

WELCOME TO CENTRAL FLORIDA REGIONAL HOSPITAL

On behalf of all staff members at Central Florida Regional Hospital, it is my pleasure to welcome you to our hospital. Our goal is to provide you with the best healthcare available and that you are very satisfied with the care we provide. There is a lot to be excited about at Central Florida Regional Hospital.

Our facility provides comprehensive healthcare to residents of Seminole and West Volusia counties. Our services range from complete birthing services to open-heart surgery services. The quality of these services has earned us the distinction as being recognized as a HealthGrades' Distinguished Hospital Service Award for 2005. Saving and improving the lives of people in this community is the top priority of our physicians, nurses and staff. As an objective third party, HealthGrades has found that we're not only achieving our goal, but performing in elite company nationwide. We are very pleased with this recognition, which is shared by everyone at Central Florida Regional Hospital. The 2005 HealthGrades ratings for all hospitals nationwide are available, free of charge, on the web at www.healthgrades.com.

As you know, we are in the midst of a healthcare revolution. Never before have consumers had easy access to the latest information about wellness and healthcare technology. We invite you to visit our web site – www.centralfloridaregional.com - which has been designed to provide you with the latest healthcare information. Let us know what you think, email us at cfrh.info@HCAHealthcare.com.

Your safety while a patient at Central Florida Regional Hospital is one of our highest priorities. To learn more about what we are doing to ensure your safety, I invite you to review our "Patient Safety Initiative" which can be also be easily found on our web site.

Again, thank you for allowing us to serve your healthcare needs. Please let us know if there is anything we can do to make your visit more pleasant or answer any questions.

Sincerely,
Rodney Smith
Chief Executive Officer

Central Florida Regional Hospital

Central Florida Regional Hospital is a 226-bed, acute care facility located on the shores of scenic Lake Monroe in Sanford. Since 1982, we have provided quality care to thousands of our neighbors in Seminole and Volusia counties. The combined efforts of over 300 skilled physicians and 900 dedicated employees have resulted in our ranking among the best HCA Hospitals in both patient and physician satisfaction.

Central Florida Regional Hospital is home to the only open-heart surgical program in Seminole county. Other services include obstetrics, pediatrics, cancer care services, inpatient and outpatient surgery, an intensive care unit, 24-hour emergency care, and a complete range of diagnostic testing.

Bienvenido al Hospital Central Florida Regional Hospital Esta Guia esta disponible en Espanol favor. Favor de pedir su copia.

YOUR RIGHTS AS A HOSPITAL PATIENT

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values, as well as spiritual beliefs and cultural practices of each individual.

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follow:

A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity and with protection of his or her need for privacy.

A patient has the right to prompt and reasonable response to questions and requests.

A patient has the right to have their cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

A patient has the right to know who is providing medical services and who is responsible for his or her care.

A patient has the right to pain relief.

A patient has the right to know what patient support services are available, including an interpreter at no charge if he or she does not speak English.

A patient has the right to know what rules and regulations apply to his or her conduct.

A patient has the right to be given by his healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks, prognosis, and to participate in care planning and treatment.

A patient has the right to refuse treatment to include resuscitative services and foregoing or withdrawing life sustaining treatments, except as otherwise provided by law.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

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.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have charges explained.

A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her informed consent or refusal to participate in such experimental research without compromising their access to care.

A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance/conflict resolution procedure of the healthcare facility which served him or her and to the appropriate state licensing agency.

A patient has a right to formulate advance directives and to have caregivers comply with these directives.

A patient or representative has the right to be involved in ethical issues surrounding their care.

A patient has a right to have a family member/representative and physician of his or her request notified promptly of his/her admission to the hospital.

A patient has a right to receive care in a safe setting, and to be free from forms of abuse or harassment.

A patient has the right to confidentiality of clinical records, and to access information in clinical records within a reasonable time.

A patient has the right to be free of restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation.

A patient has the right to be informed of outcomes of care to include unanticipated outcomes.

A patient has the right to have family participate in care decisions and to exclude any and all family members from participating in his or her healthcare decisions.

A patient is responsible for providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

A patient is responsible for reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

A patient is responsible for asking questions when they do not understand their care, treatment or services or what they are expected to do.

A patient is responsible for following instructions, the care treatment and service plan recommended by the healthcare provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.

A patient is responsible for his or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.

A patient is responsible for assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.

A patient is responsible for following healthcare and facility rules and regulations affecting care and conduct.

A patient is responsible to be considerate of the hospital's staff and property, as well as other patients and their property.

A patient has the right to be informed at the time of their initial evaluation that relief of pain is an important part of their care and a quick response to reports of pain.

PEDIATRIC PATIENT BILL OF RIGHTS

A child's right . . . to tender, loving care.

A child's right . . . to simple explanation of what is being done to him/her and why.

A child's right . . . to maximum privacy.

A child's right . . .to a little coaxing to take unpleasant medication or treatment.

A child's right . . . to understand when unhappy because Mommy or Daddy must leave.

A parent's right ...to complete explanations of diagnosis, treatment, and prognosis.

A parent's right ...to reasonable continuity of hospital care and information regarding care at home after discharge.

A parent's right . . . to reasonable care at home after discharge.

A parent's right ...to know hospital rules.

