Patient Guide
What to Expect During Your Stay
Las Vegas Post Acute & Rehabilitation

2832 S. Maryland Parkway
Las Vegas, NV 89109

(702) 735-5848

Complete Care

We provide in-house therapy and 24-hour nursing care for kids, including:

- Physical Therapy
- Occupational Therapy
- Speech/Language Pathology
- Restorative Nursing Program
- IV Therapy
- Respiratory Management
- Wound Care
- Medication Administration
- Enteral/Parenteral Feeding
- Dietary Management
- Hospice Care
- Lab/X-Ray Services
- Emergency Call Systems
- Social Services
- Respite Care
Designate a Caregiver
Prevent Falls
Pay Attention to Your Care
Manage Your Meds
My Medications

Our Cover Model:
Valley resident Elisa Amburgey is an advocate for proactive colon cancer screening. Her cancer was found early and successfully treated. Many patients like Elisa owe their lives to swift detection and treatment.
Thank You for Trusting Us

Welcome to Sunrise and Sunrise Children’s, where above all else, we are committed to the care and improvement of human life. We believe that there is more to caring for our patients than just attending to your medical needs. Together with our physician partners, we share the same goal—to provide high-quality and safe care in a family-friendly environment. We know that you have a choice when deciding on your medical needs, and we appreciate that you have trusted us with your care.

We want you to have the best experience, especially during such an essential time in your life, whether it is for an inpatient stay or outpatient procedure. We recommend that all our patients ask questions and be involved in understanding and directing your care. We ask that you designate an advocate to speak for you during your hospital stay if you cannot participate in your healthcare decisions.

We have prepared this Patient Guide to help you become familiar with our hospital and the many services available to you. If you have questions or need more information, please let us know. While you are here, you are not just our patient—you also are our guest.

Sincerely,

Todd P. Sklamberg
Chief Executive Officer

MISSION STATEMENT
Sunrise Hospital & Medical Center and Sunrise Children’s Hospital are dedicated to providing an unparalleled level of measurable quality in the delivery of cost-effective, integrated healthcare services that are responsive to the needs of our patients, physicians, team members and community.
About Us

Providing You the Right Choice for Your Care

**Our Values Statement**

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.
- We value all people and their diverse perspectives, skill, experiences and opinions.

Sunrise Hospital is the largest acute care facility in Nevada, sharing a campus with Sunrise Children’s Hospital, Nevada’s largest, most comprehensive children’s hospital.

**CONTACT US**

3186 S. Maryland Pkwy.
Las Vegas, NV 89109
702-731-8000

SunriseHospital.com • SunriseChildrensHospital.com
**Phone Directory**

### Key Numbers
- **Main:** 702-731-8000 | **Consult-A-Nurse®:** 702-233-5454
- **Find A Physician:** 702-233-5300 | **Walgreens at Sunrise:** 702-836-3134
- **Guest Services:** 702-731-8133

Calling from your room? Dial *1 and the last four digits only, unless otherwise advised.

### OTHER HOSPITAL SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>702-731-8012</td>
</tr>
<tr>
<td>Health Information Management</td>
<td>702-731-8608</td>
</tr>
<tr>
<td>Admitting</td>
<td>702-731-8126</td>
</tr>
<tr>
<td>Housekeeping (EVS)</td>
<td>702-731-8249</td>
</tr>
<tr>
<td>Adult ER</td>
<td>702-731-8080</td>
</tr>
<tr>
<td>Information Desk - Main</td>
<td>702-731-8133</td>
</tr>
<tr>
<td>Adverse Drug Reactions Hotline</td>
<td>*1-5777 (In-house only)</td>
</tr>
<tr>
<td>Billing &amp; Payment</td>
<td>800-307-7595</td>
</tr>
<tr>
<td>Medical Records (HIM)</td>
<td>702-731-8663</td>
</tr>
<tr>
<td>Birth Certificate Office</td>
<td>702-731-8751</td>
</tr>
<tr>
<td>Nursing Administration</td>
<td>702-731-8200</td>
</tr>
<tr>
<td>Breast Center at Sunrise</td>
<td>702-784-7870</td>
</tr>
<tr>
<td>Patient Advocate</td>
<td>702-731-8200</td>
</tr>
<tr>
<td>CARE Cart</td>
<td>702-731-8133</td>
</tr>
<tr>
<td>Plant Operations</td>
<td>702-731-8260</td>
</tr>
<tr>
<td>Case Management</td>
<td>702-731-8134</td>
</tr>
<tr>
<td>Privacy Officer</td>
<td>702-731-8165</td>
</tr>
<tr>
<td>Central Scheduling</td>
<td>855-445-2246</td>
</tr>
<tr>
<td>Public Safety &amp; Security</td>
<td>702-731-8090</td>
</tr>
<tr>
<td>Center for Healthy Families</td>
<td>702-731-8703</td>
</tr>
<tr>
<td>Radiology/Diagnostic Imaging</td>
<td>702-731-8060</td>
</tr>
<tr>
<td>Chaplain, Pastoral Services</td>
<td>702-731-8069</td>
</tr>
<tr>
<td>Release of Information</td>
<td>702-731-8663</td>
</tr>
<tr>
<td>Child Life Services</td>
<td>702-731-8961</td>
</tr>
<tr>
<td>Social Services</td>
<td>702-731-8134</td>
</tr>
<tr>
<td>Children's Hospital Admitting</td>
<td>702-693-5301</td>
</tr>
<tr>
<td>Subway Sandwiches at Sunrise</td>
<td>702-733-8020</td>
</tr>
<tr>
<td>Diagnostic Center</td>
<td>702-731-8800</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>702-731-8080</td>
</tr>
<tr>
<td>Sunny Babies</td>
<td>702-731-8703</td>
</tr>
<tr>
<td>Engineering</td>
<td>702-731-8260</td>
</tr>
<tr>
<td>Taxi Service</td>
<td>702-873-2000</td>
</tr>
<tr>
<td>Ethics &amp; Compliance</td>
<td>702-731-8018</td>
</tr>
<tr>
<td>Volunteer Office</td>
<td>702-731-8188</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>702-731-8008</td>
</tr>
<tr>
<td>Women Services</td>
<td>702-731-8235</td>
</tr>
<tr>
<td>h2u - Health To You</td>
<td>702-735-5510</td>
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Support for Caregivers

How to Play a Role in Your Loved One’s Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care both here—and beyond the hospital.

