# Table of Contents

Welcome ........................................................................................................................................... 4

Your Hospital Stay .................................................................................................................................. 5
  Introduction ........................................................................................................................................ 5
  Accreditation & Recognitions ............................................................................................................. 5
  Medical Care ...................................................................................................................................... 6
  Nondiscrimination ............................................................................................................................... 6
  What to Bring .................................................................................................................................... 6
  What Not to Bring ............................................................................................................................... 6
  Medications from Home ....................................................................................................................... 6
  Consent Forms ..................................................................................................................................... 6
  Identification Bands ........................................................................................................................... 7
  Your Accommodations ......................................................................................................................... 7
  Nurse Call System .............................................................................................................................. 7
  Telephones .......................................................................................................................................... 7
  Food and Nutritional Services ............................................................................................................ 8
  Inquiries About You ........................................................................................................................... 8
  Mail and Flowers ............................................................................................................................... 8
  Hospitalized Children ......................................................................................................................... 8
  Private Duty Nurses ........................................................................................................................... 9
  Ambulance Services ........................................................................................................................... 9
  Patients with Disabilities, Impairments or Language Barriers ......................................................... 9
  Patients with Special Cultural, Religious or Dietary Practices ......................................................... 9
  Tobacco Free Hospital ....................................................................................................................... 9

Patient Safety ....................................................................................................................................... 10
  Safety Overview ................................................................................................................................. 10
  Hand Hygiene .................................................................................................................................. 11
  Medication Safety .............................................................................................................................. 12
  Restraints ........................................................................................................................................ 13

Patient Rights ..................................................................................................................................... 13
  Patient Rights and Responsibilities .................................................................................................... 13
  Patients Questions and Concerns ....................................................................................................... 15

SpeakUp .............................................................................................................................................. 16

Public Notice ....................................................................................................................................... 17
General Information

Cafeteria and Vending Area ................................. 18
Clergy .................................................................. 18
Gift Shop ............................................................ 18
Lost and Found .................................................. 18
Newspapers and Magazines .............................. 18
Pets ..................................................................... 19
Public Phones and Restrooms ......................... 19
Visitors .............................................................. 19
General Visiting Guidelines .............................. 19

Hospital Services ................................................. 21

Anesthesia ............................................................ 21
Behavioral Health Center ................................. 21
Blood Bank .......................................................... 21
Cardiac Surgery Program ................................. 21
Cardiac Rehabilitation ........................................ 21
Critical Care Units (Adults): CVICU, CICU,
SICU, MICU, Hemodialysis ................................ 22
Diagnostic Imaging (X-rays) ............................... 22
Education/Community Education ....................... 23
Environmental Services (housekeeping) ............ 23
Health2You (H2U) ............................................... 23
Human Resources ............................................... 23
Laboratory ........................................................... 23
Medical Records ............................................... 23
Non-invasive Cardiac Services ......................... 24
Nursery/Neonatal Intensive Care ......................... 24
Nursing Services ................................................ 24
Organ/Tissue Donation ....................................... 25

Pain Management ............................................... 25
Pediatrics ............................................................ 25
Pharmacy .............................................................. 25
Plant Operations .................................................. 25
Progressive Care Units (CVPCU, PCU, TCU, Chest Pain Center) .......................... 26
Rehabilitation Services ....................................... 26
Respiratory Therapy ............................................ 26
Surgery ............................................................... 26
Case Management ............................................... 27
Volunteers .......................................................... 27
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checkout</td>
<td>28</td>
</tr>
<tr>
<td>Going Home</td>
<td>28</td>
</tr>
<tr>
<td>Notice to Patients Regarding Your Rights</td>
<td>29</td>
</tr>
<tr>
<td>Questions About Health Care Advance Directives</td>
<td>29</td>
</tr>
<tr>
<td>Living Will</td>
<td>32</td>
</tr>
<tr>
<td>Designation of Health Care Surrogate</td>
<td>33</td>
</tr>
<tr>
<td>Uniform Donor Card</td>
<td>34</td>
</tr>
<tr>
<td>Patient Safety Information</td>
<td>36</td>
</tr>
<tr>
<td>Helpful Phone or Extension Numbers</td>
<td>38</td>
</tr>
<tr>
<td>Suicide and Crisis Hotlines</td>
<td>39</td>
</tr>
<tr>
<td>Room Service Dining - At Your Request®</td>
<td>40</td>
</tr>
<tr>
<td>TIGR Video-On-Demand Patient Education</td>
<td>43</td>
</tr>
<tr>
<td>Television Channel Line-Up</td>
<td>47</td>
</tr>
<tr>
<td>Maps</td>
<td>49</td>
</tr>
<tr>
<td>Notes</td>
<td>54</td>
</tr>
</tbody>
</table>
Welcome

The staff of Brandon Regional Hospital welcomes you as our patient and guest. We sincerely hope that your visit with us will be as comfortable as possible with a successful recovery and an early return to your home and loved ones.

The information in this booklet will help you to understand the hospital and its services. We hope it will help you to relax and feel at ease in the hospital environment. Please do not hesitate to ask any questions about your stay.

We are committed to providing quality healthcare in a warm, personalized environment. When you go home, we hope you will feel you are leaving professionals who are vitally interested in your health and happiness.

Our Mission
Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we will strive to deliver high quality, cost-effective healthcare in our community.

Our Values

➤ 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 welcome any suggestions that you believe will improve our services, and we want you to be satisfied with the care you receive here. Thank you for choosing Brandon Regional Hospital.

For more information on the hospital and our services, you may visit our website at www.bradonregionalhospital.com.

Sincerely,

The Staff of Brandon Regional Hospital
Your Hospital Stay

Introduction
Brandon Regional Hospital opened as a 164-bed facility in June 1977, nine years after a group of Brandon businessmen first envisioned the need for a full-service hospital. Since then, the hospital has continuously expanded its services and facilities to meet the needs of the rapidly growing Hillsborough County communities.

Today, the hospital has 396 licensed acute care beds, 25 behavioral health unit beds, 22 intensive care beds and offers such specialized services as 24-hour emergency care, cardiac surgery, critical care, neonatal intensive care, obstetrics, pediatrics and magnetic resonance imaging (MRI). We also offer diagnostic imaging (radiology), laboratory, rehabilitative services and a wide range of other ancillary services.

Accreditation & Recognitions
Brandon Regional Hospital is a fully licensed and accredited hospital that meets all of the requirements of the State of Florida and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

The hospital is licensed by the State of Florida and is approved by the United States Department of Health and Human Services for participation in the Medicare and Medicaid programs.

The Emergency Center at Brandon Regional Hospital offers an Accredited Chest Pain Center by the Society of Chest Pain Centers and is a designated Primary Stroke Center by The Joint Commission.

Other accreditations & recognitions include:
- 3 Star Rating from the Society of Thoracic Surgeons, the highest recognition given, for excellence in cardiac care
- Blue Cross Blue Shield Blue Distinction for Cardiac Care
- Center of Excellence Designation by the American Society for Metabolic and Bariatric Surgery
- Certified Primary Stroke Center
- Chest Pain Center Accreditation through the Society of Chest Pain Centers
- Get With the Guidelines Silver Plus Achievement Award for Stroke
- Intersocietal Commission for the Accreditation of Echocardiography Laboratories
- Joint Commission Certified
- United Healthcare Bariatric Center of Excellence
Medical Care
Your complete medical care is under the direction and supervision of your physician who is a member of the hospital medical staff. It is your physician who determines what diagnostic tests you will take, whether or not you require x-rays, therapy or medication, and what foods you can eat. Hospital nurses, technicians and other specialists will follow your physician’s directions in providing your program of care.

Nondiscrimination
Brandon Regional Hospital provides inpatient and outpatient care without regard to race, color, religion, national origin or disabilities.

What to Bring
We would suggest you bring a list of medications and doses you are now taking, a robe, slippers, toothbrush, shaving equipment and other personal items. You may also wish to bring books or magazines.

When not in use, dentures, contact lenses and eyeglasses should be placed in protective containers. The hospital is not responsible for loss of or damage to personal property.

What Not to Bring
Please do not bring jewelry, credit cards, bankcards, more than a few dollars in cash or other valuables. When absolutely necessary, valuables may be deposited for safekeeping in hospital safes. The hospital is not responsible for loss of or damage to personal property.

Personal appliances and electrical equipment are not permitted for safety reasons. Battery operated radios may be used, but the hospital is not responsible for damage or loss of such items.

Medications From Home
Please do not bring medications from home to the hospital unless your physician instructs you to do so. All medications will be stored at and dispensed from the nursing station.

Consent Forms
We will ask you to sign appropriate consent and release forms that authorize hospital personnel to provide the services your physician has ordered for you.
**Identification Bands**
You will be required to wear an identification (ID) band during your stay. This helps ensure that you will receive the proper tests and medications. Your ID band will be checked before any tests, treatments, or medications are given.

**Your Accommodations**
Brandon Regional Hospital offers semi-private, private and a limited number of small ward accommodations. Every effort is made to offer private rooms for all patients but in times of increased volumes rooms may be semi-private.

Patient rooms include lavatories and showers for your use: showers are subject to your physician’s orders. Each room has individual room temperature controls for your comfort.

Your bed is designed for your comfort and safety. You can electrically raise or lower the height of the entire bed or elevate the head or foot portion of the bed. Your nurse will show you how to operate the bedside controls.

**Nurse Call System**
To call your nurse, use the call button on your TV control. Simply push the nurse-call button. This will turn on the light at the nurses' station and above your door.

There is an emergency nurse-call button on your bathroom wall. If you need help, press it and wait for your nurse.

**Telephones**
For local calls, press “9” and wait for the dial tone then dial the number. Long distance calls may be made by calling the hospital operator “0”. The hospital operator will connect you to the outside operator for you to complete your long distance call.

