will check your pain level, help you use the bathroom, and make sure you are comfortable.

They will make sure your call button and personal items are within reach.

Controlling your pain

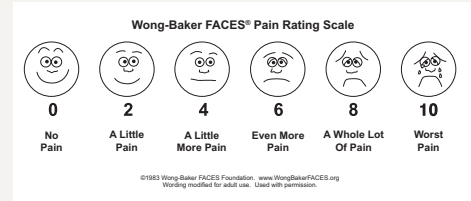
Many factors can cause pain, such as disease, injury, surgery, muscle tension, fears, anxiety, and lack of sleep.

Let's work together to reduce your pain.

When you are in pain, we will ask you to rate it on a scale of 0 to 10. That will help us decide the best way to help.

A score of 0 means no pain, and 10 means the worst pain you have ever known.

Ways to treat your pain include medicines, hot or cold packs, changing positions, and walking.



Medicine



To give you medicine safely, Stanford Health Care has started a “Medication Pass Time-Out.” This limits interruptions when nurses pass out medicine. The hours are 8 am to 10 am, and 8 pm to 10 pm.

During these times, your nurses will focus on giving medicine. Every time we give you medicine, we will check your wristband and ask your name and birthday.

Your nurses will also explain the purpose of the medicines you are taking. They will also describe the side effects they may cause.

A side effect is any reaction to a medicine other than its desired effect. For your safety, it is important that you understand the side effects of any medicine you are taking.

If you brought any medicine from home, let your nurse know. We will send all the medicine home with your family, or store it in our pharmacy during your stay.

Change of shift

Every day from 6:45 am to 7:15 am, and again from 6:45 pm to 7:15 pm, your nurses change shifts. During this time, you will meet your new primary nurse and discuss the plans for the day.

During team rounds, you will meet the rest of the oncoming care team.

Staying healthy

It's important that anyone who comes into your room washes their hands and wears a mask. You should also wash your hands often, and wear a mask when anyone is in the room.

Safety and respect

The hospital is a place of healing. We do not allow any aggression towards patients, staff, or visitors.

During your stay

Phone use

You will have your own phone with a direct line. To get an outside line, dial 9 and then call the number as usual.

Internet access

Stanford Hospital provides free internet access. You don't need a password. iPads may be available in your room or upon request while you are in the hospital.

Network Name: SHC_Public



Check your progress on the MyHealth app

View your care team members, medicines and side effects, test results, activity goals, and more.

Food services

Made-to-order meals and snacks are available at your request from 6 am to 9 pm. For service, dial 34888 on your room phone. For eligible diets, you can use the bedside remote to “Order Meals” directly from your TV menu. Allow up to 45 minutes for delivery.



Visitors

We believe that family and other loved ones have an important role in your healing. We also recognize safety, rest, and privacy are important during your stay.

We review our visitor policies often to ensure the safety of our patients and staff. You can ask your nurse for the most up-to-date policy.

Interpretation and translation services

Stanford Health Care offers access to interpreters for spoken languages and American Sign Language at no cost to patients. If you need assistance to communicate in your language, please ask for an interpreter. Interpreters may be available in-person, over the phone or via video.

Spiritual care

The Spiritual Care Service is here at any time of day to give spiritual support to you or your family. Your nurse can reach a chaplain and they will come to your room to meet with you.

Guest services

Guest services provides personal help, support, and resources for patients and guests. You can reach them at 650-498-3333.

Leaving the hospital

We aim to give you a smooth transition from the hospital to your home or nursing home. Our goal is for you to understand how to take care of your health after you leave the hospital.

Your care team will begin preparing you for this on the day you arrive in the hospital. Please let them know about any preferences, concerns, or worries as you prepare for your recovery at home. You and your care team will talk over your home needs and your preferences. They will make sure arrangements are complete.

Your nurse will go over the medicines you will take when you leave. This will include the purpose and side effects of each medicine. The nurse will also explain any additional home care you'll need. This information will be printed for you when you leave, in a paper you'll receive called your After Visit Summary.

A family member or other caregiver is welcome to listen in and ask questions about any instructions you get on your medicines. For this reason, it helps to name your caregiver early.

When your doctor writes your release notes, your nurse will coordinate a specific time for you to leave the hospital. The time is based on your needs and clearance from other members of your care team.

Questions and feedback

If you have any concerns or feedback, please talk to your primary nurse. After you leave the hospital, we may contact you to complete a satisfaction survey.

We hope that you provide feedback. We are always striving for excellence.