What to Know Before You Leave
Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.

- **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.

- **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down, as well as the name and contact number to call.

**Caregivers Need Care Too**

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

**RESOURCES**
- National Alliance for Caregiving
  [www.caregiving.org](http://www.caregiving.org)
- Family Caregiver Alliance
  [www.caregiver.org](http://www.caregiver.org)
- Caregiver Action Network
  [www.caregiveraction.org](http://www.caregiveraction.org)
Visiting the Hospital

Visiting Hours

- **General Hours:**
  24 hours a day, with some exceptions

General Guidelines

Family and visitors are welcome at Sunrise and Sunrise Children’s. Children under the age of 18 are welcome to visit if supervised by an adult at all times. Our primary objective is to maintain an environment that is conducive to our patients' recuperation. We ask that you please follow these guidelines:

- Patients in medical surgical rooms may receive up to two visitors at a time and one visitor at a time for critical care areas, such as our Intensive Care Units (ICU).
- Visits should be brief.
- Generally, children under 12 years of age are not permitted in the ICU areas.
- Please speak quietly.
- People with colds, sore throats or any contagious diseases should not visit patients.
- If visiting after 9 p.m., please check in with the nurse’s station and let the nurse leader know you are here.
- Family members may stay the night in a private room (one member allowed for critical care and medical surgical patients). We ask family and guests to refrain from sleeping on the floor.

- Children under age 18 are not permitted to spend the night.

Children’s Hospital Guidelines

- Parents or guardians are issued a four-digit visiting code to use at admission. To visit, use the visiting code and your photo ID at the Children’s Hospital check-in desk. Security will issue a 24-hour visitor pass.
- The Children’s Hospital does not allow minor visitors (under the age of 18) between 9:00 p.m. and 5:00 a.m. Exceptions include parents of patient. You must have a photo ID with you for each visit.
- Siblings of newborns and pediatric patients are welcomed.
- Infants and children are easily overstimulated. That is why the Neonatal and the Pediatric Intensive Care units (NICU and PICU) have placed limits on visitation. For NICU, only parents and grandparents may visit. For PICU, only two visitors to the bedside at a time.

**Picture-taking, voice-recording and videotaping** are strictly prohibited for the privacy and protection of our patients and staff.
**Americans with Disabilities Act (ADA) Accommodations**
The hospital has ADA equipment, aids, and personnel to assist those who are deaf or hearing-impaired, have limited English proficiency, are blind or have low vision or who require the use of service animals. Please notify a care team member to access these aids for free.

**ATM**
ATMs are located in the cafeteria, children’s lobby, and emergency room. Additionally, there are many nearby branches of local and national banks within walking distance.

**Calling Your Nurse**
The nurse call button is located at your bedside and in the bathroom. Please use the call button if you need immediate help. For your own safety, always call for assistance before getting out of bed.

**Compassion and Respect for Everyone (CARE) Cart**
Our CARE Cart helps to ensure that your stay in our hospital is as comfortable as possible. Warm, moist towels, combs, toothbrush, toothpaste, magazines, books, and USA Today newspapers are available to patients as a daily courtesy. Also available are playing cards, word puzzles, and other items to pass the time. If you miss the cart, please contact Guest Services at ext. *1-8133.

**Condition Reports**
Any personal information about your diagnosis and treatment must come from your physician. This information is only available to members of your immediate family and/or significant other per your request, provided you have given them the pass code number assigned to you during the admission process.

**Dining Options**
Sunrise has three food options.

- **The Sunrise Café** is located on the first floor and serves hot entrées and to-go items. Daily café hours are 5:30 a.m. to midnight.

- Visit our Coffee Cart, located in the main lobby of the hospital, serving your favorite Starbucks coffee combinations and pastries. Open Monday through Friday from 6:30 a.m. to 7:30 p.m., Saturday from 6:30 a.m. to noon and closed on Sunday.

- **Subway Sandwiches** is conveniently located next to the school bus elevators and is open 24 hours a day, seven days a week. Call ahead at 702-733-8020 and your order will be ready when you arrive.

Food and Nutrition Services staff will visit you on a daily basis to take breakfast, lunch, and dinner orders throughout your stay. If you are not available when our staff visits your room, we will call you and take your order. Our menus are based on your prescribed diet order. Please talk to our registered dietitians if you have any questions or if we can
provide you with something else to make your meal more enjoyable by calling ext. *1-8180 from 7:00 a.m. to 7:00 p.m. daily.

**Service times:**
Breakfast: 7:05 a.m. to 9:30 a.m.
Lunch: 11:05 a.m. to 1:30 p.m.
Dinner: 4:05 p.m. to 6:30 p.m.

**Email**
You can email a patient by visiting SunriseHospital.com or SunriseChildrensHospital.com, clicking “Patients & Visitors,” then clicking “Email A Patient” in the left column. Follow the instructions to send an email to a patient.

**Fire Safety**
We conduct fire drills at times. If you hear an alarm, please stay where you are. A hospital staff will tell you what to do in an actual emergency.

**Gifts for Patients**
Visitors should check with the nurse before bringing gifts of food or drink to patients. For health reasons, flowers, plants and latex balloons are not permitted in the critical care areas.

**Gift Shop**
For the convenience of visitors, the gift shop is located in the lobby of the Children’s Hospital. It has a selection of sundry items, as well as reading materials, flowers, plants, specialty items and snacks.

**Housekeeping Services (EVS)**
Your safety and comfort is a priority. If you need help freshening up your room, please contact ext. *1-8429.

**Lost and Found**
The Lost and Found Department is operated by the Public Safety Department. It can be reached by dialing its message center at ext. *1-8090. Property not claimed within 45 days from the date of receipt will be given to a charitable organization.