Patients (except those in Critical Care Units and Labor and Delivery) may receive calls between 7:00 a.m. and 10:00 p.m.

Family members and friends may reach you by calling the hospital's main number, (813) 681-5551, and when the line is answered, the recording will prompt your guest to press “1” if they know your four digit extension. Our staff can provide you with your four digit extension.

For patients with partial or total hearing impairment, a phone hand set amplifier or TDD phone and a television closed caption decoder are available upon request.
Food and Nutritional Services

The Food and Nutritional Staff is part of the health care team at Brandon Regional Hospital. Nutrition can play an important role in optimizing health, and the department works to ensure that diet modifications or restrictions ordered by your physician are appropriately carried out. If your physician prescribes a special diet for you, a registered dietitian is available to provide diet instructions.

The hospital offers “At Your Request” room service dining to allow patients to select from a larger menu. You can call to order meals from 6:30 a.m. to 6:30 p.m. by dialing 6325 (meal). A menu for this service should be located in your bedside table and was included in your admission packet. If you need another menu, please ask your nurse. Physician-ordered diet plans must be adhered to, and should your physician change your diet during your hospital stay, it may alter your diet selections.

If you have any questions or comments about our menu, diet or services, please do not hesitate to request a visit by a member of the nutritional services staff by calling 6325 (meal).

For patients discharged on special dietary restrictions, we offer several free community wellness classes on topics including diabetes self-management, gestational diabetes, heart health and nutrition for cancer prevention and treatment. The classes are offered monthly at no charge and you can register by calling our class registration service at (813) 653-1065.

Inquiries About You

We believe your health is a personal matter, so diagnostic and other confidential information about you will not be released to others. We urge you to tell your friends and relatives that they should contact a member of your immediate family to inquire about your progress.

If you would like to designate an individual to access more specific information about you during your hospital stay, please talk with your nurses.

Mail and Flowers

Mail will be delivered to your room by volunteers Monday through Friday except legal holidays. Your nurse or a member of the volunteer staff will be happy to mail letters for you. Flowers will be delivered directly to your room by the florist. However, plants and flowers are not permitted in critical care units or isolation rooms.

Hospitalized Children

When a small child is hospitalized, the mother, father or another family member is encouraged to stay with the child. Overnight accommodations may be arranged through your nurse.
**Private Duty Nurses**
The hospital nursing service department will help you obtain a private duty nurse if your physician recommends one. All private duty nurses must be approved by the hospital nursing department. Since private duty nurses are not hospital employees, they or the nurse registry will submit charges for services directly to you.

**Ambulance Services**
Your nurse can arrange ambulance service if it is authorized by you or your family members. Charges are billed to you by the ambulance service.

**Patients with Disabilities, Impairments, or Language Barriers**
Access to hospital facilities and services is available to patients with disabilities at all times. Special equipment and communication devices are available upon request for our patients with visual, hearing, speech and physical impairment.

In addition, arrangements can be made for verbal or sign language interpreters if needed to communicate between health care providers and the patient and family.

Please notify your nurse or physician if any additional accommodations related to your disability or impairment are necessary to make your stay more comfortable.

**Patients With Special Cultural, Religious, or Dietary Practices**
The hospital staff respects the different beliefs, attitudes and cultural lifestyles of our patients. The staff will make every effort to accommodate your cultural, religious, or dietary requests to the extent possible, as long as the request does not interfere with your treatment.

**Tobacco Free Hospital**
Brandon Regional has joined the growing number of hospitals across the nation who have made the decision to become tobacco-free organizations. This means that tobacco products are not to be used on campus.

As a major health provider in the community, we decided to take a leading role in improving the health and well-being of anyone who comes to visit the hospital campus. We care about our employees, our patients and their families and felt it was imperative to make the change to go smoke-free.

Your care will be provided in a tobacco-free environment. Please discuss any needs regarding smoking with your physician or nurse who may recommend a nicotine replacement aid.

Thank you for your cooperation.
Patient Safety

Safety Overview
We are committed to patient safety by involving patients and their family members in our patient safety program. We are improving safety through the use of best practices, improved technology and increased patient involvement in their health care.

Our goal is to make you feel safe and secure while you are in the hospital. Every member of our staff is dedicated to:
• Providing you with a safe, healthy and secure environment
• Performing their jobs carefully and competently
• Using safe and effective practices and technologies
• Responding to your needs and wants in a timely manner
• Ensuring timely communication between caregivers and patients by answering questions about your treatment and your health, providing you with specific information about your care and explaining changes in your treatment

As part of our efforts to provide you with a clean, safe and healthy environment, Brandon Regional Hospital is a smoke-free facility. There is no smoking permitted on the campus of Brandon Regional Hospital.

Patient falls are also an important safety concern. Unless you have been told that you can get out of bed by yourself, please do not. Ask your nurse to assist you.

Please do not lean on your bedside table or cabinet for support. They may move under your weight.

The hospital holds frequent fire drills to assure the readiness of the staff in the event of an actual fire. Please do not be alarmed by activity and the sound of doors closing on your floor when a fire drill is in progress. Your care will not be interrupted.

In the event of an emergency situation, the hospital staff will instruct you on how to respond.

Everyone has a role in making healthcare safe - physicians, health care executives, nurses and technicians. Healthcare reward organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.
An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the healthcare system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The “Speak UpSM” program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes.

To help prevent health care errors, patients are urged to “Speak UpSM.” Please see speak up handout on page 16 of this booklet.

**Hand Hygiene**

Hand hygiene is still the number one way to prevent the spread of infection. Perform hand hygiene by washing your hands with soap and water, rubbing your hands together for at least 10 seconds. As an alternative, if your hands are not visibly soiled, you may use an alcohol-based hand sanitizer. These products are rubbed on your hands and not rinsed off. Expect all hospital staff to perform hand hygiene before and after they provide any services that require touching you or articles in your room. If you don't see them perform hand hygiene, please feel free to ask if they did.

*When should you wash your hands?*
- After using the restroom, coughing, blowing your nose or sneezing.
- Before and after eating, drinking or handling food.
- After handling dirty items.
- When your hands look or feel dirty.
- After touching or coming into contact with a person who is sick with an infection.
- When in doubt, wash your hands.

Stopping Methicillin Resistant Staphylococcus Aureus (MRSA) and other resistant organisms is part of a Brandon Regional Hospital initiative. We are asking all patients and visitors to perform hand hygiene with either soap and water or the alcohol-based sanitizer before and after contact with patients and their surroundings. This simple act can provide a safe environment for all.
• **Active Surveillance** - As a patient you may be asked to undergo a simple culture test from your nostrils. This is not painful and is like having a Q tip swab the inside of both nostrils. The culture is sent to the laboratory to see if you have MRSA. This does not mean you have an infection but that you may harbor this resistant organism in your nose.

• **Barrier Precautions** – If they are required, it means that staff and visitors should use gowns, gloves and sometimes masks. Use of these items can help prevent the spread of resistant organisms and other infections. Please use them consistently.

• **Compulsive Hand Hygiene** – The easiest and most effective way to stop MRSA and other infections from spreading is to wash your hands or use alcohol based hand sanitizer.

• **Disinfection of Environments** – Thorough cleaning and appropriate use of products are absolutely necessary to reduce the spread of MRSA and other infections.

We believe these precautions will help reduce rates of other highly resistant infections, such as Vancomycin Resistant Enterococcus and Clostridium Difficile Colitis. Through this program we will ensure the delivery of safe, effective, efficient and compassionate healthcare.

### Medication Safety

Brandon Regional Hospital has implemented medication safety technology known as “Bar Coded Medication Administration”. This system has a strong record of effectively reducing patient medication errors. It works as follows:

• Each patient admitted to Brandon Regional Hospital receives an armband with a bar code. The bar code corresponds to the patient's current medical record, including drug history, allergies and laboratory results. Bar code identifiers also appear on shrink-wrapped doses of medication.

• Before a medication is administered, bar codes on the patient armband and on the medication are scanned allowing the nurse or therapist to verify the right patient is receiving the right drug, in the right dose, at the right time.

• The software checks each medication against the patient's drug history and lab results. If conflicts or potential drug interactions are identified, warnings alert the nurse to double check, verify and/or call the doctor before administering the medication.
To learn more information on patient safety and to download a Personal Medication Record, please visit our website at www.brandonregionalhospital.com and click on the Quality button.

**Restraints**
The use of restraints is limited to a therapeutic intervention with appropriate clinical justification and adequate human resources to meet the clinical needs of the patients requiring restraint. All patients have basic human rights that must be respected within the limits of safety. The long-term goals are to maintain the patient’s dignity and reinforce their self-esteem.

**Patient Rights**

**Patient Rights and Responsibilities**
Florida law requires that your health care provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the health care provider’s or healthcare 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 healthcare facility. A summary of your rights and responsibilities follows:

*Every patient has the right:*

- To have his/her family or representative and physician notified promptly of his/her admissions
- To expect quick response to reports of pain
- To be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for privacy
- To a prompt and reasonable response to questions and requests
- To know who is providing medical services and who is responsible for his/her care
- To know what patient support services are available, including whether an interpreter is available if he/she does not speak English
- To know what rules and regulations apply to his/her conduct
- To be given, by his/her healthcare provider, information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis
- To refuse treatment, except as otherwise provided by law
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her care
- If eligible for Medicare, 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 receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have charges explained
• To medical treatment or accommodations, regardless of race, national origin, religion, physical disability, or source of payment
• To treatment for any emergency medical condition that will deteriorate from failure to provide treatment
• To know if medical treatment is for purposes of experimental research and to give his/her consent or refusal to participate in such experimental research
• To express grievances regarding any violation of his/her rights, as stated in Florida law, through the grievance procedure of the hospital and to the appropriate state licensing agency, AHCA. (See back of this page for more information)
• To retain and wear personal clothing and possessions, unless it is medically inadvisable
• To receive care in a safe setting
• To be free from restraints or seclusion that are not medically necessary or used as a means of coercion, discipline, staff convenience, or retaliation
• To access information contained in his/her medical record within a reasonable time frame, to request an amendment to the medical records and to receive an accounting of disclosures of the information contained in the medical record.