A parent's right . . .to explanation of a bill, regardless of the source of payment.

PATIENT AND FAMILY CONCERNS

Central Florida Regional Hospital and its Staff want to make every effort to help you and your family with any concerns you may have. You are an integral part of your treatment plan while in this facility.

Any concerns about clinical care or management may be reported directly to your physician or to our Quality Services Department at extension 5863. Every effort will be made to establish a reasonable and mutually acceptable resolution in areas of concern that may arise. This will be accomplished by full investigation, and when appropriate, utilization of individual expertise and/or committee review and recommendations.

We Invite Your Comments

The good will of all patients is our most treasured asset at Central Florida Regional Hospital. We realize we can earn your good will only by giving you complete and gracious service. This is what we constantly strive to do. Your comments and suggestions will assist us in improving our services and maintaining the kind of hospital you want in our community.

Members of our management team often make rounds. If you have the opportunity to speak to one of these members, please feel free to share your honest opinions of the hospital and our services to help us identify areas for improvement. Some of our patients are also contacted by telephone following treatment following treatment by the Gallup Company to obtain their opinion of our services.

Remember, we want to excel because your health and well-being are involved. We cherish our goodwill and want to keep it. We want you to be very satisfied with your hospital care and treatment.

Filing Complaints

It is our goal that every patient in our hospital is completely satisfied with his/her stay. If you have a concern regarding your care, please contact the nursing supervisor or administration. Someone is available 24 hours a day, 7 days a week. If we are unable to resolve your concern, you may contact the appropriate state agencies by following the guidelines on the next page.

If you have a complaint against a hospital or ambulatory surgical center, call the Consumer Assistance Unit at 1-888-419-3456 (Press 1) or write to the:

AGENCY FOR HEALTH CARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
2727 MAHAN DRIVE/BLDG. 1
TALLAHASSEE, FL 32308

If you have a complaint against a healthcare professional and want to receive a complaint form, call the Consumer Services Unit at 1-888-419-3456 (Press 2) or write to:

AGENCY FOR HEALTH CARE ADMINISTRATION
CONSUMER SERVICES UNIT
P.O. BOX 1400
TALLAHASSEE, FL 32317-4000

If you have a complaint regarding insurance please call or write:

1) Agency for Health Care Administration
2727 Mahan Drive, Building 1
Tallahassee, FL 32308

2) The Statewide Provider and Subscriber Assistance Program
2727 Mahan Drive, Building 1
Tallahassee, FL 32308

3) The Department of Insurance
200 East Gaines Street, Larson Building
Tallahassee, FL 32399
850-922-3110

ADVANCED DIRECTIVES-WHAT YOU SHOULD KNOW

What Are Advanced Directives?

Advance directives are documents, which state your choices about medical treatment or name someone to make decisions about your medical treatment, if you are unable to make these decisions or choices yourself. They are called "advance" directives, because they are signed in advance to let your doctor and other health care providers know your wishes concerning medical treatment. Through advance directives, you can make legally valid decisions about your future medical treatment.

Living Wills are written instructions that explain your wishes regarding health care, should you have a terminal condition.

A Healthcare Surrogate is a written document where you can name a person (called a proxy) to make medical decisions for you if you become unable to do so.

What Are My Rights Under Advance Directives?

It is your right to accept or refuse medical care, including whether to continue medical treatment and other procedures that would prolong your life artificially. Advance directives can protect this right if you ever become mentally or physically unable to choose or communicate your wishes due to an injury or illness.

It is your right to make certain decisions concerning your medical treatment

It is your right to designate another person to make decisions for you if you become mentally or physically unable to do so.

How Can Advance Directives Help?

They can help YOU protect your right to make medical choices that can affect your life.

They can help YOUR FAMILY avoid the responsibility - and stress of making difficult decisions; and

They can help YOUR PHYSICIAN by providing guidelines for your care.

How Do I Initiate Advance Directives Or Make My Advance Directives Known?

When you went through the admission process, our admissions personnel asked you whether you had a living will, and whether any advance directives already in your medical record (if applicable) are still valid and up-to-date. If you did not already have an advance directive, our admissions personnel provided you with a packet of information. This packet contains a sample Living Will and a sample Designation of Health Care Surrogate. If you would like another packet, please ask your nurse or call Admissions at Extension 5620. You can also obtain a copy from the Internet by visiting our website at www.centralfloridaregional.com.

Once you have executed an advance directive, make sure it expresses your wishes clearly, and discuss your wishes with your family and physician. Advance Directives can be turned in to any member of our staff, including your nurse or admissions personnel. We will ensure your advance directives information is placed in your medical record where it is readily visible to our staff during your treatment at Central Florida Regional Hospital. Should you be transferred to another facility, your entire medical record, including your advance directives, will go along with you.

Consider Advance Directives In Your Health Care Planning
KNOW YOUR RIGHTS and take steps to protect them.

DISCUSS YOUR WISHES with your family and physician.

REVIEW YOUR ADVANCE DIRECTIVES and make sure they express your wishes clearly.

What If I Have More Questions About Advance Directives?

If you have additional questions regarding advance directives, tune in to Channel 11 on your hospital room television set at 8:00 a.m., 2:00 p.m. and/or 8:00 p.m. For further assistance, contact the Case Management Department (extension 5760), your physician or your personal attorney.