**Mail**
Volunteers deliver letters and packages for patients daily. Letters and parcels that arrive after your discharge are forwarded to your home. Cards and stationery may be purchased in the gift shop. Outgoing mail may be left at the nurses’ station or given to a volunteer.

**Maintenance & Room Temperature**
If at any time during your stay you feel you have a maintenance issue with your room, please call your nurse.

**Newspapers**
A free USA Today newspaper is available Monday through Friday or on our CARE Cart.

**Notary Services**
Notary services are available. The notary will verify with the nursing staff that the patient is able to execute logical judgment and
sign any legal paperwork on their behalf. Patients and guests who need medical or financial power of attorney should contact:

**Bee Right There Notary Service**  
702-716-7477

**Notary About Town** 702-321-4128

**Parking and Valet**
Sunrise Hospital’s visitor parking lot is located on the north side of the main lobby. Sunrise Children’s Hospital parking is located on the south side of the building.

Take advantage of free valet services located on the north side at the main entrance and the diagnostic building.

**Monday through Friday hours:**
Main entrance:
8:00 a.m. to 5:00 p.m.
Diagnostic center:
9:00 a.m. to 4:00 p.m.

After hours, you can retrieve your keys at the security desk located in the Emergency Department, or call 702-731-8090.

**Patient Education**
Patient education is an important part of your recovery process. Please feel free to ask questions of the nurses, physicians and staff regarding your plan of care and treatment. A variety of written materials, live classes and videos are available to you regarding common illnesses and surgeries; just ask your nurse for information or turn to channels 71 through 78 on your television.

**Patient Advocate**
The entire Sunrise Hospital team is dedicated to providing quality service to our patients and their families. You have an advocate in all members of the Sunrise staff. Should you have concerns during your stay, please feel free to speak with the unit charge nurse or director. In addition, we have a designated hospital patient advocate you also may reach out to if your concerns require further assistance. The Patient Advocate Hotline is 702-731-8200.

**Personal Belongings and Valuables**
Protecting personal property is a high priority at Sunrise Hospital. Personal care items such as contact lenses, eyeglasses, hearing aids and dentures should be stored in a hospital-provided container 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. Ask your nurse for a container if you need one for your health-aid items. Leave valuables like jewelry or cash at home or give them to a trusted relative or friend to watch over. When that is not possible, please ask your nurse to call the Public Safety Department and one of our officers will secure your property in a safe.

If you choose to keep any of your property with you, such as cellphones, tablets, etc., please take full responsibility and safeguard your property at all times. Sunrise and Sunrise Children’s will not be responsible for personal belongings left at your bedside. Please arrange to receive your valuables before discharge by notifying your nurse.
Facts About Your Stay continued

Pharmacy
Walgreens Pharmacy at Sunrise is located in the front lobby. Please call 702-836-3134 if you have any questions. Bedside delivery of medications is available prior to discharge.

**Hours:** Monday through Friday: 9:00 a.m. to 8:00 p.m.
Saturday: 9:00 a.m. to 6:00 p.m.
Sunday: Closed

Public Safety
If you need help or if your guests need an escort to their vehicle, please dial 00 from any in-house telephone and the operator will assist you.

Rapid Response Team
You can call a critical-care response team to respond if your condition worsens and you do not get the immediate care you need. Dial *4 to request this special service. Ask a staff member to learn more.

Smoking
No smoking (including cigarettes, tobacco products and e-cigarettes) is allowed by patients, employees, medical staff, volunteers and visitors within any hospital property and clinic buildings, or near all building entrances or windows on the hospital campus.

Spiritual Support/Chaplain
An in-house chaplain is available for spiritual care services Monday through Friday from 8:00 a.m. to 4:30 p.m. Dial 00 for the hospital operator. After hours, dial 00 for on-call chaplain services.

The meditation room is located off the adult main lobby and is open 24 hours a day, seven days a week. Visitors of all faiths are welcome to use the room for worship, prayer and meditation. Bibles are available in English and Spanish. If you would like to speak with the hospital chaplain or request a Bible or other spiritual/devotional literature, please call the hospital operator by dialing 00. Bibles also are available on our CARE Carts through Guest Services.

Taxi Service
You can schedule taxi cab service by dialing 702-873-2000 from any house phone.

Telephones and Cellphones
We are a cellphone-friendly hospital. Please feel free to use your cellphone at any time or location, unless specified by our staff. In addition, telephones are provided next to each patient’s bed, except in the critical care areas.

Patients may receive calls in their rooms between 7:00 a.m. and 10:00 p.m. After that, all calls will be transferred to the nurse’s station. Your family and friends can call you in your room by calling 702-731-8000, pressing 0 and asking the operator for the respective room number.
To make a call, dial the full 10-digit telephone number. You do not need to dial a 0 or 1 before the number. You may make a long distance call by dialing the area code and number. You do not have to dial a 0 or 1 before dialing the area code. To make an international call, dial 00 and ask the operator for assistance. Please note that international calls are provided as a courtesy and on a limited basis.

**Transportation**
We can help make arrangements for patients with special transportation needs such as wheelchair-accessible vans to return home after discharge.

**Your Room**
Your room assignment is based upon your admitting diagnosis (or medical and physical requirements) and the bed availability on the day of your admission.

Your bed is designed for your comfort and safety and is electronically operated. Your nurse may raise them if you are at risk for a fall, recovering from surgery or taking certain medications.

Please call Housekeeping at ext. 1-8429 if you need help freshening up your room.

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**Wi-Fi Access**

1. Start with your Wi-Fi-enabled device turned off.

2. Turn your device on and ensure it is connected to the “Guest_Access” SSID/Network Name.

3. Launch your web browser. You should see the “Guest_Access” welcome page. Select your connection option. If you do not see the “Guest_Access” welcome page, you may need to configure the SSID or Network Name to “Guest_Access.”

4. You now should be connected and can launch your VPN, email or other web software.
Our Commitment to Care

During Your Stay

Are you getting the care you need? Are your doctors and nurses hearing, understanding and responding to your questions? Is there anything we can do to help with your healing and recovery? Please let us know.