Every patient is responsible for:
• Providing to his/her healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health
• Reporting unexpected changes in his/her condition to his/her healthcare provider
• Reporting to his/her healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her
• Following the treatment plan recommended by his/her healthcare provider
• Keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility
• His/her actions if he/she refuses treatment or does not follow the healthcare provider’s instructions
• Assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible
• Following healthcare facility rules and regulations affecting patient care, conduct and safety
• The prevention of medical errors to the extent that you are able, e.g., questioning anything that deviates from the norm such as unfamiliar or unanticipated medications, first-time treatments, procedures that were not discussed with you
• Understanding that if you have not provided a copy of your advance directives to the hospital, the hospital’s physicians and staff will take all necessary actions to preserve life.
Patient Questions and Concerns

Our goal is to deliver high-quality, cost-effective health care in a manner that satisfies our patients and their guests. All Brandon Regional Hospital employees are patient advocates. A complaint will be directed to the appropriate person to take the proper action to address the issue. To assist your hospital stay regarding any questions or concerns, below are the important steps that you can follow:

**Step 1: Speak with your Medical Care Team**
Please talk with your nurse, physician or case manager about any concerns regarding your care or treatment. If you are unable to resolve an issue through your Medical Care Team, please ask to speak to the department director of the area to which you have been admitted. After hours and on weekends, please contact the nursing house supervisor at extension 5109.

**Step 2: Contact the Agency for Health Care Administration**
If you are still not satisfied with the response that you receive from the hospital's management, you may contact the State of Florida:

Agency for Health Care Administration (AHCA)
Complaint Administration Unit
2727 Mahan Drive, Mail Stop# 49
Tallahassee, FL 32308
1-888-419-3456

**Step 3: Contact The Joint Commission**
You may also contact The Joint Commission to report any patient quality or safety concern that has not been addressed by the hospital or the State.

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Tel: 800-994-6610 | e-mail: complaint@jcaho.org

Brandon Regional encourages the reporting of patient safety and quality of care concerns.
To prevent health care errors, patients are urged to...

Speak**UP**

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

Speak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

Pay attention to the care you receive. Always make sure you’re getting the correct treatments and medicines by the right health care professionals. Don’t assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Ask what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.

Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards.

Participate in all decisions about your treatment. You are the center of the health care team.

The Joint Commission
Public Notice

The Joint Commission on Accreditation of Healthcare Organizations will conduct an unannounced survey of this organization to evaluate the organization’s compliance with nationally established Joint Commission standards. The survey results will be used to determine whether, and the conditions under which, accreditation should be awarded the organization.

Joint Commission standards deal with organizational quality of care issues and the safety of the environment in which care is provided.

Anyone believing that he or she has pertinent and valid information about such matters may request a public information interview with the Joint Commission’s field representatives at the time of the survey. Information presented at the interview will be carefully evaluated for relevance to the accreditation process. The request must also indicate the nature of the information to be provided at the interview. Such requests should be addressed to:

Mail your request to: Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Or phone your request to: (800) 994-6610
Or fax your request to: (630) 792-5635
Or Email your request to: complaint@jcaho.org

The Joint Commission will acknowledge such requests and will inform the organization of the request for an interview.

Aviso Público

La comisión conjunta de acreditación de las organizaciones de salud llevará a cabo una inspección sorpresa para evaluar el cumplimiento de esta organización con las normas nacionales establecidas por la Comisión Conjunta. Los resultados de la inspección se utilizarán para determinar si la organización merece recibir la acreditación, y las condiciones para que esto suceda.

Las normas de la Comisión Conjunta se refieren a los asuntos relacionados con la calidad de los cuidados y la seguridad del ambiente en que se proporcionan dichos cuidados.

Cualquier persona que considere que tiene información pertinente y válida sobre tales asuntos puede solicitar una entrevista de información pública con los especialistas de la Comisión Conjunta en el momento de la inspección. La información que se presente en la entrevista será evaluada cuidadosamente en cuanto a la relevancia relacionada con el proceso de acreditación. La solicitud debe indicar la naturaleza de la información que será proporcionada en la entrevista. Dichas solicitudes deben ser enviadas a:

Envíe su solicitud a: Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

O llame por teléfono al: (800) 994-6610
O envíe por fax al: (630) 792-5635
O envíe un mensaje de correo electrónico a: complaint@jcaho.org

La Comisión Conjunta reconocerá dichas solicitudes de entrevista e informará a la organización sobre ellas.
General Information

Cafeteria and Vending Area
The hospital cafeteria is located on the first floor just off the main corridor. It is open to visitors at specified times as follow:

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<th>Time</th>
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<tbody>
<tr>
<td><strong>Breakfast</strong></td>
<td>6:30 a.m. – 9:30 a.m.</td>
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<td>(grill closes at 9:00 a.m.)</td>
<td></td>
</tr>
<tr>
<td><strong>Lunch</strong></td>
<td>11:00 a.m. - 1:30 p.m.</td>
</tr>
<tr>
<td><strong>Dinner</strong></td>
<td>4:30 p.m. – 6:30 p.m.</td>
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</tbody>
</table>

Soup, salad and sandwiches are available between the lunch and dinner meals. Hospital inpatients are restricted from dining in the cafeteria.

Vending machines, provided for the convenience of visitors, are accessible 24 hours a day. They are also located on the first floor just off the main corridor and in the emergency department waiting room.

Clergy
Brandon Regional Hospital is non-sectarian and cooperates with the clergy of all faiths. During the admitting process you can request to be placed on our clergy visitation list or you may ask your nurse to request a visit from the clergy of your choice.

Gift Shop
The main gift shop is located near the Tower C elevators, and a second gift shop is located in the Tower A lobby. They offer a selection of gifts, toys, personal items, candy, flowers, plants and magazines. The gift shops are operated by the Brandon Hospital Auxiliary:

<table>
<thead>
<tr>
<th>Gift Shop hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tower A – 8:30 a.m. to 2:30 p.m.</td>
</tr>
<tr>
<td>Tower C – 8:00 a.m. to 7:30 p.m.</td>
</tr>
</tbody>
</table>

Proceeds from the gift shops are returned to the community through scholarships donations to local non-profit organizations.

Lost and Found
Lost and found articles will be turned in to our Environmental Services Department where they may be identified and claimed. To inquire about lost items, call extension 5129.

Newspaper and Magazines
Local newspapers and magazines, along with other gift shop items, may be purchased off the sundry cart. Volunteers bring the cart to patient areas on weekday mornings. Newspaper racks are also located at the Tower A and Tower C entrances.
Pets
Pets are generally not permitted in the hospital. For more specific information on policies related to pets, please talk with your nurse.

Public Phones and Restrooms
For your visitors' convenience, public restrooms and courtesy telephones are located on the first floor adjacent to the cafeteria. Additional phones and restrooms are also located in the Tower A and Tower C lobbies and the Emergency Department (on the west side of the hospital).

Visitors
Your family and guests are welcome to visit Brandon Regional Hospital 24 hours a day. We encourage you to consider visits that promote patient rest and well-being. Please respect patient privacy and emotional and health care needs.

General Visitation Guidelines
• Please do not visit patients if you are sick with a cold, flu or anything else that could be contagious.
• When necessary, the number and frequency of visitors may be limited at the discretion of the physician or nurse for the protection of the patient's health and need to rest.
• Visitors may be requested to leave for brief periods as needed to provide privacy for patient care, patient confidentiality and/or patient rest.
• If you are visiting between the hours of 10 p.m. and 5 a.m., please enter the hospital through the Emergency Department.
• All adult visitors must show proof of identification, preferably a driver's license, upon entering any part of the hospital.
• Children under the age of 10 are generally discouraged from visiting but please discuss your needs with the nurse to inquire about special arrangements that may be made.

The Women’s Center
For security reasons, access to Women’s Services is restricted. This includes Labor and Delivery (L&DD), Antepartum Unit (AOU), Mother/Baby and the Neonatal Intensive Care Unit (NICU). NICU visitation will be explained on an as needed basis. For the other Women’s Service areas, the following apply:
• No visitors under 12 years of age, except baby's siblings
• Visitors must show proof of identification (ID) – preferably a driver's license and give this ID to the security guard located in The Women's Center lobby
• Visitors will be given a laminated “Visitor Pass” to wear during visiting
• The visitor’s ID will be returned when the Visitor Pass is returned to the security guard
• Visitors may be asked to limit their visits based on mom’s condition
• Only two visitors allowed in L&D and AOU; four will be allowed on the Mother/Baby unit.
• The pregnant patient’s significant other will be given an armband that enables them to visit throughout the patient’s stay – this band should not be removed. Special sibling armbands will be given to siblings of the expectant newborn to enable them to visit after delivery and in the AOU.

**Critical Care Areas**
All visitation is restricted from 6:30 a.m. to 8:30 a.m. and 6:30 p.m. to 8:30 p.m. daily. We try to accommodate all visitors respecting the needs and wishes of our patients. The staff reserves the right to restrict visitations to allow for delivery of medical care and promotion of patient rest. Our critical care visiting guidelines are listed below:
• Two visitors at a time are welcome at the bedside.
• Children visiting a critical unit should be 12 or older and 16 or older for the Cardiovascular Intensive Care Unit (CVICU).
• Visitation is reserved for immediate family members. In special cases where there is no family, visiting arrangements may be made with the nurse.
• You may use intercom located outside critical care entrances or waiting rooms to request admission.
• Designated family waiting areas are provided for your use.
• Please remember to wash your hands prior to and after each visit.

