

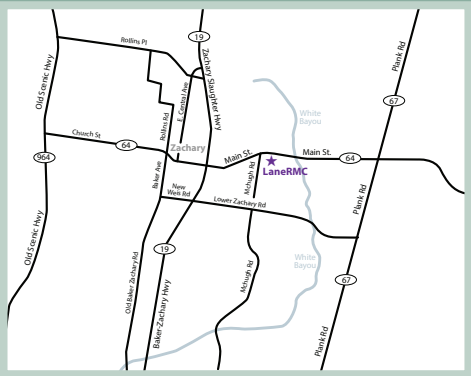
During your stay  
we will focus on:

-  Communication with Staff
-  Hospital Environment
-  Staff Responsiveness
-  Pain Management
-  Communication about Medications
-  Discharge Information



Patient Survey

In order to identify what we are doing best when it comes to customer service and quality of care, you may receive a patient survey phone call. Please take a few minutes to share your experience as we always want your input and feedback.



Visiting Hours

Patient Room Visiting Hours:  
8:00 am – 10:00 pm

After Hours:

Note: All entrance doors will be locked at 10:00 pm except for the Emergency Room entrance which is open 24-hours-a-day.

For additional information, please ask your nurse or refer to your patient handbook.



Lane Regional  
Medical Center

Care You Can Count On

6300 Main Street  
Zachary, LA 70791  
225-658-4000

LaneRMC.org



MEDICAL/SURGICAL  
NURSING UNIT



Lane Regional  
Medical Center

Care You Can Count On

Care You Can  
Count On



At Lane, our mission is to provide exceptional healthcare services, every patient, every time. It is our vision to be the best community healthcare system in the nation.



## Communication With Staff

We will **always** explain your treatment plan in a way you understand to keep you informed about all aspects of your care. Please ask any member of our healthcare team if you have questions or concerns about your care.

### Respect and Courtesy

- If our care does not meet your expectations during your stay, please ask to speak to the Clinical Leader during regular business hours.
- After hours, please call the Patient Hotline number at 225-658-4484 and leave a detailed message so our house supervisor can address it.

### Meals

- Meal trays are freshly prepared based on your dietary needs and requests and will be served at approximately 8 am, 12 pm, and 5 pm.
- Please let staff know if you would like to order a meal tray and/or alternate food items. We can help!
- Fresh ice will be brought throughout the day and before bedtime.

### Baths

- You will be offered a bath and linen change each day. The time of the day that baths are offered may vary.
- Please see the "Ready Bath" pamphlet included in your welcome bag.

### Intake and Output

- Please help our staff monitor your oral intake, including meals and drinks, by helping to track and report back to your nurse.

- You will also be asked to report your output, or voids. (You may be asked to void in a toilet hat or urinal for an accurate measurement of output.)

### Physician Visits

- Your assigned hospital medicine physician will see you in the Emergency Room when you come in or within 24 hours of being admitted onto the nursing unit, as well as each day thereafter.

### Patient Belongings

- Please send all personal belongings home.
- If unable to send your belongings home, your nurse can have them stored in a secure area in the hospital.



## Hospital Environment

We will **always** maintain a clean and quiet environment.

- Please notify our staff if your room does not meet your expectations for cleanliness.
- Occasionally, noise outside of your room may be unavoidably louder than desired. If this is an ongoing issue, please ask your nurse for complimentary ear plugs.



## Staff Responsiveness

We will **always** be responsive to your needs.

- Your call light should always be within reach.
- When you use the call light system, our staff will ask how we can assist you. Our goal is to always respond quickly to your call in an effort to best meet your needs.

We will **always** be concerned for your safety.

### For patients, we ask that you:

- Use the call button to call for assistance EVERY time you need to get out of the bed.

- Sitting on the side of the bed before standing is recommended.
- Do not climb over bedrails or attempt to get out of bed without assistance. Note: If you are considered a high risk for falls, a bed alarm will be used at all times for added safety.
- Do not use the rolling bedside table for support.
- Wear the yellow grip socks provided in the welcome kit to help avoid slips while walking.

### For family, we ask:

- Consider staying with family members who are confused or disoriented.
- Call for assistance if the patient needs to get out of the bed for any reason.
- Please make sure the patient's call light button is within reach before leaving.
- If the patient is considered a high risk for falls, please ensure the bed alarm is on before leaving or alert staff.



## Pain Management

We will **always** help to control your pain.

- Although we may not be able to eliminate your pain completely, we always want to help control your pain so that it is tolerable for you.
- Please inform your nurse of any pain that is not tolerable and is not being controlled by your current medication dosage.



## Communication About Medications

We will **always** communicate with you about your medications.

### Home medications:

- Please give your nurse an accurate list of your medications to be recorded as part of your patient medical record. As an additional safety measure, we will review each

medication with you upon admission to our unit, even if this has been done elsewhere.

- After your medication list is reviewed, please have any medications on your person sent home. If they are unable to be sent home, we will store your medications in the pharmacy until you are ready to go home and return them to you when discharged from the hospital.
- Do not take personal medications during your hospital stay. Only take the medications given by your nurse.

### Ordered medications:

- Our staff will always answer any questions you may have about the medications you are receiving during your stay.
- Please ask your nurse if you have any questions regarding the medications you are receiving or possible side effects.



## Discharge Information

We will **always** take your preferences into consideration when you are preparing to leave the hospital.

- You will be asked about your preferences for home care, rehab care, or other care transition services during the discharge planning process. NOTE: Our ability to accommodate your preferences may be limited by your insurance coverage.
- Please be sure to collect all of your belongings upon discharge. If anything is lost, please contact Lost and Found at 225-658-4000.