Share your feedback with your nurse, the charge nurse or the unit leadership, the manager or director of the unit. They often are able to get you answers or the assistance you need. Our patient advocates also are here to provide you support and follow up.

- Patient Advocate Line 702-731-8200
- After-hours House Supervisor 702-731-8000 or the operator, 00

After Your Stay

After you are released from the hospital, you may be selected to participate in a survey about you or your child’s stay. HCAHPS, the Hospital Consumer Assessment for Healthcare Providers and Systems, and its equivalent CAHPS survey for the Children’s hospital, CAHPS Child, help Sunrise better understand you and your family’s experience. We use your feedback to recognize staff and improve on the processes that support your care.

Patients/families also may contact the following agencies if they have an unaddressed concern or believe they or their loved one may have acquired an infection while in the hospital:

Division of Public & Behavioral Health
State of Nevada
4220 S. Maryland Pkwy.
Suite 810, Blg D
Las Vegas, NV 89119
702-486-6515

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

Livanta - The Medicare Quality Improvement Organization for Nevada
9090 Junction Dr.
Annapolis Junction, MD 20701
877-588-1123
Infection Prevention

5 Ways to Fight Infections

The hospital is a place you come to get well, but you can also 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 latex 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.

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

**No Soap? No Problem.**

Alcohol-based hand cleaners are as effective as soap and water for killing germs. To use, apply the cleaner to the palm of your hand, and run your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
Lodging
If you are visiting Sunrise Hospital & Medical Center from another community or state, please call one of the following hotels that offer discounted rates for our patients and their families. Be sure to mention that you are a loved one of a patient at Sunrise Hospital or Sunrise Children’s Hospital when making a reservation.

**Hilton Grand Vacations**
877-651-4482 (opt. 1)
Be sure to use special rate code K7/Client ID 3008380.

For assistance with extended stays (10+ nights), please contact Shannon Weldon at 702-946-9207 or sweldon@hgvcm.com.

- Locations include:
  - **Las Vegas Strip (North)**
    2650 Las Vegas Blvd.
  - **Convention Center**
    455 Karen Ave.
    Elara (Las Vegas Strip South)
    80 E. Harmon Las Vegas Blvd.

**Extended Stay America**
702-369-1414
3045 S. Maryland Pkwy.

**Rodeway Inn**
702-735-4151
220 Convention Center Dr.

**Embassy Suites Convention Center**
702-947-7166
3600 Paradise Rd.
When making your reservation, please mention you are a guest of “HCA Healthcare.”

**Fairfield Inn-Marriott**
702-791-0899
3850 Paradise Rd.
Free on-demand shuttle to and from the hospital from 4 a.m. to midnight daily

**Renaissance Las Vegas Hotel**
800-750-0980
3400 Paradise Rd.

**Las Vegas Marriott**
702-650-2000
3225 Paradise Rd.

**Courtyard Convention Center**
702-791-3600
3275 Paradise Rd.

**La Quinta Inn**
702-796-9000

- Locations include:
  - **Paradise**
    3970 Paradise Rd.
    24-hour on-demand shuttle to and from the hospital. Book online—use code: SUNHOMC
  - **Las Vegas Airport South**
    6560 Surrey St.
    Website: http://867.lq.com
  - **Las Vegas Tropicana**
    4975 S. Valley View Blvd.
    (Valley View & Tropicana)
    Website: http://6685.lq.com

Local Dining
Restaurants close to Sunrise Hospital include:

**Applebee’s**
702-737-4990
3340 S. Maryland Pkwy.

**Denny’s**
702-734-1295
3081 S. Maryland Pkwy.

**Boulevard Mall Food Court**
702-631-4645
Corner of Maryland Parkway and Desert Inn

See p. 9 of this brochure for hospital dining options.
Outpatient Services
Sunrise Hospital offers state-of-the-art diagnostic, imaging, procedural and recovery capabilities delivered in convenient outpatient centers on the hospital campus. Our expertly trained, accredited staff works to ensure an effortless and comfortable experience for you. Unless otherwise noted, outpatient procedures require check-in at Registration on the hospital’s main floor. See our map on p. 6 and 7 of this Patient Guide.

Diagnostic Imaging
Outpatient Diagnostic Imaging uses the most advanced technology and equipment available to diagnose your illness and monitor your progress throughout the course of treatment. Services include: CT, MRI, X-ray, fluoroscopy, nuclear medicine, ultrasound and interventional radiology.

The Breast Center
Featuring Southern Nevada’s only Breast Center accredited by the National Accreditation Program for Breast Centers, our facility specializes in 3D mammography, stereotactic breast biopsy, breast ultrasound, breast MRI, MRI-guided breast biopsy and DEXA scans.

3006 S. Maryland Pkwy., Suite 250 (on the campus of Sunrise Hospital)
702-784-7870

Rehabilitation Services
Outpatient Pediatric Rehabilitation Clinic is a specialized clinic for infants and children providing physical, occupational and speech therapy services.

3131 La Canada, Suite 107
702-731-8533

RESTORE Comprehensive Wound Care and Hyperbaric Medicine Clinic
Outpatient wound care and hyperbaric oxygen treatments for non-healing wounds, diabetic and pressure ulcers, soft tissue radiation damage, skin grafts and post-surgical complications.

3131 La Canada, Suite 134
702-731-8266

Surgical Services
Featuring one of the most comprehensive surgical suites in Nevada, Sunrise Hospital’s surgical services features advanced technology including the new da Vinci Xi Surgical Robot. With da Vinci, minimally invasive procedures are performed via remote control by a board-certified surgeon. Sunrise also offers blue-light cystoscopy technology to detect and diagnose tumors in the bladder. Sunrise Hospital is the only facility in Nevada offering Gamma Knife radiosurgery, a quick, non-invasive alternative to traditional neurosurgery.