**Pediatrics**
For security reasons, access is restricted.
• Hours: 11 a.m. to 8 p.m. One parent/guardian may stay overnight with the patient. After 8 p.m., all visitors, including the other parent, will not be permitted to stay.
• All visitors (including siblings) must be over the age of 12 years.
• All visitors between the ages 12 and 18 years must be accompanied by an adult.
• Only 2 visitors at the bedside at a time.

**PICU**
• Hours: 8 a.m. to midnight (no visiting between 7 a.m.-8 a.m. and 7 p.m. and 8 p.m.). Only parents and grandparents and may visit, two at a time.
• Visitors may be asked to leave the unit if patient care warrants the necessity.
Hospital Services

Anesthesia
Anesthesia services are under the direction of an independent physician who has specialized training in anesthesiology. If you are scheduled for surgery, the anesthesiologist or a member of the staff will talk with you prior to surgery.

Behavioral Health Center
The Behavioral Health Center at Brandon Regional Hospital offers specialized behavioral healthcare focusing on diagnosis, intervention, and stabilization – utilizing specialized care in a dedicated setting, while having full access to the exceptional medical care of Brandon Regional Hospital. The behavioral health program is the only inpatient program in eastern Hillsborough County. Our center consists of 25 dedicated beds for adults, 18 years and older, who have behavioral health symptoms that are interfering with their daily lives. We offer a multidisciplinary approach where compassionate care is delivered in a private and spacious environment.

Blood Bank
Blood products transfused at Brandon Regional Hospital are obtained from Bloodnet USA from volunteer donors. Friends or relatives who would like to donate blood for a patient in the hospital should contact Bloodnet USA at 1-800-683-8355 and ask for donor services.

Cardiac Surgery Program
The Cardiovascular Intensive Care Unit (CVICU) is located on the first floor in Tower A. Patients spend their first few days post operatively in this unit and then are transferred to the Cardiovascular Progressive Care Unit (CVPCU), which is located on the second floor in Tower A.

The family waiting room for cardiac surgery patients is located in the surgical waiting room in Tower A, first floor, and the CVICU waiting room is adjacent to the surgical waiting room.

Cardiac Rehabilitation
Brandon Regional Hospital offers a cardiac rehabilitation program to assist in your recovery after a cardiac event. The inpatient program consists of a personal education plan as well as assisted ambulation, dietary instruction and guidelines for home activity. All patients are encouraged to attend the group risk factor modification class which is offered six days a week, Monday – Saturday, for patients. The class is jointly taught by cardiac rehabilitation nurses and the nutritional services staff.
Participants in the outpatient program are accepted by physician referral and remain under the care of the referring physician. Phase II generally consists of 36 one-hour sessions held three times a week for twelve weeks. These include carefully supervised exercise sessions and education.

After discharge, the hospital offers additional support for cardiac patients through the Heart Healthy Nutrition Class. This class is taught monthly by hospital dietitians free of charge the first Wednesday of every month. To register, call (813) 653-1065. A Cardiac Support Group is also coordinated by the Cardiac Rehabilitation Team. For more information call (813) 571-5314. For diabetics, a number of services are also available to the community free of charge. These include the Outpatient Diabetes Self Management Program, Advanced Diabetes Self Management Program and the Diabetes Support Group. For more information on these services, call our class registration service at (813) 653-1065.

**Critical Care Units (Adults):**
- CVICU: 1st floor A Tower
- CICU: 2nd floor A Tower
- 4SICU: 4th floor A Tower
- 5SICU: 5th floor A Tower
- MICU: 2nd floor C Tower
- Hemodialysis: 2nd floor B Tower

The Critical Care units at Brandon Regional Hospital provide optimum and individualized care for patients who require intensive, highly sophisticated surveillance and management. The nursing staff and support personnel are highly skilled practitioners who provide the highest level of care available. Visitation is individualized to meet the needs of the patient and their loved ones.

**Diagnostic Imaging (X-rays)**

Brandon Regional Hospital offers a full range of diagnostic imaging services from traditional x-rays to ultrasound, nuclear medicine, CT scan, magnetic resonance imaging (MRI) and special procedures.

All diagnostic imaging tests are read by an independent radiologist, a physician who specializes in the diagnosis and treatment of disease by means of radiology. The radiologist prepares a report of findings and diagnosis that is given to your physician. Radiologist fees are billed separately.

To obtain CDs of images for continued medical treatment, please call (813) 571-5313. Please provide 24 hours advance notice for pickup. CDs can be picked up in Radiology, Monday through Friday, from 8:00 am to 5:00 pm. The map in this booklet may assist you in finding the Radiology Department.
Education/Community Education
The hospital offers a wide variety of community programs and support groups. These classes can be scheduled by calling (813) 653-1065.

A wide range of prenatal education classes are available to parents delivering at Brandon Regional Hospital. Classes can be scheduled by calling (813) 653-1065.

Environmental Services (housekeeping)
Your comfort is enhanced by a clean, neat room. Our Environmental Services staff is especially eager to do their daily tasks as quietly as possible, without disturbing you. Environmental Services personnel are involved in the hospital’s infection control program, isolation techniques and soiled linen procedures. If you have a request for Environmental Services, please call extension 6027, 6026 or 5129 and we will be more than happy to help you. We want to keep your room and bathroom clean at all times.

Health2You (H2U)
H2U is a national “not-for-profit” organization for adults who want to enjoy life to its fullest. Members can choose from a wide variety of activities ranging from education, entertaining and enlightening programs, to social events, guest speakers, special trips and health screenings.

It is possible for you to join H2U for a small annual fee and receive benefits for this hospitalization. For more information, call H2U at (813) 684-3316.

Human Resources
Many exciting career opportunities are available at Brandon Regional Hospital for medical professionals, technical staff and clerical personnel. We are an equal opportunity employer with an excellent benefits package. For more information on available opportunities, call our Human Resources Department at (813) 571-5187.

Laboratory
The Laboratory is staffed by licensed laboratory technicians and technologists under the direction of an independent pathologist. This department is responsible for performing various blood and body fluid tests ordered by patients’ physicians for continued care and diagnosis. If surgery is conducted, the pathologist will examine the tissue removed to determine the nature of the illness.

Medical Records
To obtain copies of your medical record after your discharge, call (813) 571-5257. Medical Records can be picked up at our Records Pickup Center at 212 South Moon Avenue – Monday through Friday – from 8:00 a.m. to 4:00 p.m. Please note that there may be a charge for these copies.
Medical Records is staffed by specially trained professionals and maintains a complete record detailing the course of hospitalization for each patient. All diagnoses and procedures incurred during the patient's hospitalization are compiled by our coding specialists to determine the appropriate reimbursement to the hospital. The medical record, which remains the property of the hospital, serves as written communication between your physician and other professionals participating in your care while you are a patient in the hospital. Your medical record will be used for reference should you have any subsequent hospital visits. The contents of this record shall not be disclosed to any third party except by your written authorization, subpoena, court order, HIPAA, or as mandated by law.

**Non-invasive Cardiac Services**
Staffed by registered nurses and specially trained technicians, this department offers a broad range of diagnostic tests including stress tests, nuclear cardiology, holter monitoring, electrocardiogram (EKG), Tilt Table Testing, transthoracic and transesophageal echo sonography (ECHO).

**Nursery/Neonatal Intensive Care**
The nursery staff provides well-baby care and skilled intervention for sick newborns and is always supervised by specially trained registered nurses.

Our staff will provide patients with instruction on self-care and newborn care and will also answer questions.

The Neonatal Intensive Care Unit (NICU) is comprised of fully equipped Level II and Level III nurseries. Whether the infant is preterm or ill, the special medical and nursing care the baby needs will be provided.

The NICU is under the direction of an independent board-certified neonatologist and is staffed by registered nurses with special training and respiratory therapists.

**Nursing Services**
Nursing Services coordinates nursing care to provide for quality, individualized care through a staff of registered nurses, licensed practical nurses, nurse technicians and nursing assistants.

Nursing Services is under the direction of the Chief Nursing Officer, a registered nurse. Each area of the hospital has a nurse director who is available to patients and their families to discuss any questions or concerns regarding their nursing care.
Organ/Tissue Donation
More than 80,000 Americans are waiting for life-saving organ transplants and hundreds of thousands more could benefit from tissue transplants. If you have signed an organ donor card or indicated your wish to donate on your driver’s license, please inform your family since they would be consulted before donation can take place. If you would like more information about organ/tissue donation, please talk with your nurse.

Pain Management
Effective pain relief is an important part of your treatment. Our staff is committed to regularly assessing the presence of and level of your pain and decreasing it to a tolerable level. To assess your pain level, a scale of 0-10 may be used: 0 = no pain; 1-3 = mild pain; 4-6 = moderate pain; and 7-10 = severe pain.

You, your doctor and/or your nurse should discuss your level of pain and your plan for pain management. Being in pain may affect your recovery and therefore any pain you experience should be reported to your nurse or doctor. Before discharge, discuss your pain management for after discharge and be sure you understand all of the instructions.

Pediatrics
Children have unique medical and personal needs; in recognizing this, Brandon Regional Hospital’s Pediatrics Department is designed, equipped and staffed to meet the needs of sick children. Parents are encouraged to play an active role in the child’s care and a parent or grandparent is encouraged to stay with the child throughout hospitalization. Overnight accommodations can be arranged through your nurse, as long as space permits.

For school-aged children who are anticipated to be out of school for at least 10 days, a referral for homebound tutoring services can be made (note: non-residents of Hillsborough County may need to meet additional requirements).