ABOUT YOUR ADMISSION

Your physician who is a member of our medical staff requested your admission to Central Florida Regional Hospital. During the admission process it is necessary to obtain vital information regarding you, the patient. Your cooperation in supplying this information is appreciated. Patients should also bring with them a picture id, all insurance identification cards, policy numbers or referrals. Much of the data requested during this process is of a very personal nature, however, it is required by state and federal law and will be held in strict confidence.

What To Bring

Only personal items such as cosmetics, nightgown, or pajamas, dressing robe and slippers should be brought to the hospital upon admission. No valuables please.

Identification Band

At the time of your admission, the identification band will be attached to your wrist by nursing personnel. It is imperative that this band not be removed during your stay. This band identifies you for all those who care for you and is a safeguard provided for your cooperation.

Home Medication

It is very important for our healthcare team to know which medications you are currently taking at home. You may bring your medications in with you so that accurate names and dosages can be obtained, or you may bring a list of names, dosages, and time with you. Medications however should not be left at the hospital. A family member should take the medication home, or our pharmacy can keep the medication for you until you are discharged. Please do not take any medication other than what your nurse gives you unless instructed otherwise. If you feel you need a medication that you are not being given, let the nurse know. She will contact your personal physician for an order.

Prescriptions given to you by your physician at time of discharge cannot be filled by our pharmacy.

Consent Forms

Consent forms are required for treatment or surgical operations and must be signed by the patient (or legal guardian) prior to commencement of any procedure. If you do not understand any of the forms used, please question the personnel presenting the form to you for signature. The option is yours, but if you refuse a particular treatment, you will be asked to sign additional papers to state your desires.

Insurance

Depending upon the type of insurance and your policy, hospital benefits can vary. We will do our best to ensure that you derive all the benefits to which you are entitled under your policy.

If your insurance requires pre-certification or a referral form before you receive service at the hospital, you or your primary care physician must make the required arrangements before registration. Patients, having hospitalization insurance are requested to bring in sufficient information enabling the hospital to contact the carrier prior to or upon admission for verification of coverage. The insurance benefits are to be assigned to the hospital. Central Florida Regional Hospital will accept insurance only if we can verify that your policy is in force and that the benefits are assignable to the hospital. If your insurance cannot be verified by the time you leave the hospital, you are expected to be personally responsible for the payment of the full hospital bill at the time of discharge.

Your hospitalization policy is a contract between you and your insurance company. The hospital has no control over the provisions, coverage or benefits. Our hospital personnel will help you in expediting your claim, but please remember that you are ultimately responsible for your account.

Financial Arrangements

Deposits are required at the time of service for accounts in which the estimated insurance benefits will not completely cover the charges. Items such as deductibles and your co-insurance portion will be considered as deposits due at the time of service.

For patients without insurance, payment of the estimated hospital bill is due at the time of your discharge, less the deposit made at the time of service. If there are financial difficulties, which make full payment at discharge impossible, you should request to see a Financial Counselor so that together you can arrange an equitable alternative for payment. Payment may also be made with Visa, MasterCard, American Express, or Discover. Please call extension 5964 for more information.

Please remember that each individual physician will bill fees for our physicians, consulting physicians, anesthesiologist, radiologists or emergency room physicians separately. These charges are not a part of your hospital bill.

DURING YOUR STAY

Settling Into Your Room

Central Florida Regional Hospital has both private and semi-private rooms. Every attempt possible will be made to give you the accommodations you request. However, private rooms must be assigned on a first come, first serve basis or according to medical necessity. Each room is equipped with a full bath for your use, subject to your physician's orders. Individual temperature controls are provided for each room.

A member of the staff will instruct you on the operation of the bed. You will notice that your bed is equipped with side rails for safety precautions. Never attempt to lower them or climb over them. Do not get out of your bed unless your doctor permits you to do so. Please call a nurse if you feel weak or unsure of yourself.

A patient call system is located in your bed railing, as well as in the bathroom, should you need assistance from your nursing staff.

For your comfort, we provide a clean towel, washcloth, and patient gown each day. In addition, bed linens will be straightened each day. If your bedding is soiled or if you would like your linen changed more often, please notify your nurse.

As we pursue ways to save the environment, we are identifying processes that are depleting it. Your concern for our environment results in the benefits of reduced detergents in our fresh water supply and reduced consumption of energy resources. Thank you for helping us save our environment.

Sleeping Arrangements

If a patient on a medical/surgical unit is in a private room, an adult family member or visitor may stay with the patient during the night. Pullout credenza beds are available in the private rooms.

Case Management

A Case Manager will visit you soon after your admission to begin to develop a plan for your care at the time of discharge. Case Management can be contacted by calling extension 5760, or the nursing staff can be asked to contact the appropriate case manager.

Tests and Procedures

During your hospital stay, your doctor may order several tests and/or procedures. These tests, treatment, or nursing procedures will be explained to you. If you have any questions, please ask your nurse or technologist administering the procedures.

Vital Signs

Vital signs are the measurements of your temperature, blood pressure, pulse and/or respiratory (breathing rate). Unfortunately, it is sometimes important to measure your vital signs during the night. You will be disturbed as little as possible, but please remember that your illness could change even while you are sleeping, and it is a necessity to monitor any changes.