The Heart Center
Offering all of the components for complete cardiovascular care, our cardiac specialists perform a variety of potentially life-saving outpatient procedures including diagnostic heart catheterization; tilt-table testing for repeated, unexplained episodes of fainting; transesophageal echocardiogram (TEE) for taking moving pictures of the heart and blood vessels through sound waves; cardioversion for restoring regular heart rhythm; minimally invasive peripheral angiogram to detect narrowed or blocked blood vessels that supply the neck, organs and limbs; and electrophysiology studies to test the electrical activity of the heart.
Day of Surgery

Arrival
Your physician will inform you of the time to arrive at the hospital. During pre-admission, you will be instructed where to report on the day of surgery. For a minor patient (under the age of 18), a parent or legal guardian must be present to sign consent. This person will need to remain in the lobby/waiting area during the procedure and to be available for questions and to receive a report directly from the doctor following the procedure.

Food and Drink
- No food or drink (including water) is allowed from midnight the night before your surgery until after your procedure, unless your physician writes specific orders otherwise.
- Patients must not eat anything before surgery or during recovery.
- Check with your physician regarding daily medicines. You may be allowed to take them with sips of water. For children, the physician may have written exceptions.
- Avoid smoking 12 to 24 hours prior to surgery as smoking may interfere with anesthesia.
- Drink special solution if ordered to prepare for some procedures. If your child is unable to drink this solution, notify your physician.

Valuables
Leave all valuables, other than required payments, at home. You should only bring what is needed while at the facility such as glasses. These items will need to be held by the person who comes to the hospital with you.

What to Wear
- Loose-fitting, comfortable clothing such as a warm-up suit.
- Do not wear contact lenses, makeup or lotions. Prescription eye glasses are okay.

Medications
Bring a list of any medications you are taking, along with dosages.

Child Care
Children must wait in the waiting room with adult supervision while the patient remains in recovery. The hospital may also restrict access to the waiting room during periods of heightened infection prevention such as flu season.

For parents of children having surgery: We recommend that you arrange alternative care for the patient’s siblings on the day of surgery.

Patient Updates
Patient’s family members and loved ones can stay regularly updated during the procedure via the monitor in the Surgical Waiting Room.

Plans for Discharge Home
You will remain in recovery until discharged by your physician. Please arrange for a responsible adult to drive you home. Outpatient Surgery patients should not drive within 24 hours after receiving sedation and should plan on going home for the remainder of the day. This is an important instruction for your safety and the safety of others.

Discharge Instructions
A written copy of the discharge instructions will be provided. These instructions should be read when you get home and are more awake.

Case Management Department
If your physician orders home care services, a case manager will be available to assist you.
Designate a Caregiver

If you are healthy enough to make decisions, you will be asked to designate a caregiver during your hospital stay. The caregiver may be a spouse, relative, partner or trusted friend or neighbor who is 18 years or older. This also is someone you would like to assist you after you are discharged. With your permission, the hospital can share your discharge instructions with the caregiver. He or she then can help ensure you receive appropriate care following your discharge.

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 prior to getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they are 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 is better to be extra careful than risk another medical problem. If you are at high risk for falls, you will be issued a pair of yellow socks and a wristband.
Pay Attention To Your Care

- Tell your nurse if something does not seem right.
- Know what time you normally get medicine, and tell your nurse if you do not 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.
- Do not 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 do or do not want life-saving actions taken.

You Are Key

You are the most important member of your healthcare team.

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

And Remember, Take Charge of Your Communication

Ask About Jargon: If you hear a medical term you don’t understand, ask what it means.

Language: Request translation services if you require conversations in a different language.

Aids: Let your nurse know if you need glasses, hearing aids or other devices to help with communicating to hospital staff.
When you want comfort and care in your own home.

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- Medical Social Worker
- Physical Therapist
- Occupational Therapist

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Learn how you can help stop diabetes by losing weight, eating healthy and staying active. Visit checkupamerica.org or call 1-800-DIABETES.

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Horizon Specialty Hospital of Henderson
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Las Vegas, NV 89169
702-732-2438
David Makil, MD
Harsha Mulchandani, MD
Peilin Wei, MD
Zeeshan Fatima Syed, MD

Henderson Access Center
2850 W. Horizon Ridge Pkwy, Ste 100
Henderson, NV 89052
702-726-6344
Basker Periyasamy, MD
Benjamin Rudnitsky, MD
Sundar Sankaran, MD
Marwan Takieddine, MD
Gene Ong, MD

Northeast Office
2425 N. Lamb Blvd., Ste 120
Las Vegas, NV 89115
702-851-7766
Maria Vornicu, MD
Sam Kantor, MD
Gene Ong, MD

Northwest Office
2420 Professional Court, Ste 150
Las Vegas, NV 89128
702-853-0090
Sam Kantor, MD
Sujatha Raju, MD
Jeffrey Ryu, MD
Benjamin Rudnitsky, MD
Marwan Takieddine, MD
Gene Ong, MD

Southeast - Henderson Office
2850 W. Horizon Ridge Pkwy, Ste 100
Henderson, NV 89052
702-726-6344
Trang Nguyen-Le, MD
William King, MD
Basker Periyasamy, MD
Sundar Sankaran, MD
Irfan Sehail, MD
Qin Fang, MD

Southwest Office
6970 W. Patrick Lane, Ste 140
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6:00am GET BATH READY FOR DAD  6:30am PACK LUNCH FOR THE KIDS  
10:00am GIVE DAD HIS MEDICINE  1:00pm FOLD EVERYONE’S LAUNDRY  2:00pm  
SORT DAD’S BILLS  3:30pm PICK UP THE KIDS  4:20pm TAKE DAD OUT FOR  
FRESH AIR  5:30pm REMEMBER THE DAYS WHEN DAD TOOK CARE OF ME  
6:00pm MAKE DINNER  8:00pm HELP DAD TO BED  11:00pm FINALLY GO TO SLEEP  

Only those who care for others know what it’s really like to care for others. That’s why AARP created a community with experts and other caregivers to help us better care for ourselves and for the ones we love.  
aarp.org/caregiving or call 1-877-333-5885

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The American Cancer Society is there for you to help answer your questions, connect you to the resources you need, and just listen.