Pharmacy
A pharmacist is available 24 hours a day to provide prompt service to our patients and to provide drug information to the medical and nursing staff. The pharmacists work closely with the medical staff to monitor your drug therapy throughout your hospital stay. The pharmacy utilizes up-to-date computer technology to assist in the review of your medication for potential drug interactions and drug allergies.

Plant Operations
Engineering and Maintenance keep the hospital’s physical plant and equipment in good repair. Fire, disaster and emergency power drills are conducted frequently by Engineering and Maintenance personnel to evaluate response readiness in all hospital areas.
Progressive Care Units (CVPCU, PCU, TCU, Chest Pain Center)
Progressive Care Units specialize in the care of acutely ill patients who require an intermediate level of care, greater than medical/surgical but not as intense as critical care. Care is provided by RNs, LPNs, and ancillary staff per standards of clinical practice and as directed by the physician.

Rehabilitation Services
Rehabilitation Services consists of physical therapy, occupational therapy and speech therapy. The department is staffed with skilled physical, occupational and speech therapists. The department is equipped with modern equipment for each modality offered. Treatments are administered to inpatients on the order of the attending physician.

Respiratory Therapy
Various techniques are employed by trained therapists to treat existing respiratory conditions and to help prevent respiratory complications following surgery.

Pulmonary function studies also may be performed to aid in the diagnosis of respiratory conditions. All pulmonary functions are interpreted by physicians specializing in pulmonary medicine. Your attending physician determines the need and orders these treatments or tests.

Surgery
This area consists of well-equipped major and minor operating rooms staffed with professionally trained specialists to assist your physicians. Since procedures and preparations vary with different operations, your physician, anesthesiologist and the members of the surgery nursing staff will explain what you may expect.

Day Surgery is an innovative department with specifically trained staff to assist your physician during surgical procedures on an outpatient basis.

All surgical patients receiving anesthesia will be placed in the Post Anesthesia Care Unit (PACU) following surgery. This unit, with its concentration of special equipment and skilled personnel, is designed for the care of surgical patients during the immediate post anesthesia period. The length of time each patient remains in recovery is determined by the physician.

Visitors are usually not allowed in surgical areas of the PACU. Family members and visitors of patients who are in surgery may elect to wait in surgical waiting rooms.
Case Management

Case Management is here to help you and your family with discharge needs. Discharge planning starts on the day of admission and will continue until you are actually discharged. A case manager will work with you and your physician to make the best discharge arrangements available to you.

Your case manager can:

* Explain discharge planning options.
* Coordinate discharge needs with community-based agencies and health care providers.
* Assist in determining insurance benefit coverage or eligibility for funding.
* Arrange transfer to a skilled care facility
* Set up home IV therapy.
* Set up home health care.
* Order walkers, oxygen and equipment.
* Coordinate outpatient dialysis.
* Coordinate Hospice Care.

If you have questions or concerns about your discharge plan, you may contact Case Management at (813) 571-5305.

Volunteers

Many thoughtful volunteers give their time and efforts to assist patients and visitors. They also contribute to making your stay as comfortable as possible. Some of their daily duties include delivering mail, staffing the information desk and the surgery waiting room, helping in patient areas and operating the gift shops.

The Auxiliary also donates proceeds from the gift shop back to the community through its scholarship program and donations to area nonprofit organizations. Scholarships are awarded to students who are pursuing careers in the medical field. If you would like more information on the Auxiliary or are interested in joining, please contact the Auxiliary at extension 3587.
Checkout

Going Home
It is hospital policy that all patients be escorted to the hospital exit door at the time of discharge.

Your physician will decide when it is appropriate for you to be discharged from hospital care. When you are advised of your discharge, please notify your family promptly so they can arrange for your transportation. Your physician will have ordered your discharge from the hospital. Brandon Regional Hospital provides discharge planning to promote a safe and timely discharge to an appropriate level of care. We strive to facilitate discharge times prior to 11:00 a.m.

Checklist – since going home is a happy time for you, you may overlook some items:
- Have you gathered all clothing and personal items from the closet, bedside table and the bathroom area?
- Have you withdrawn valuables that you may have deposited in the hospital safe?
- Have you received prescriptions from your doctor? Do you understand the instructions concerning medication, diet to be followed at home, and follow-up appointments with your physician?
- A list of medications you are currently taking?
Every competent adult has the right to make decisions concerning his or her own health, including the right to choose or refuse medical treatment.

When a person becomes unable to make decisions due to a physical or mental change, such as being in a coma or developing dementia (such as Alzheimer's disease), they are considered incapacitated. Health care advance directives recognize the right of a competent adult to make an advance directive instructing his or her physician to provide, withhold, or withdraw life-prolonging procedures; to designate another individual to make treatment decisions if the person becomes unable to make his or her own decisions; and/or to indicate the desire to make an anatomical donation after death.

Questions About Health Care Advance Directives
What is an advance directive? It is a written or oral statement about how you want medical decisions made should you not be able to make them yourself and/or it can express your wish to make an anatomical donation after death. Some people make advance directives when they are diagnosed with a life-threatening illness. Others put their wishes into writing while they are healthy, often as part of their estate planning.

Three types of advance directives are:

- A Living Will
- A Health Care Surrogate Designation
- An Anatomical Donation

You might choose to complete one, two, or all three of these forms. They are located on pages 32-34 of this handbook.

What is a living will?
It is a written or oral statement of the kind of medical care you want or do not want if you become unable to make your own decisions. It is called a living will because it takes effect while you are still living. You may wish to speak to your health care provider or attorney to be certain you have completed the living will in a way that your wishes will be understood.

What is a health care surrogate designation?
It is a document naming another person as your representative to make medical decisions for you if you are unable to make them yourself. You can include instructions about any treatment you want or do not want, similar to a living will. You can also designate an alternate surrogate.

Which is best?
Depending on your individual needs you may wish to complete any one or a combination of the three types of advance directives.
What is an anatomical donation?
It is a document that indicates your wish to donate, at death, all or part of your body. This can be an organ and tissue donation to persons in need, or donation of your body for training of health care workers. You can indicate your choice to be an organ donor by designating it on your driver's license or state identification card (at your nearest driver's license office), signing a uniform donor form (located on page 34), or expressing your wish in a living will.

Am I required to have an advance directive under Florida law?
No, there is no legal requirement to complete an advance directive. However, if you have not made an advance directive, decisions about your health care or an anatomical donation may be made for you by a court-appointed guardian, your wife or husband, your adult child, your parent, your adult sibling, an adult relative, or a close friend.

The person making decisions for you may or may not be aware of your wishes. When you make an advance directive and discuss it with the significant people in your life, it will better assure that your wishes will be carried out the way you desire.

Must an attorney prepare the advance directive?
No, the procedures are simple and do not require an attorney, though you may choose to consult one.

However, an advance directive, whether it is a written document or an oral statement, needs to be witnessed by two individuals. At least one of the witnesses cannot be a spouse or a blood relative.

Can I change my mind after I write an advance directive?
Yes, you may change or cancel an advance directive at any time. Any changes should be written, signed and dated. However, you can also change an advance directive by oral statement; physical destruction of the advance directive; or by writing a new advance directive.
If your driver’s license or state identification card indicates you are an organ donor, but you no longer want this designation, contact the nearest driver’s license office to cancel the donor designation and a new license or card will be issued to you.

What if I have filled out an advance directive in another state and need treatment in Florida?
An advance directive completed in another state, as described in that state's law, can be honored in Florida.
What should I do with my advance directive if I choose to have one?

- If you designate a health care surrogate and an alternate surrogate be sure to ask them if they agree to take this responsibility, discuss how you would like matters handled, and give them a copy of the document.
- Make sure that your health care provider, attorney, and the significant persons in your life know that you have an advance directive and where it is located. You also may want to give them a copy.
- Set up a file where you can keep a copy of your advance directive (and other important paperwork). Some people keep original papers in a bank safety deposit box. If you do, you may choose to keep copies at your house or keep information concerning the location of your safety deposit box.
- Keep a card or note in your purse or wallet that states that you have an advance directive and where it is located.
- If you change your advance directive, make sure your health care provider, attorney and the significant persons in your life have the latest copy.

If you have questions about your advance directive you may want to discuss these with your health care provider, attorney, or the significant persons in your life or you may call Case Management Department at Brandon Regional Hospital at (813) 571-5305. You may also visit www.floridahealthfinder.gov/

Documents do not have to be notarized, but they must be witnessed.

Please note:
- Hospital employees and volunteers cannot act as witnesses.
- The person designated as the health care surrogate cannot act as a witness to the designation document.
- Only one family member can serve as a witness.

Clinical Trials

Clinical trials are biomedical or health-related research studies in human beings that follow a pre-defined protocol. Participants in clinical trials can play a more active role in their own health care, gain access to new research treatments before they are widely available, and help others by contributing to medical research.

If you are interested in participating in clinical research trials, talk to your doctor first. He or she can help you decide if a clinical trial is a good option for you. However, your doctor's recommendation is not always necessary for you to join a clinical trial.

The website, www.clinicaltrials.gov is an online service run by the National Institutes of Health. This site can help you find both government and private clinical trials for cancer and other conditions. Clinical trials for cancer can also be found by calling the National Cancer Institute Cancer Information Service at 1-800-422-6237.
LIVING WILL

Declaration made this _____ day of __________________, 2____, I, ______________________________, willfully and voluntarily make known my desire that my dying not be artificially prolonged under the circumstances set forth below, and I do hereby declare that, if at any time I am mentally or physically incapacitated and _____(initial) I have a terminal condition, or _____(initial) I have an end-stage condition, or _____(initial) I am in a persistent vegetative state, and if my attending or treating physician and another consulting physician have determined that there is no reasonable medical probability of my recovery from such condition, I direct that life-prolonging procedures be withheld or withdrawn when the application of such procedures would serve only to prolong artificially the process of dying, and that I be permitted to die naturally with only the administration of medication or the performance of any medical procedure deemed necessary to provide me with comfort care or to alleviate pain.