Intake and Output (I&O)

For most patients it is necessary to measure all of the liquid you drink (water, soup, coffee, etc.) as well as any intravenous fluid you may get. Also, we will measure the amount of urine or other liquid that you may lose. Please notify your nurse when you use the bathroom

VISITING HOURS

To ensure the safety and security of our patients and employees, Central Florida Regional Hospital has enacted the following guidelines: Permission must be obtained from the nurse prior to a visitor being allowed in the facility after regular visitor hours.

General Visiting Hours: 6:00 a.m. to 8:30 p.m.

Obstetrics Visiting Hours: 6:00 a.m. to 8:30 p.m.

(Father, siblings and Lamaze coach may visit at any time)

After hours, check in with the Security Desk to obtain a visitor pass.

Pediatric Visiting Hours:

Parents may visit at any time with a Parent Visitor Pass obtained from a Pediatric Nurse. Friends and other relatives may visit during general visiting hours (siblings under 18 years of age must be accompanied by a parent).

Open Heart Intensive Care Unit / Intensive Care Unit / Critical Care Unit

Visiting Hours: 10:00 a.m. to 1:00 p.m.; 4:00 p.m. to 6:00 p.m.; 8:00 p.m. to 8:30 p.m.

Visitation will be available at the discretion of the patient, physician, and nursing staff.

TWO (2) visitors per patient will be allowed at one time at the discretion of the nurse.

* Always ring the doorbell or call the nurse before entering any ICU area.

SMOKING POLICY

Central Florida Regional Hospital's purpose is to help sick people get well. All medical evidence indicates that smoking is contrary to that objective. Because smoking has been acknowledged to be both a fire and health hazard, it is the policy of the hospital to be a smoke-free facility.

Visitor smoking is ONLY allowed outside of the building in designated areas.

Patients may ONLY smoke in their hospital room IF their physician has allowed it by written order. The patient must be terminally ill and request that the physician allow him/her to smoke. The patient desiring to smoke, after obtaining a written order from the physician, if not already in a private room with additional ventilation, will be moved to a private room, and he/she will be responsible for paying the private room rate. Cigarettes and lighters will be given to the nurse, and may be requested by the Patient as desired.

PATIENT VALUABLES AND PERSONAL ITEMS

Although Central Florida Regional Hospital would like to assist our patients in every way, the hospital cannot be held responsible for personal items retained in your possession. These

personal items include, but are not limited to Dentures, Hearing Aids, Eyeglasses, Contact Lenses, Jewelry and Clothing.

Our primary focus is on the care and treatment of our patients. As a result of this, the hospital cannot commit to being responsible for the safeguarding and maintenance of patients personal and valuable items. The hospital maintains a safe for safekeeping of money and valuables. The hospital shall not be liable for loss, damage or theft of any money, personal items or other articles unless deposited with the cashier for safekeeping. If you have any valuables or personal items you wish to deposit in the hospital safe, please advise your nurse immediately.

All patients requiring the use of hearing aids, dentures and eyeglasses should be very careful about inadvertently placing these items on dietary trays or in unmarked containers.

Patients being transferred to another room will have all of the personal items retained in their possession placed in the "PERSONAL BELONGINGS" bag provided in each patient room. Your nurse will ensure that the bag follows the patient to their new room.

Valuables or personal items left in patient rooms after a patient is discharged will be held in the Environmental Services Department for a maximum of thirty (30) days before disposal.

Lost And Found

Your room is provided with a closet for your clothing and other personal belongings. Please be sure to remove your belongings when you are discharged. The hospital is not responsible for articles left after a hospital discharge. Dentures and glasses are necessary items and should be kept by the patient or family member in the appropriate container. They are not the responsibility of the nursing staff. For lost belongings, contact Housekeeping at ext. 5186.

SPIRITUAL NEEDS OF PATIENTS

We understand the importance of faith and prayer for healing. Here at Central Florida Regional Hospital, spiritual care compliments medical treatment. We believe it takes healing the whole person, body, mind and spirit. A part-time Chaplain is available by calling the switchboard operator, the information desk, or by dialing extension 5277.

Our visitation policy allows for patients to have any visitor they choose, including representatives from spiritual and/or cultural organizations. We encourage clergy of all denominations to visit members of their congregation who are hospitalized at Central Florida Regional Hospital.

Our chapel is located off the front lobby next to the gift shop and is available 24 hours a day.

INTERPRETERS

If you or your family is having trouble communicating in English or if signing services are needed please let us know. We have a number of employees at Central Florida Regional Hospital who are fluent in other languages and have additional services available at no charge to assist you. Ask your nurse for assistance.

ETHICS COMMITTEE

All patients have the right to be involved in ethical decisions surrounding their care. The hospital has an Ethics Committee that includes many disciplines and community clergy members that will upon request review issues of bio-medical ethics and be a sounding board for decision-making.

Patients and families may request to be involved in this information process. This committee can be quickly convened when requested. For information on accessing this service call extension 5720 or contact the nursing supervisor.

TELEVISION

The television control is located on the call light system. We offer local and cable channels as well as a patient education channel on channel 50. The "Patient Channel" provides easy-to-understand, reliable education on the most common chronic diseases and conditions. Programming covers a wide spectrum of topics ranging from cancer and diabetes to smoking cessation and pain management. Ask your nurse for a programming guide for Patient Channel topics.