Information
We can answer your questions about cancer, including prevention, diagnosis, treatment options, and clinical trials.

Day-to-day Help
We can help you with everyday needs like transportation and lodging during treatment.

Emotional Support
We can connect you to local and online support groups for both patients and caregivers.

We're here to help you through every step of your cancer experience. Visit www.cancer.org or call 1-800-227-2345 anytime, day or night.
Manage Your Meds

Whether you take one medicine or five, it is 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?

Remember, Take Charge of Your Medicines

Think you are 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? Do not be afraid to ask.

Prevent Medicine Errors

Be sure your doctors and nurses know:

- 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.
- That your name matches the name on the medicine (use your ID bracelet to double-check).
My Medications

Keep track of all the new medicines you are prescribed while in the hospital—plus any other medicines you already take.

<table>
<thead>
<tr>
<th>MEDICINE 1</th>
<th>MEDICINE 2</th>
<th>MEDICINE 3</th>
<th>MEDICINE 4</th>
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</thead>
<tbody>
<tr>
<td><strong>Drug Name</strong></td>
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<tr>
<td><strong>What Does it Treat?</strong></td>
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<tr>
<td><strong>Dose</strong></td>
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</tr>
</tbody>
</table>
| **How to Take it**
(With food, on an empty stomach, etc.) |            |            |            |
| **When to Take it**
(Time of day, morning, night, etc.) |            |            |            |
| **Notes**
(Prescribing doctor, pharmacy, side effects) |            |            |            |

Share With Staff

*Fill out this list with hospital staff to double-check you’re taking your medicines correctly and that they’re all safe to take together. Be sure also to include over-the-counter medicines, vitamins and supplements.*
Patient Rights
We respect the dignity and pride of each individual we serve. We comply with applicable Federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each individual shall be informed of the patient’s rights and responsibilities in advance of administering or discontinuing patient care. We adopt and affirm as policy the following rights of patient/clients who receive services from our facilities:

Considerate and Respectful Care
▸ To receive ethical, high-quality, safe and professional care without discrimination
▸ To be free from all forms of abuse and harassment
▸ To be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one’s own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress

Information Regarding Health Status and Care
▸ To be informed of his/her health status in terms that the patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment
▸ To be informed of the names and functions of all physicians and other healthcare professionals who are providing direct care to the patient
▸ To be informed about any continuing healthcare requirements after his/her discharge from the hospital. The patient also shall have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
▸ To be informed of risks, benefits and side effects of all medications and treatment procedures, particularly those considered innovative or experimental
▸ To be informed of all appropriate alternative treatment procedures
▸ To be informed of the outcomes of care, treatment and services
▸ To appropriate assessment and management of pain
To be informed if the hospital has authorized other healthcare and/or education institutions to participate in the patient’s treatment. The patient also shall have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.

**Access to Medical Records**

To have his/her medical records, including all computerized medical information, kept confidential and to access information within a reasonable time frame. The patient may decide who may receive copies of the records except as required by law.

Upon leaving the healthcare facility, patients have the right to obtain copies of their medical records.

**Decision-Making and Notification**

To choose a person to be his/her healthcare representative and/or decision-maker. The patient also may exercise his/her right to exclude any family members from participating in his/her healthcare decisions.

To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital.

To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

To be included in experimental research only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.

To formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.

To leave the healthcare facility against one’s physician’s advice to the extent permitted by law.

**Access to Services**

To receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the hospital’s health care personnel (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats).

To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation).

To pastoral counseling and to take part in religious and/or social activities while in the hospital, unless one’s doctor thinks these activities are not medically advised.

To safe, secure and sanitary accommodation and a
A nourishing, well-balanced and varied diet

- To access people outside the facility by means of verbal and written communication
- To have accessibility to facility buildings and grounds. We recognize the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities. The policy is available upon request
- To a prompt and reasonable response to questions and requests for service
- To request a discharge planning evaluation

**Ethical Decisions**

- To participate in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials
- If the healthcare facility or its team decides that the patient’s refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated

**Protective Services**

- To access protective and advocacy services
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- The patient who receives treatment for mental illness or developmental disability, in addition to the rights listed herein, has the rights provided by any applicable state law
- To all legal and civil rights as a citizen unless otherwise prescribed by law
- To have, upon request, an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve one’s life
- To an impartial review of alleged violations of patient rights
- To expect emergency procedures to be carried out without unnecessary delay
- To give consent to a procedure or treatment and to access the information necessary to provide such consent
- To not be required to perform work for the facility unless the work is part of the patient’s treatment and is done by choice of the patient
- To file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if he/she has a concern about patient abuse, neglect, about misappropriation of a patient’s property in the facility or other unresolved complaint, patient safety or quality concern
Payment and Administration

▶ To examine and receive an explanation of the patient’s healthcare facility’s bill regardless of source of payment, and may receive upon request, information relating to the availability of known financial resources

▶ A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate

▶ To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care

▶ To be informed in writing about the facility policies and procedures for initiation, review and resolution of patient complaints, including the address and telephone number of where complaints may be filed

Additional Patient Rights

▶ Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution

▶ To initiate their own contact with the media

▶ To get the opinion of another physician, including specialists, at the request and expense of the patient

▶ To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment

▶ To request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing him/her

▶ To request pet visitation except where animals are specifically prohibited pursuant to the facility’s policies (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation)

Patient Responsibilities

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect.

▶ To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/her health

▶ To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner

▶ To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding
To follow the plan of care established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician’s orders

To keep appointments or notify the facility or physician when he/she is unable to do so

To be responsible for his/her actions should he/she refuse treatment or not follow his/her physician’s orders

To assure that the financial obligations of his/her healthcare care are fulfilled as promptly as possible

To follow facility policies, procedures, rules and regulations

To be considerate of the rights of other patients and facility personnel

To be respectful of his/her personal property and that of other persons in the facility

To help staff assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication

To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in his/her condition

Visitation Rights

We recognize the importance of family, spouses, partners, friends and other visitors in the care process of patients. We adopt and affirm as policy the following visitation rights of patients/clients who receive services from our facilities:

To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights

To designate visitors, including but not limited to a spouse, a domestic partner (including same-sex), family members and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation or disability. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that facilities may need to place on such rights

To receive visits from one’s attorney, physician or clergyperson at any reasonable time

To speak privately with anyone he/she wishes (subject to hospital visiting regulations) unless a doctor does not think it is medically advised

To refuse visitors
Media representatives and photographers must contact the hospital spokesperson for access to the hospital.