I do ___ , I do not ___ desire that nutrition and hydration (food and water) be withheld or withdrawn when the application of such procedures would serve only to prolong artificially the process of dying.

It is my intention that this declaration be honored by my family and physician as the final expression of my legal right to refuse medical or surgical treatment and to accept the consequences for such refusal.

In the event I have been determined to be unable to provide express and informed consent regarding the withholding, withdrawal, or continuation of life-prolonging procedures, I wish to designate, as my surrogate to carry out the provisions of this declaration:

Name _______________________ ______________________________________
Street Address______________________________________________________
City________________________ ______ State_________Phone _____________

I understand the full import of this declaration, and I am emotionally and mentally competent to make this declaration.

Additional Instructions (optional):
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

(Signed) _____________________ _________________________________ _____
Witness ________________________ Witness ____________________________
Street Address ___________________ Street Address ______________________
City________________ State ______ City___________________ State _______
Phone _______________________ Phone _________________________ _____

At least one witness must not be a husband or wife or a blood relative of the principal.
DESIGNATION OF HEALTHCARE SURROGATE

Name: ______________________________________________________

In the event that I have been determined to be incapacitated to provide informed
consent for medical treatment and surgical and diagnostic procedures, I wish to
designate as my surrogate for health care decisions:

Name ______________________________________________________
Street Address _________________________________________________
City ________________________ State__________ Phone ______________
Phone: ______________

If my surrogate is unwilling or unable to perform his or her duties, I wish to
designate as my alternate surrogate:

Name ______________________________________________________
Street Address _________________________________________________
City ________________________ State__________ Phone ______________

I fully understand that this designation will permit my designee to make health
care decisions and to provide, withhold, or withdraw consent on my behalf; or
apply for public benefits to defray the cost of health care; and to authorize my
admission to or transfer from a health care facility.

Additional instructions (optional):
________________________________________________________________
________________________________________________________________
________________________________________________________________

I further affirm that this designation is not being made as a condition of treatment
or admission to a health care facility. I will notify and send a copy of this
document to the following persons other than my surrogate, so they may know
who my surrogate is.

Name ______________________________________________________
Name ______________________________________________________
Signed _______________________________________________________
Date ___________________________

Witnesses 1 ________________________________
2. ________________________________

At least one witness must not be a husband or wife or a blood relative of the
principal.
UNIFORM DONOR CARD

The undersigned hereby makes this anatomical gift, if medically acceptable, to take effect on death. The words and marks below indicate my desires:

I give:
(a) _____ any needed organs or parts
(b) _____ only the following organs or parts for the purpose of transplantation, therapy, medical research, or education:

_____________________________________________________________
_____________________________________________________________
_____________________________________________________________

(c) _____ my body for anatomical study if needed. Limitations or special wishes, if any:

_____________________________________________________________
_____________________________________________________________
_____________________________________________________________

Signed by the donor and the following witnesses in the presence of each other:

Donor’s Signature ____________________________
Donor’s Date of Birth ____________
Date Signed ____________ City and State ____________________________

Witness ____________________________
Street Address ____________________________
City ____________________________ State _________

Witness ____________________________
Street Address ____________________________
City ____________________________ State _________

You can use this form to indicate your choice to be an organ donor. Or you can designate it on your driver’s license or state identification card (at your nearest driver’s license office).
The card below may be used as a convenient method to inform others of your health care advance directives. Complete the card and cut it out. Place in your wallet or purse. You can also make copies and place another one on your refrigerator, in your car glove compartment, or other easy to find location.

I, ____________________________________________

have created the following Advance Directives:

___ Living Will
___ Health Care Surrogate Designation
___ Anatomical Donation
___ Other (specify) __________________________________

---------------------------------- FOLD ---------------------------------

Contact:
Name ____________________________________________
Address ____________________________________________
_________________________________________________
_________________________________________________
Phone _____________________________
Signature _____________________________ Date ___________
Patient Safety Information

At Brandon Regional Hospital, patient safety is our priority. We are improving patient safety through the use of best practices, improved technology and increased patient involvement in health care.

Whether you are a patient in our hospital or at home, your safety is important to us. Your health care team – your doctors, nurses and pharmacists – work hard to keep you healthy, but you are also responsible. Learn how you can help – it’s your life and your health!

Be informed. Know about any medical conditions or illnesses you may have. Good sources of information are brochures which are available from your physician’s office, the hospital, the public library or the Internet.

Keep track of your history. Write down your medical history including any medical conditions you have, illnesses, surgeries, hospitalizations and immunizations. Give this information to your doctors and bring a copy if you come to the hospital.

Keep a list of the names and phone numbers of your doctors, clinics and pharmacy nearby for quick and easy reference.

Know your medications. Make a list of the medications and dosage you are taking. Be sure to include over-the-counter medications and vitamins and herbals. Update your list any time your medications change. Share this information with your doctors. Bring a copy if you come to the hospital. (Visit the Hospital website at www.brandonregionalhospital.com for a form to use to list your medications).

Things you need to know about your medications. Make sure you understand directions.

- What are the brand and generic names?
- What is the purpose of the medication?
- What does the medication look like (color, etc.)?
- What is the dosage?
- How often should I take this medication?
- What should I do if I miss a dose?
- Does this medication interact with any other medication? With foods?
- What should I do if I have an interaction?
• Does this medication have any side effects? What are they? What should I do if they occur?
• Does this medication replace another medication I am taking now?

Make a list of any allergies you have to medications and food. Describe the reactions you have had.

List any special diet you are on. List any foods you cannot tolerate.

Work with your doctor and health care professionals as a team.

• Share your history with them.
• Share up-to-date information with everyone who’s treating you.
• Make sure you understand the care and treatment you’ll be receiving. Ask questions if you’re not clear on your care.
• Pay attention. If something doesn’t seem right, call it to the attention of your doctor or a member of your health care team.
• If you have tests of procedures, make sure you get the results. Discuss them with your doctor and ask what the results mean for your care.

Involve a family member or friend in your care. If you are not able to observe or participate fully in your care, ask a family member or friend to assist. They can go with you to appointments, help you ask questions, understand care directions and suggest your preferences.

Follow the treatment plan agreed upon by you and your doctor. Be sure you receive all instruction verbally and in writing that is easy to understand. Ask questions about any instructions that are confusing or unclear.

• Take medications exactly as prescribed.
• Use home medical equipment and supplies only as directed.
• Report anything unusual to your doctor.

While you are in the hospital, you will have an identification armband. Be sure your name and information on it are correct. Hospital staff and physicians will check your armband before giving you medications, drawing blood or doing procedures. If your armband has to be removed for any reason it should be replaced before any further treatment is given.

BE A PARTNER IN YOUR CARE – HELP US TO KEEP YOU HEALTHY!

For more information on patient safety, visit our website at www.brandonregionalhospital.com.
<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>(813) 571-5100</td>
</tr>
<tr>
<td>Admissions (M-F 5:00 a.m. – 5:00 p.m.)</td>
<td>(813) 571-6025</td>
</tr>
<tr>
<td>(After 5:00 p.m. and weekends)</td>
<td>(813) 571-5395</td>
</tr>
<tr>
<td>Discharge Planning</td>
<td>(813) 571-5305</td>
</tr>
<tr>
<td>Environmental Services (housekeeping)</td>
<td>(813) 571-5129</td>
</tr>
<tr>
<td>Food Services</td>
<td>(813) 571-5177</td>
</tr>
<tr>
<td>Gift Shop (Tower C)</td>
<td>(813) 681-5551, extension 2037</td>
</tr>
<tr>
<td>Gift Shop (Tower A)</td>
<td>(813) 681-5551, extension 8300</td>
</tr>
<tr>
<td>H2U (formerly Senior Friends)</td>
<td>(813) 684-3316</td>
</tr>
<tr>
<td>Information Desk</td>
<td>(813) 571-5110</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>(813) 571-5129</td>
</tr>
<tr>
<td>Medical Records</td>
<td>(813) 571-5257</td>
</tr>
<tr>
<td>Nursing Administration</td>
<td>(813) 571-6020</td>
</tr>
<tr>
<td>Operator</td>
<td>0 (681-5551)</td>
</tr>
<tr>
<td>Public Relations</td>
<td>(813) 571-5105</td>
</tr>
<tr>
<td>Volunteers</td>
<td>(813) 681-5551, extension 3587</td>
</tr>
</tbody>
</table>
Suicide and Crisis Hotlines

For suicide prevention and emotional crisis
When you feel you can’t go on Call a Suicide Hotline, let someone know your pain . . . .

USA National Suicide Hotlines Toll-Free / 24 hours / 7 days a week
1-800-SUICIDE (1-800-784-2433)  1-800-273-TALK (1-800-273-8255)
TTY .................................................. 1-800-799-4TTY (4889)
TAMPA – Hillsborough County .................... . Dial 2-1-1
Suicide and Crisis Hotline .......................... .813-234-1234
TDD/TTY ............................................... .813-234-1234
TeenLink ............................................. .813-236-TEEN (8336)
ParentLink ................................. .813-2PARENT (813-272-7368)
ElderNet Services ................................. .813-964-1577

Abuse Hotline

If you or someone you know is a Victim of Abuse, call the Florida Abuse Hotline: 1-800-96-ABUSE (1-800-962-2873)

Hotline Services Include:
• Crisis intervention, safety planning, information about abuse and referrals to local service providers
• Assistance in both English and Spanish with Hotline advocates having access to more than 170 different languages through interpreter services

Hotline advocates provide support and assistance to anyone involved in an abusive situation, including those in same-sex relationships, male survivors, those with disabilities and immigrant victims. All calls to the Hotline are anonymous and confidential.