For new parents, the "Patient Channel" also offers "Baby Talk Presents: You and Your Baby". This educational series provides six hours daily of practical information for new parents developed with expert pediatricians and obstetricians in consultation with the American Academy of Pediatrics.

TELEPHONES

To dial a local telephone number, dial "9" and the number. To dial a phone number in West Volusia County, dial "88" and the number. Long distance calls cannot be charged to your room, however collect, credit card or third-party-billing calls can be placed by dialing "9+0" and the number. The hospital operator will direct phone calls to your room from 7:00 a.m. - 10:00 p.m. After-hour calls will be forwarded to the nurse's station. Also, we have TTD & TTY telephones available for the hearing and speech impaired.

Hospital Phone Directory

Administration	7392
Admitting Office	5620
Business Office / Billing	7335
Case Management	5760
Education / Staff Development	5607
Food Services	5745
H2U – Health, Happiness, You	7385
Health Information Management (Medical Records)	5690
Housekeeping	5186
Information Desk	5653
Marketing and Public Relations	7363
Nursing Administration	5723
Nursing Supervisor	5398
Patient Cashier	5643
Physical Therapy	5782
Physician Referral / Health Information	1-800-445-3392
Room Extensions:	
Room Number + 0 (Private Room)	
Room Number + 1 (Semi-private Room, Bed "A")	
Room Number + 2 (Semi-Private Room Bed "B")	
The Baby Suites	5766

PAIN MANAGEMENT

All members of the healthcare team at Central Florida Regional Hospital care about you and believe you should have a comfortable experience. Because patients sometimes have pain, we want to share some information designed to help you manage your pain and increase your comfort.

What Should You Expect?

As a patient at CFRH, you have right to pain management. You can expect:

Information about pain and pain relief measures

A concerned staff committed to pain prevention and management

Health professionals who try to respond quickly to reports of pain

That your reports of pain will be believed

State-of-the-art pain management
Reasonable access to pain relief specialists if needed

How is Pain Relieved?

Medicine and other treatments almost always can relieve pain. Most pain is relieved by two methods:

With Medicine: Medications prescribed by your doctor may be used alone or in combination with other medications to get good pain relief. Medications that are used to relieve pain can be given in a variety of ways, including:

- By mouth
- By rectum
- By injection or infusion
- By epidural catheter

Patient Controlled Analgesia (PCA) is a method of giving pain medication by infusion through a machine that you control by pushing a button when you feel pain. Discuss this method with your doctor for more detail.

Without Medicine: you may need help from health professionals to learn to use these techniques for yourself.

Relaxation: Relieves pain by reducing muscle tension and anxiety. May include visual concentration, rhythmic breathing or massage

Distraction: The use of activity such as watching TV, reading, arts and crafts, etc. to refocus your attention away from the pain

Imagery: Uses your imagination to create mental pictures or situations – like a deliberate daydream

Skin Stimulation: The use of massage, pressure, friction, temperature change or chemical substances to relieve pain

Other Methods: May include surgery, nerve blocks, hypnosis, acupuncture, biofeedback and group therapy

Questions Your Healthcare Team Might Ask You:

Where do you feel your pain?

What does it feel like? Sharp? Dull? Throbbing? Steady? Burning?

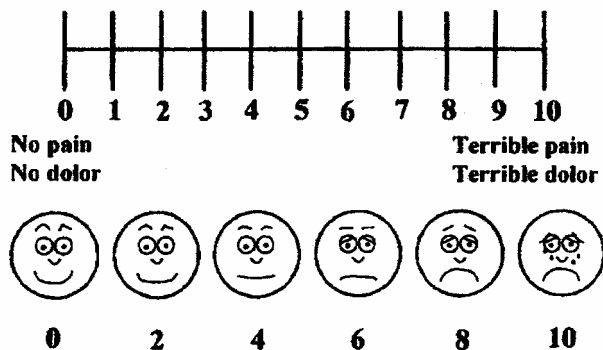
When did the pain begin? How often does it occur?

How bad is the pain? Can you use the pain scale to rate your pain?

Does your pain prevent you from doing your daily activities? Which ones?

What relieves your pain? What makes it worse?

Pain Rating Scales



For additional information please call 407-321-4500 ext. 5210.

FOOD SERVICES

Food plays an important role in your recovery. Your doctor has ordered the diet best suited to your needs. If there are changes in your diet, it is in keeping with your doctor's instructions. The Food Services Department staff takes pleasure in serving you nutritious and appetizing meals.

Each morning you will receive a menu for the following day unless you are receiving a liquid or pureed diet. You may select your food preferences by marking your choices on the menu. Please have your menu completed by 11:30 am. The Food Service staff will pick up your menu. If you do not complete your menu, we will select a balanced menu for you. If you have difficulty filling out your menu, some one from the staff will be happy to assist you. Tests, treatments and other circumstances may delay your meal. When this happens you will receive your tray when the test or treatment is completed.

We are here to make your stay with us as comfortable as possible. Do not hesitate to contact the Food Services staff at extension 5745.

Cafeteria Hours

Breakfast 6:30 a.m. - 9:30 a.m.