**Report a Complaint**

To report a patient rights concern, please contact:

**Patient Advocate Hotline**
702-731-8200

**Quality Improvement Organization (QIO):**
Livanta LLC
Beneficiary & Family Centered Care
6830 W. Oquendo Rd., Suite 202
Las Vegas, NV 89118
Helpline Calls: 1-877-588-1123

**The Joint Commission**
**Office of Quality and Patient Safety**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610
Email: patientsafetyreport@jointcommission.org
Online complaint form: [www.jointcommission.org/report_a_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

**HCA Ethics Line**
1-800-455-1996

To report a concern regarding discrimination in access to services, please contact:

**Nevada Department of Health and Human Services**
Division of Public & Behavioral Health
4220 S. Maryland Pkwy.
Suite 810, Bldg. D
Las Vegas, NV 89119
702-486-6515

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, The Nevada Department of Health and Human Services is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at [https://ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

**U.S. Department of Health and Human Services**
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019,
800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/privacy](http://www.hhs.gov/ocr/privacy).
Your Privacy Matters

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Billing information about you at your hospital
- Most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared

Right to Complain

If you believe your rights are being denied or your health information is not being protected, you can file a complaint with your provider, health insurer or the U.S. government at www.hhs.gov/ocr/privacy.
Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.

Get a report on when and why your health information was shared for certain purposes.

File a complaint.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that does not interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [www.samhsa.gov](http://www.samhsa.gov).

Source: U.S. Department of Health & Human Services Office for Civil Rights
Advance Directives

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 legal 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 are 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.

The Physician Order for Life-Sustaining Treatment (POLST) form facilitates the process of translating end-of-life discussions with the patients into actual treatment decisions, and provides security for the individual and physician that the expressed wishes will be carried out. POLST forms are used by physicians and patients to record the wishes of the patient and directs a provider of healthcare regarding the provision of life-resuscitation treatment and life-sustaining treatment. This policy does not replace any of the hospital advance directive or patient classification policies.

*For finances*: You have the right to execute a legal document. You also have the right to appoint someone or the same person to help manage your finances if you cannot. These types of forms are available through banks, attorney offices or reputable online sites.

**FILL OUT YOUR FORMS**
Make sure you submit a copy of your 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 obtain the forms you need, contact Case Management at ext. *1-8134 or contact the hospital chaplain at ext. *1-8069.
What Patients and Families Need to Know

Antibiotic resistance is one of the world’s most serious public health threats, and antibiotic-resistant bacteria cause more than 2 million illnesses and at least 23,000 deaths each year in the United States. The way we use antibiotics today directly impacts how effective they will be tomorrow.

Antibiotic resistance occurs when bacteria change in a way that stops antibiotics from working. Some bacteria are resistant to all available antibiotics, which makes them very dangerous. In the future, even more infections may become untreatable with antibiotics.

Causes of Antibiotic Resistance

- Over-prescribing of antibiotics.
- Not taking antibiotics as prescribed.
- Lack of proper and frequent handwashing.
- Antibiotic use in animals.

Adverse Effects from Antibiotics

Adverse effects happen more frequently when antibiotics are used inappropriately. Antibiotics cause 1 out of 5 emergency department visits for drug-related side effects. Overuse of antibiotics can kill “good germs” that protect against infection. This can lead to life-threatening diarrhea caused by a germ called Clostridium difficile, also known as C. diff. This infection can happen to anybody, but often happens in elderly patients who have had recent medical care and antibiotic therapy.

What You Can Do

- Do not save unused antibiotics for future use or give antibiotics to others.
- Do not take or ask for antibiotics for colds or other viruses. Your nasal mucous may turn yellow or green during a viral illness. This does not mean you need antibiotics.
- Take antibiotics exactly how you’ve been instructed to take them.
- Wash your hands often, especially after using the bathroom and before eating.
- Make sure all healthcare providers wash or sanitize their hands before caring for you.
- Stay up-to-date with vaccines to protect yourself and others you’re in contact with.
Before You Leave the Hospital

Discharge planning begins at admission. Our case management team would like to provide you with important information regarding your hospital stay and discharge planning. We encourage you and your family to participate in your treatment plan and to start thinking about your discharge from the hospital as soon as possible.

Although our goal is for everyone to be discharged to home, sometimes patients need to go to another care facility before going home. If your physician feels it is medically necessary for you to receive services at another facility, the case management team will help coordinate the services you will need among you, your physician and your insurance company.

Important Information about Medicaid and Commercial Insurance
About Medicare
Medicare requires hospital case managers to ensure patients are treated in the most appropriate level of care and that patient benefits are used appropriately.

Medicare benefits include a certain amount of covered days depending on the medical need. Your physician will determine your treatment plan and length of stay based on your needs. It also is important to understand that Medicare estimates an approximate length of stay, as well. Your case manager at the hospital will speak to you about your discharge planning needs and help you estimate a discharge based on the Medicare and your physician’s plan.

Important Information about Insurance Coverage:
Your insurance company and Medicare reserve the right to determine appropriateness of care at a hospital. Once your insurance company determines that care could be provided elsewhere, you may be responsible for continued care at our facility. For specific questions regarding your insurance benefits, please contact your insurance plan’s customer service number (listed on the back of your insurance card).