ABUSE
Any willful or threatened act or omission that causes or is likely to cause significant impairment to one’s physical, mental or emotional health.

NEGLECT
The failure or omission on the part of the caregiver to provide the care, supervision and services necessary to maintain one’s physical and mental health. The failure of a caregiver to make reasonable efforts to protect a vulnerable individual from abuse, neglect or exploitation by others.
Room Service Dining
At Your Request®

In our goal to better serve you, we offer you a room service menu program called “At Your Request – Room Service Dining”.

You can order anytime during our service hours of 6:30 AM to 6:30 PM by calling 6325 (MEAL).

With this program, we hope to meet your nutritional needs and requests and do a small part to make your stay more comfortable. Most of the meals on this menu can be adapted to meet special dietary needs. Room Service Operators who take your orders on the telephone and Room Service Assistants on patient floors are able to help with special requests. It is very important to us that you are “very satisfied.”

### How To Order

<table>
<thead>
<tr>
<th>To place your order:</th>
<th>Things to remember when placing your order:</th>
<th>For Diabetic Management:</th>
</tr>
</thead>
</table>
| • From inside BRH  
Extension 6325 (MEAL) | • Certain tests require that you not eat for a period of time. After returning to your room, place your order and we will be pleased to deliver your meal promptly. | • If you are a diabetic please notify the nursing staff as soon as you order your meal so we can most effectively help you manage your diabetes. |
| • From outside BRH:  
813-571-6325 | • It is important that you verify any food allergies you have when you are placing your order. | We appreciate your assistance with your medical treatment. |
| • Tell your Room Service Operator your request | • You may pre-order meals in advance. Please inform the Room Service Operator that you wish to pre-order a meal. |
| • Your food will be delivered within 45 minutes | | |

### For Our Guest And Visitors

<table>
<thead>
<tr>
<th>Cafeteria Hours:</th>
<th>Lunch</th>
<th>Dinner</th>
</tr>
</thead>
</table>
| Breakfast  
6:30 AM – 9:30 AM | 11:00 AM – 1:30 PM | 4:30 PM – 6:30 PM |

**Guest Trays:** are available for purchase in our cafeteria. Breakfast is $5.00; Lunch and Dinner are $6.00. To order a meal, prepay in the cafeteria, then call the Room Service Operator at extension 6325 (MEAL). A guest meal consists of an entree, two sides, a beverage and a dessert.
Dial 6325 to place your order. If your doctor has prescribed a modified diet, our operator will assist with your selections.

**BREAKFAST**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scrambled Eggs</td>
</tr>
<tr>
<td>Scrambled Egg Substitute</td>
</tr>
<tr>
<td>Hard-Cooked Eggs</td>
</tr>
<tr>
<td>Plain Omelet</td>
</tr>
<tr>
<td>Cheese Omelet</td>
</tr>
<tr>
<td>Cholesterol Free Omelet</td>
</tr>
<tr>
<td>Texas French Toast</td>
</tr>
<tr>
<td>Mini Buttermilk Pancakes</td>
</tr>
<tr>
<td>Sausage Gravy and Biscuit</td>
</tr>
<tr>
<td>Homestyle Potatoes</td>
</tr>
<tr>
<td>Grilled Ham</td>
</tr>
<tr>
<td>Grilled Turkey</td>
</tr>
<tr>
<td>Sausage Patty</td>
</tr>
<tr>
<td>Crisp Bacon</td>
</tr>
<tr>
<td>Turkey Sausage Patty</td>
</tr>
<tr>
<td>French Toast Sticks</td>
</tr>
</tbody>
</table>

**BREAKFAST BREADS**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biscuit</td>
</tr>
<tr>
<td>Blueberry Muffin</td>
</tr>
<tr>
<td>Bran Muffin</td>
</tr>
<tr>
<td>Corn Muffin</td>
</tr>
<tr>
<td>Croissant</td>
</tr>
<tr>
<td>English Muffin</td>
</tr>
<tr>
<td>Plain Bagel</td>
</tr>
<tr>
<td>Assorted Bread/Toast</td>
</tr>
</tbody>
</table>

**COLD CEREALS**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheerios</td>
</tr>
<tr>
<td>Cornflakes</td>
</tr>
<tr>
<td>Froot Loops</td>
</tr>
<tr>
<td>Frosted Flakes</td>
</tr>
<tr>
<td>Raisin Bran</td>
</tr>
<tr>
<td>Rice Krispies</td>
</tr>
<tr>
<td>Special K</td>
</tr>
</tbody>
</table>

**HOT CEREALS**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oatmeal</td>
</tr>
<tr>
<td>Grits</td>
</tr>
<tr>
<td>Cream of Wheat</td>
</tr>
</tbody>
</table>

**CONDIMENTS**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast ends at 10 AM</td>
</tr>
<tr>
<td>Butter</td>
</tr>
<tr>
<td>Margarine</td>
</tr>
<tr>
<td>Syrup</td>
</tr>
<tr>
<td>Diet Syrup</td>
</tr>
<tr>
<td>Jelly</td>
</tr>
<tr>
<td>Diet Jelly</td>
</tr>
<tr>
<td>Creamy Peanut Butter</td>
</tr>
<tr>
<td>Cream Cheese</td>
</tr>
<tr>
<td>Lite Cream Cheese</td>
</tr>
<tr>
<td>Ketchup</td>
</tr>
<tr>
<td>Mustard</td>
</tr>
<tr>
<td>Lowfat Mayonnaise</td>
</tr>
<tr>
<td>Honey Mustard Sauce</td>
</tr>
<tr>
<td>Sweet Pickle Relish</td>
</tr>
<tr>
<td>Sweet and Sour Sauce</td>
</tr>
<tr>
<td>Tartar Sauce</td>
</tr>
<tr>
<td>Salsa</td>
</tr>
<tr>
<td>Sour Cream</td>
</tr>
<tr>
<td>Brown Gravy</td>
</tr>
<tr>
<td>Poultry Gravy</td>
</tr>
<tr>
<td>Cranberry Sauce</td>
</tr>
<tr>
<td>Barbeque Sauce</td>
</tr>
<tr>
<td>Salt</td>
</tr>
<tr>
<td>Pepper</td>
</tr>
<tr>
<td>Herb Seasoning</td>
</tr>
<tr>
<td>Tabasco</td>
</tr>
<tr>
<td>Sugar</td>
</tr>
<tr>
<td>Sugar Substitute</td>
</tr>
<tr>
<td>Brown Sugar</td>
</tr>
<tr>
<td>Lemon Juice</td>
</tr>
<tr>
<td>Non Dairy Creamer</td>
</tr>
</tbody>
</table>

**LUNCH & DINNER**

**GRILL**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hamburger</td>
</tr>
<tr>
<td>Cheeseburger</td>
</tr>
<tr>
<td>Grilled Cheese Sandwich</td>
</tr>
<tr>
<td>Grilled Ham and Cheese Sandwich</td>
</tr>
<tr>
<td>Grilled Chicken Breast Sandwich</td>
</tr>
<tr>
<td>Hot Dog with Bun</td>
</tr>
<tr>
<td>Veggie Burger</td>
</tr>
<tr>
<td>Chicken Tenders</td>
</tr>
<tr>
<td>Cheese Pizza</td>
</tr>
<tr>
<td>Pepperoni Pizza</td>
</tr>
<tr>
<td>Chicken Quesadilla</td>
</tr>
<tr>
<td>Cheese Quesadilla</td>
</tr>
<tr>
<td>Veggie Pizza</td>
</tr>
</tbody>
</table>

**HOT ENTREES**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beef Pot Roast</td>
</tr>
<tr>
<td>Baked Cod with Citrus Crust</td>
</tr>
<tr>
<td>Spaghetti with Meat</td>
</tr>
<tr>
<td>or Marinara Sauce</td>
</tr>
<tr>
<td>Oven Fried Chicken Breast</td>
</tr>
<tr>
<td>Meat Loaf</td>
</tr>
<tr>
<td>Roast Pork</td>
</tr>
<tr>
<td>Roast Turkey Breast</td>
</tr>
<tr>
<td>Macaroni and Cheese</td>
</tr>
</tbody>
</table>

**COLD ENTREES**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chef Salad with Crackers</td>
</tr>
<tr>
<td>Chicken Caesar Salad</td>
</tr>
<tr>
<td>Fruit and Cottage Cheese Plate</td>
</tr>
</tbody>
</table>

**VEGETABLES**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broccoli Cuts</td>
</tr>
<tr>
<td>California Mixed Vegetables</td>
</tr>
<tr>
<td>Corn</td>
</tr>
<tr>
<td>Squash Medley</td>
</tr>
<tr>
<td>Green Beans</td>
</tr>
<tr>
<td>Green Peas</td>
</tr>
<tr>
<td>Sliced Carrots</td>
</tr>
</tbody>
</table>

**STARCHES**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whipped Potatoes</td>
</tr>
<tr>
<td>Tater Tots</td>
</tr>
<tr>
<td>Steak Fries</td>
</tr>
<tr>
<td>Egg Noodles</td>
</tr>
<tr>
<td>Oven Roasted Herb Potatoes</td>
</tr>
<tr>
<td>Yellow Rice</td>
</tr>
<tr>
<td>Red Beans and Rice</td>
</tr>
<tr>
<td>Rice</td>
</tr>
<tr>
<td>Potato Chips</td>
</tr>
<tr>
<td>Baked Potato Chips</td>
</tr>
<tr>
<td>Pretzels</td>
</tr>
</tbody>
</table>

* Some Items are not available on modified diets.
  ♥ These items are Heart Healthy.
DELI
Meats and Spreads
• Turkey • Ham • Roast Beef
• Tuna Salad • Chicken Salad
Peanut Butter and Jelly
Cheeses
• American • Swiss