Lunch 11:00 a.m. - 2:00 p.m.

Dinner 5:00 p.m. - 6:30 p.m.

Coffee is available between meals in the cafeteria at no charge. Our vending room, located next to the cafeteria, has a variety of foods available along with a microwave, and is open 24 hours a day. Additional vending areas are located adjacent to the Emergency Department.

Guest Meal Trays

The Food Services Department staff at Central Florida Regional Hospital will provide meal trays for visitors and family members who wish to eat with a patient in his /her room. Guest trays can be ordered by telling the Food Service Host/Hostess or having the nursing staff place the order.

The cost of each guest tray, including tax, is: Breakfast \$3.50 Lunch \$5.00 Dinner \$5.00

The Food Service Host/Hostess will collect the money for the meal at the time the tray is delivered. A written receipt will be provided if requested.

INFECTION CONTROL

It is important for patients, visitors and healthcare workers to work together to reduce the risk of infection. Patients are susceptible to infections due to their illnesses. Infections may be spread by things such as contact with unwashed hands or objects, as well as through the air, such as when people sneeze or cough. Visitors with recent colds, or flu (i.e. who have children & family members with colds, flu or other illnesses) should check at the nurse's station regarding the safety measures before visiting. All visitors should wash hands prior to patient contact and before going home. Together we can reduce the risk of infections.

WHEN YOU LEAVE THE HOSPITAL

Upon Your Discharge

When your physician decides that you are ready to leave the hospital, a discharge order will be written on your medical chart. The doctor, nurse and case manager will discuss your discharge plan with you. You will be instructed on medications, diet and future appointments.

Case Management

Health-related concerns don't always end when you leave the hospital. You may have questions regarding your care after being discharged. Our Case Management Department can assist you in such areas as personal care at home, in-home nursing care, rehabilitation programs, nursing homes, medical equipment for home use, and financial resource referrals. We will work with you, your family your physician and other health professionals caring for you to develop a plan to best meet your medical, financial and environmental needs. Call extension 5760 for assistance.

Home Health Services

Following your stay with us, continued care at home is available should you need it. Your physician must order this service. Selection of a home health agency is always a patients' choice. Central Florida Regional Hospital works with several local homecare agencies to provide a smooth transition from the hospital to the home.

HOSPITAL SERVICES AND DEPARTMENTS

AUXILIARY

The Auxiliary at Central Florida Regional Hospital devotes thousands of volunteer hours every year assisting patients, visitors and staff while bringing a warm, caring atmosphere to our hospital. The Auxiliary brings their "Sunshine Cart" to the patients' floors each day with toiletries, candy, magazines and other items for purchase. Our Auxiliary provides services such as parking lot shuttle service, greeting patients and visitors, monitoring waiting rooms in our surgical and intensive care units to assist staff and visitors keep up to date on patient status, providing non-medical assistance to the professionals in the emergency room, and operating the Gift Shop. The profits from the Gift Shop and other fund raising activities provide scholarship funds to students in medical related fields. For more information on the Auxiliary, call (407) 302-7385.

Gift Shop

Our Gift Shop, operated by the hospital Auxiliary, is open from 9:00 a.m. - 5:30 p.m. Monday through Friday; 9:00 a.m. - 5:00 p.m., Saturday; and 11:00 a.m. - 4:00 p.m. on Sunday. The Gift Shop carries a wide variety of cards, jewelry, stuffed animals and other gift items, as well as toiletries and personal items.

CARDIAC SERVICES (The Heart Institute at Central Florida Regional Hospital)

Since opening in 1993, Central Florida Regional Hospital has earned a reputation for excellence in open-heart surgery and treatment of cardiovascular disease. We provide a complete continuum of care for cardiac patients. Our team of cardiologists, nurses, radiographers, cardiovascular technologists, and respiratory therapists use the most modern cardiac catheterization equipment available to ensure the highest quality outcomes for our patients. Cardiac services provided at Central Florida Regional Hospital include the following:

Open Heart Surgery

Central Florida Regional Hospital has 12 cardiac intensive care beds, adjacent to our dedicated open-heart surgical suites. Our Open Heart Surgery Group, Cardiovascular Surgeons, P.A., has performed more open-heart procedures than any group in Central Florida. We also have dedicated cardiac anesthesiologists on our staff. We provide specialized education for open-heart patients and their families to ensure a proper patient environment and safe hospitalization.

Cardiac Catheterization

Central Florida Regional Hospital's Cardiac Catheterization Laboratory provides images of the heart and cardiac vessels for diagnosing and treating heart disease. Our capabilities also include intravascular ultrasound and interventional procedures, such as PTCA's, and DCA's, rotational atherectomy, and stents, which help restore normal blood flow to the heart. Our team of cardiologists, nurses, radiographers, cardiovascular technologists, and respiratory therapists use the most modern cardiac catheterization equipment available to ensure the highest quality outcomes for our patients.

Cardiac (Cardiopulmonary) Rehabilitation

Our outpatient Cardiopulmonary Rehabilitation Center provides individually tailored rehabilitation programs for cardiac and pulmonary patients. Our multi-disciplinary approach includes a medically supervised exercise program, patient education, and specialized consultations. Your physician will receive progress reports during this program. A maintenance program is available to all cardiac and pulmonary rehabilitation graduates. For information call extension 5160.