Things to Consider
- You will be given a “Patient Choice List,” which contains your options for “lower level of care” facilities or services such as: Acute Rehab, Long-term Acute Care, Skilled Nursing Facilities, Home Health Agencies, Durable Medical Equipment and Hospice providers.
- Please be aware that transportation is NOT a covered benefit under most insurance plans, including Medicare. Please check with your insurance provider to see if this benefit is covered. Please ask your case manager for assistance in helping you to secure appropriate transportation at a reasonable cost.
- If you are a Medicare recipient and believe you are being asked to leave the hospital too soon, you will have the opportunity to appeal your discharge with the Quality Improvement Organization. (Please see p. 14 for instructions on contacting Medicare.)
Questions:

1. I have questions about Medicare, Medicaid or my Commercial Insurance Plan:

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

2. I have questions about Discharge Planning:

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

3. I have questions about Transportation:

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

Points of Contact

Primary Care Provider: ________________________________
Phone#____________________________

Pharmacy: ________________________________
Phone#____________________________

Home Health Agency: ________________________________
Phone#____________________________

Durable Medical Equipment: ________________________________
Phone#____________________________
Managing your healthcare and connecting with physicians is easier than ever. Now you can access your health information anytime on our secure, online health portal.

With MyHealthOne you can find a doctor, make an appointment, sign up for classes and events, view details of recent hospital visits, view hospital lab results, manage the health of your loved ones, pay your hospital bill, pre-register for a hospital visit and more.

MyHealthOne

Visit our website or call (855) 422-6625 to create an account today.
sunrisehospital.com/MyHealthONE.com
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.

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.
- **Co-insurance**: 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.
Commercial Insurance Providers
If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. But remember, you are still ultimately responsible for payment of your bill.

About a month after you leave the hospital, you will get an explanation of benefits (EOB) statement from your insurance provider. This is not 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 are planning to pay your bills without help from Medicare or a commercial insurance provider, then you will 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 do not 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 are 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 are admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.
BE FAST
at these common sudden signs of stroke:

As Nevada's leading stroke treatment service, Sunrise Hospital and Medical Center reminds you that a stroke is a life-threatening medical emergency.

\[ \text{Balance: Does the person have a sudden loss of balance and/or dizziness?} \]

\[ \text{Eyes: Has the person suddenly lost vision in one or both eyes?} \]

\[ \text{Face: Does one side of the face suddenly droop?} \]

\[ \text{Arms: Does one arm suddenly drift downward when both arms are raised?} \]

\[ \text{Speech: Are words suddenly slurred? Is the person confused? Can he/she repeat back a sentence correctly?} \]

\[ \text{Time: CALL \text{*4} if you observe anyone with these symptoms. Call 911 if you're not on hospital property.} \]

Sunrise Hospital is a Joint Commission Certified Primary Stroke Center
For the Family
Sunrise Hospital is committed to our community and in serving the special needs of families who come to us for care. Here are two programs that meet specific community need:

The Ronald McDonald Family Room™ at Sunrise Children’s Hospital provides families with babies in the Neonatal Intensive Care Unit (NICU) a place to relax and regroup just a few steps away from their child’s bedside.

The Family Room features two sleeping/napping rooms, a shower room, lockers, lounge area with sofas, TV, children’s games and books, kitchenette, dining area, two computer work stations and a resource library.

If your child is a patient in the NICU, please ask your nurse for more information about the Ronald McDonald Family Room.

Prenatal Care with Sunny Babies
Early and continuous prenatal care is important to the future health of both mom and baby. Studies show that women who have early and continuous prenatal care tend to have fewer problems during pregnancy and may significantly lower their risks of a problem pregnancy.

The Sunny Babies program supports pregnant women seeking prenatal care, beginning in the first trimester of their pregnancy.

Sunny Babies moms:
- Find a physician so you can get early and continuous prenatal care.
- Apply for Medicaid to insure both you and your baby.
- Register for free childbirth classes at any Sunrise Health facility (Sunrise Children’s Hospital, Mountain View Hospital or Southern Hills Hospital).
- Preregister your delivery at the Sunrise Health Hospital (Sunrise Children’s Hospital, Mountain View Hospital or Southern Hills Hospital) of your choice.

Sunny Babies has multiple locations. For your convenience, please call 702-731-8703 to make an appointment at a location nearest you.

Sunrise Hospital offers a variety of free educational classes and events open to the public. Visit our “Classes & Events” page on our website at www.sunrisehospital.com.
Mission Pines Nursing Center

- 24-Hour Licensed Professional Nursing Care
- Long-Term Care, Short-Term Care, Hospice and Respite Care
- Physical Therapy, Occupational Therapy and Speech Therapy, Wound Care, Pain Management
- On-site Podiatry and Dental Services
- Dietary, Housekeeping, Activities and Social Services Included
- Beauty/Barber Shop On-site, Complimentary Telephone, Individual Climate Control

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Fax: (702) 644-5909
www.missionpines.com

2860 E. Cheyenne Ave., N. Las Vegas, NV 89030

At United Critical Care, our goal is to provide you with comprehensive and compassionate medical care without a long wait.

FEATURED SERVICES
- We Offer Care to Those Who Suffer from Asthma, Emphysema, Chronic Bronchitis, Pulmonary Hypertension, Lung Nodules, Lung Cancer, Interstitial Lung Diseases, Sleep Apnea, Insomnia, Narcolepsy, Restless Leg Syndrome, Shift Worker and other Circadian Rhythm Sleep Disorders.
- Testing—We Perform Complete Lung Function Tests
- Sleep Studies—including Complete Polysomnogram, CPAP, BiPAP and ASV Titrations
A Hospital for our Community

Serving the community since 1958, Sunrise Hospital & Medical Center provides Las Vegas and the Southwest region with high-quality, advanced healthcare services. Sunrise Hospital is the largest acute care facility in Nevada. Sharing the same campus is Sunrise Children’s Hospital, Nevada’s largest, most comprehensive children’s hospital.

- The Joint Commission Accredited Institution
- Accredited Chest Pain Center
- Certified Stroke Center
- Level-II Trauma Center / Dedicated Adult & Pediatric Emergency Service
- The Heart Center
- Comprehensive & Diagnostic Imaging Center
- NAPBL Accredited Breast Center
- CARF Accredited Rehabilitation Unit
- American College of Surgeons Recognized Comprehensive Cancer Center