Bread
• White • Whole wheat • Rye
• Multi-Grain • Tortilla Wrap • 6” Pita
• Hamburger Bun • Hoagie Roll • Croissant
Extras
• Green Leaf Lettuce • Sliced Tomatoes
• Sliced Onions • Dill Pickle
Mayonnaise • Mustard • Ketchup • Chips

SALAD
Macaroni Salad • Potato Salad
• Tossed Salad • Caesar Salad
• Cottage Cheese
Ranch Dressing • French Dressing
Honey Mustard Dressing • Italian Dressing
• Olive Oil and Red Wine Vinegar
• Thousand Island Dressing

SOUPS
• Chicken Noodle Soup • Tomato Soup
• Vegetarian Vegetable Soup • Beef Broth
• Chicken Broth • Vegetable Broth
• Crackers

BREADS
Biscuit • Breadstick • Multi-Grain Bread
• Dinner Roll • Wheat Bread
• White Bread

JUICES
Prune Juice • Tomato Juice • V-8 Juice
Minute Maid 100% Juices • Apple Juice
• Cranberry Juice • Grape Juice
• Orange Juice

CRACKERS
Chocolate Chip • Peanut Butter • Sugar
Oatmeal Raisin • Carnival
• Nutri-Grain Bar • Vanilla Wafers
• Graham Cracker • Lorna Doone

FRUITS AND YOGURT
• Applesauce • Banana
• Fresh Fruit Cup • Fresh Orange
• Peaches Slices • Pear Slices
• Pineapple Chunks • Yogurt
• Red Delicious Apple
• Red Seedless Grapes

BEVERAGES
2% Milk • Chocolate Milk • Fat Free Milk
Whole Milk • 1% Lactaid Milk
• Vanilla Soy Milk
• Coffee • Decaf Coffee
Hot Cocoa • Sugar-free Hot Cocoa
Hot Tea • Hot Decaf Tea • Iced Tea
• Iced Sweet Tea
Coke Products and Minute Maid Fruit
Drinks Available

Cakes/Pies
• Angel Food Cake • Chocolate Cake
• Carrot Cake • Apple Pie
New York Cheesecake • Brownie

Gelatin
• Citrus Gelatin • Berry Gelatin
• Diet Citrus • Diet Berry Gelatin

Puddings
Chocolate • Tapioca • Vanilla • Custard
• Diet Chocolate • Diet Vanilla

Frozen Desserts
Vanilla Ice Cream • Strawberry Ice Cream
Chocolate Ice Cream
• Sugar-free Ice Cream
• Popsicles • Sugar-free Italian Ice
• Italian Ice • Sherbet

Cookies
Chocolate Chip • Peanut Butter • Sugar
Oatmeal Raisin • Carnival
• Nutri-Grain Bar • Vanilla Wafers
• Graham Cracker • Lorna Doone

* Some Items are not available on modified diets.
♥ These items are Heart Healthy or available as Heart Healthy.
Ordering Procedures
Using the patient telephone dial extension 2911 to access the TIGR Patient Education system. TIGR will welcome you and provide verbal prompts over the telephone to select from. After selecting your language, listen to the following prompts and make your selection.

TIGR will ask: If you know the code for a video you wish to view press 1.

<table>
<thead>
<tr>
<th>After Pressing 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>The TIGR system will ask you to enter the video code number followed by the pound key (#).</td>
</tr>
<tr>
<td>You will be asked to confirm your video code # by selecting “1” if correct or “2” if incorrect.</td>
</tr>
<tr>
<td>The system will tell you which TIGR channel to turn to for viewing the video.</td>
</tr>
<tr>
<td>The TIGR system will ask you to press ”2” to play video.</td>
</tr>
<tr>
<td>Note: To Stop or Change your video selection, redial extension xxxx from the same patient phone where the video was requested and follow the voice prompts.</td>
</tr>
</tbody>
</table>
# TIGR - Education Video Program Guide

## Category: Cardiac
- 103 Atrial Fibrillation (2nd Edition)
- 107 Congestive Heart Failure (2nd Edition)
- 108 Coronary Angiography and Angioplasty (2nd Edition)
- 117 Heart Failure: Eating to feel better
- 118 Heart Safe: Healthy Choices to Protect Your Heart
- 119 Heart Surgery: First Days of Your Recovery
- 121 Heart Surgery: Preparing for Discharge
- 123 Heart Surgery: Preparing for Your Surgery
- 129 ICD’s Implantable Cardioverter Defibrillators
- 144 Pacemakers 3rd Edition
- 150 Recovering from a Heart Attack
- 151 Recovering from Angioplasty
- 154 Signs and Symptoms of a Heart Attack

## Category: Diabetes
- 104 Basic Skills for Controlling Diabetes
- 111 Diabetes and Heart Disease 2nd Edition
- 114 Gestational Diabetes
- 133 Introduction to Carbohydrate Counting
- 140 Non-insulin Medication for Diabetes
- 161 Staying in Balance: An Introduction to Type 1 Diabetes for Kids and Their Parents
- 164 Taking Insulin
- 168 Understanding Insulin (3rd Edition)
- 169 What Is Diabetes? (Type 2)

## Category: Dietary
- 101 At Your Request: Patient Orientation Video

## Category: General
- 100 BRH: Patient Orientation Video
- 106 Choices (Advanced Directives)
- 167 Understanding Anticoagulant Medications (Coumadin)
- 171 Your Surgical Experience
- 999 Brandon Regional Marquee
<p>| Category: Maternity                          | 113  | Feeding Your Baby (Birth to 1) |
|                                           | 147  | Perinatal Safety: Jaundice and Your Newborn: What Every Parent Should Know |
|                                           | 148  | Pregnancy and Nutrition       |
|                                           | 149  | Preventing Long Term Complications of Diabetes (2nd Edition) |
| Category: Nutrition                        | 127  | How to Read and Use Food Labels |
|                                           | 141  | Nutrition: Eat and be Healthy  |
|                                           | 142  | Nutrition: Shop Healthy, Cook Healthy |
|                                           | 165  | Teen Nutrition: Prevention of Obesity |
|                                           | 166  | The Food Pyramid (My Pyramid) |
| Category: Orthopedics                      | 125  | Hip Replacement: After Surgery |
|                                           | 126  | Hip Replacement: Before Surgery |
|                                           | 134  | Knee Replacement: After Surgery |
|                                           | 135  | Knee Replacement: Before Surgery |
|                                           | 157  | SpineVentures: Cervical Discectomy and Fusion |
|                                           | 158  | SpineVentures: Low Back Pain  |
|                                           | 159  | SpineVentures: Lumbar Laminectomy |
|                                           | 160  | SpineVentures: Lumbar Micro Discectomy |
| Category: Pain                             | 145  | Pain Management: The Three R's |
|                                           | 146  | Patient-Controlled Analgesia  |
| Category: Pediatric                        | 116  | Healthy Habits for Kids (Ages 7 to 12) |
|                                           | 152  | Roxy to the Rescue (Childhood Asthma) |
|                                           | 170  | Young Children Eating Right (Ages 1 to 6) |
| Category: Pulmonary                        | 136  | Managing Your Chronic Obstructive Pulmonary Disease (2nd Edition) |
|                                           | 162  | Staying in Control of your Asthma |
| Category: Smoking Cessation                | 155  | Smoking: Getting Ready to Quit |</p>
<table>
<thead>
<tr>
<th>Category: Spanish</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>102</td>
<td>At Your Request: Patient Orientation Video (Spanish)</td>
</tr>
<tr>
<td>109</td>
<td>Coronary Angiography and Angioplasty (Spanish)</td>
</tr>
<tr>
<td>110</td>
<td>Derrame Cerebral: Reducción del riesgo</td>
</tr>
<tr>
<td>112</td>
<td>Diabetes and Heart Disease 2nd Edition (Spanish)</td>
</tr>
<tr>
<td>115</td>
<td>Gestacional Diabetes (Spanish)</td>
</tr>
<tr>
<td>120</td>
<td>Heart Surgery: First Days of Your Recovery (Spanish)</td>
</tr>
<tr>
<td>122</td>
<td>Heart Surgery: Preparing for Discharge (Spanish)</td>
</tr>
<tr>
<td>124</td>
<td>Heart Surgery: Preparing for Your Surgery (Spanish)</td>
</tr>
<tr>
<td>128</td>
<td>ICDs (Implantable Cardioverter…) (Spanish)</td>
</tr>
<tr>
<td>130</td>
<td>Insuficiencia Cardiaca 2nd Edition (Spanish)</td>
</tr>
<tr>
<td>131</td>
<td>Insuficiencia Cardiaca: Comiendo para Sentirse Mejor</td>
</tr>
<tr>
<td>132</td>
<td>Introducción al Calculo de Carbohidratos</td>
</tr>
<tr>
<td>138</td>
<td>Managing Your COPD (Spanish)</td>
</tr>
<tr>
<td>139</td>
<td>Manejo del Dolor Tres Puntos Basicos</td>
</tr>
<tr>
<td>143</td>
<td>Pacemakers (Spanish)</td>
</tr>
<tr>
<td>153</td>
<td>Signos y Sintomas de un Ataque Cardiaco (Spanish)</td>
</tr>
<tr>
<td>156</td>
<td>Smoking: Getting Ready To Quit (Spanish)</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Category: Stroke</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>105</td>
<td>Brain Attack 163 Stroke: Reducing the Risk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category: Skin Care</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>172</td>
<td>Ostomy Self-Care</td>
</tr>
<tr>
<td>173</td>
<td>The Nature of Skin and It's Healing Power</td>
</tr>
<tr>
<td>CH. #</td>
<td>STATION</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>2</td>
<td>Golf</td>
</tr>
<tr>
<td>3</td>
<td>WEDU</td>
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