CARDIOPULMONARY SERVICES

Respiratory Therapy - Services include a full range of inpatient and outpatient respiratory care including Pulmonary Function Testing, metabolic exercise stress testing, breathing treatments, oxygen evaluation including Pulse Oximetry and Arterial Blood Gasses.

Non-invasive Cardiac Diagnostic Services - Central Florida Regional Hospital offers a wide range of cardiac testing for inpatients and outpatients. Services include therapeutic treatments, EKG's, transthoracic echo, carotid ultrasound, cardiac stress testing, and holter monitoring.

Sleep Disorders Laboratory - assists in the diagnosis and treatment of obstructive sleep apnea. The sleep disorder test involves the patient spending the night in a specially designed bedroom. An overnight recording of the patient's sleep activity is obtained and used to develop a personalized treatment program.

Neuro-diagnostic Services – includes EEGs, EMGs and state-of-the-art equipment for intra-operative monitoring used to diagnose strokes and seizures.

COMPANY CARE

Company Care offers a variety of occupational health services to local businesses and industries. Services currently offered are physical examinations, urine drug screens, emergency and follow up care for employees injured on the job. Our ergonomic experts make company visits to determine compliance with the new OSHA Ergonomic Standards, develop accurate, functional job descriptions and structure light duty assignments. Our program can be tailored to meet the needs of any company, large or small.

DIABETES EDUCATION

The hospital offers the full Diabetes Education program as outlined by the American Diabetes Association. Participants will receive instruction in all aspects of diabetes self-management including areas such as meal planning, exercise, skin care, monitoring, medications, and prevention of complications. Insulin pump training is also available. A physician referral is needed to attend classes. For more information or assistance in obtaining a referral please call extension 5230.

EDUCATIONAL SERVICES

The Hospital offers a variety of classes for the community. We offer programs in prenatal education, nutrition, cancer awareness, and courses in adult, child and infant CPR. Call extension 5607, for more information.

EMERGENCY SERVICES

Central Florida Regional Hospital's Emergency Department provides 24-hour emergency services to the community. Our Emergency Department is staffed by physicians and nurses certified in Advanced Cardiac Life Support (ACLS). "Fast Track" service is also available and designed to minimize the wait time for patients with minor injuries. Located adjacent to the Emergency Department, the "Fast Track" is open every day from 11 a.m. to 11 p.m.

HEALTH INFORMATION MANAGEMENT (MEDICAL RECORDS)

The Health Information Management Department specializes in managing protected health information and medical records. Health Information Management professionals ensure your information is readily available to your doctors for patient care. Your medical record is kept private, secure, and in accordance with federal and state laws. For more information about patient privacy laws or copies of your medical records, please call 407-321-4500 ext. 5690. A complete record on each patient is kept for current and future references by your physician. The contents of this record will not be disclosed to a third party except by your written authorization and that of your physician, or by court order. All records, including X-Ray and laboratory results, are the property of this hospital. Information will be provided to insurance carriers as requested.

HYPERBARIC AND WOUND CARE DEPARTMENT

The Wound Care Center is an outpatient unit, which utilizes a multi-disciplinary approach to provide maximum benefit to heal chronic wounds. There are many different types of wounds

including diabetic ulcers, venous stasis ulcers, pressure ulcers, post surgical wounds, and wounds caused by infection. There are many diagnostic and treatment modalities, which may be utilized by our professional staff.

Hyperbaric oxygen therapy is one of the treatment modalities for chronic wounds. It is a treatment in which the patient breathes 100% oxygen in a pressurized chamber. The therapy delivers high concentrations of oxygen through the bloodstream, accelerating the health rate of wounds and also is effective in fighting certain infections. Please call us at extension 5227 for more information. HBO is also used to treat other conditions including Osteomyelitis (bone infection), Radiation necrosis (tissue damage following radiation therapy), Compromised skin grafts/flaps, Brown recluse spider bite, and Carbon monoxide poisoning/smoke inhalation.

H2U – HEALTH, HAPPINESS, YOU

H2U is a national membership program designed to meet the unique health needs of people age 50+. The purpose of H2U is to empower members to better manage their health and to enjoy a healthier lifestyle. Local benefits include exercise classes, physician lectures, educational seminars, travel opportunities and more. H2U members also enjoy a variety of national benefits such as discounts on car rentals, hotels, prescriptions, vision care, and financial planning, just to name a few. When admitted to the hospital, members receive priority assignment to a private room (based on availability) and complimentary meal coupons for your spouse or caregiver. In Addition, H2U members always receive 30% off in the CFRH cafeteria and 10% off in the CFRH Auxiliary Gift Shop. To find out more about taking advantage of these and other H2U benefits please call 407-302-7385.

IMAGING SERVICES (X-Ray)

Imaging Services offers a complete range of sophisticated diagnostic procedures. Our imaging services department is staffed by licensed registered radiological technologists and Board-Certified Radiologists to interpret results. There are multiple Radiologists who are sub-specialty board certified in vascular, interventional radiology as well as neuroradiology.

The Imaging Services Department offers CT, ultrasonography, nuclear medicine, diagnostic x-ray, diagnostic and therapeutic interventional radiology, MRI, MRA, PET, bone density, stereotactic breast biopsy and ACR MQSA accredited mammography.

LABORATORY

The College of American Pathologists accredits Central Florida Regional Hospital Laboratory. Our laboratory offers a complete range of diagnostic testing. Our medical technologists work with fully computerized equipment to provide your physician with accurate, timely results. Lab out patient hours: Monday – Friday 7am – 6pm, Saturday 7am – 12 noon and closed on Sundays.

OBSTETRICS / GYNECOLOGY (The Baby Suites)

The birth of your baby is a special time, and it should happen in a special setting. Central Florida Regional Hospital gives you an exceptional way to welcome the newest member of your family. Our Baby Suites combine the comfort of a beautifully decorated room with the personalized services that you deserve. In addition to our beautiful delivery suites, all of our post-partum rooms are private, giving you and your family the privacy you want after your child is born.

And while a comfortable setting is more important during your labor and birth of your baby, the knowledge that you are surrounded by trained staff and state-of-the-art equipment will make your experience even more rewarding. All of our nurses are certified in neonatal resuscitation, and the latest technology is ready to help bring your newborn into the world.

Central Florida Regional Hospital provides epidural anesthesia coverage around the clock. We also have a dedicated cesarean section surgical suite, staffed with highly trained personnel to care for you should a cesarean section be necessary.

During your pregnancy, you can prepare for the birth of your baby through our wide range of prenatal education programs. Trained professionals will answer all of your questions and help give you the confidence you need during this special time of your life.

The options are yours at Central Florida Regional Hospital. We will do what it takes to make your birthing experience what you want it to be. Our physicians and nurses are here to assist you every step of the way. From prenatal education, until you take your precious new addition home to your family, Central Florida Regional is the place where mommies get pampered, too!

PEDIATRICS

For our young patients we have a dedicated wing on our third floor just for pediatric patients. Staffed by specially trained nurses, the unit is specially designed to make a visit to the hospital more comfortable for children and less of a scary place. Parents are welcome to stay in the room with their child.

PHARMACY

The Pharmacy Department provides pharmaceutical services to inpatients through a centralized and/or OR satellite pharmacy. A staff of registered pharmacists provides extensive clinical services, which include nutritional support, pharmacokinetic dosing, C&S monitoring and medication counseling. If you have any questions concerning your medication please call extension 5857.

PHYSICIAN REFERRAL and HEALTH INFORMATION SERVICE

Our Medical Staff is comprised of more than 300 physicians. Our Consult-A-Nurse service is available at 1-800-445-3392 and can provide assistance in finding a physician who meets your needs. The Registered Nurses can also assist you with educational information about diseases and symptoms.

REHABILITATION SERVICES

Physical rehabilitation is an integral part of health care, which provides services designed to help physically challenged individuals reach their highest level of independent function. Central Florida Regional Hospital provides inpatient therapy by licensed Physical, Occupational and Speech therapists. Individualized treatment plans are developed by our therapists based on each patient's specific needs and goals.

Outpatient physical therapy services are also available in several convenient locations in the community. Services are provided by our partner Ability Rehabilitation, telephone 407-322-3442.

SURGICAL SERVICES

Our Surgical Services department can handle a full range of procedures, from the most complicated to less involved operations done on an outpatient basis. In the Outpatient surgical area, we offer pre-admission testing services for the convenience of our patients. Our specially trained Same Day Surgery nurses are all advanced cardiac life support (ACLS) certified and will provide you with the best care from getting you ready for your procedure to discharging you home.

Central Florida Regional Hospital is a leader in minimally invasive surgical techniques, such as laser and laparoscopic procedures. Our physicians and surgical staff are trained in the latest surgical equipment and procedures, which allow you to recover in less pain and in less time.

Endoscopy Services are also available and are conveniently located adjacent to the Emergency Department and offers a complete range of inpatient and outpatient services including upper and lower GI procedures and bronchoscopies.

COMMUNITY RESOURCES

Below is a partial list of services available in our community. Call Case Management at extension 5760 for assistance.

Abuse-Adult & Child	1-800-96-ABUSE (2283)
Alzheimer's Resource Center	1-800-330-1910
Hospice of the Comforter	(407) 682-0808
Travelers Aid	(904) 252-4752
Hospice Of Central FL (Vitas)	(407) 875-0028
Domestic Abuse Council	1-800-555-1119
Hospice of Volusia	(386) 822-6060
Veteran Service Officer	(407) 322-2724
American Cancer Society- Seminole	(407) 322-0849 / Volusia (386) 822-6406
American Heart Association	1-800-242-8721
American Lung Association	1-800 330-5864
Better Living for Seniors (Seminole)	(407) 333-8877
Community Care for the Elders (Seminole)	(407) 628-2884
Council on Aging (Volusia)	(904) 736-7747

MENTAL HEALTH

ACT Center Deltona	(407) 574-1418
Crisis Stabilization Unit	(407) 321-4357

ALCOHOL AND DRUG RELATED PROGRAMS

Crossroads (indigent) Seminole	(407) 321-4374
Stewart Marchman Center (indigent) Volusia	(904) 947-1400
Alcoholics Anonymous (Volusia)	(407) 574-6204
Alcoholics Anonymous (Seminole)	(407) 647-3333