

Welcome to our floor

Our goal is to give you safe, quality care. This handout tells you more about our hospital and what you can expect while here. Please let us know if you have any questions or concerns.

What to expect from us



One health care team. While you are here you are seen by many health care workers, but only one team oversees your total plan of care. **An attending doctor is in charge of your health care team.**



Hourly rounds. Our staff checks on you each hour during hourly rounds. We check to make sure you're safe, comfortable and that your needs are met.

Change of shift hand off. When a nurse leaves and the next nurse takes over, we call it a change of shift hand off. During this time, your nurses discuss your care plan at your bedside and update the white board in your room if needed. This helps ensure safe care and it gives you a chance to meet your new nurse and ask questions. We invite you to be involved in this process.



Leadership rounds. We want you to have a good experience while you are here. Hospital leaders often talk with patients and families during their stay to see what is going well and what we can improve. We thank you in advance for your honest and helpful feedback.



Quiet hours. Daily quiet hours are from 1 to 3 p.m. and 9 p.m. to 7 a.m. We try hard to keep the noise level low so that you can rest. To help you rest, you can close your door, ask for ear plugs and/or a sleeping mask and turn on the relaxation channel on your TV. **If your IV pump or other machines in your room beep, press your call button and ask for your nurse.**



Follow-up call. Plan to get a call from a UH phone number to check on how you are doing. If you have questions or concerns after you leave, call your doctor.



Survey. You should get a survey in the mail after leaving the hospital. If you get a survey, please take a few minutes to complete it and send it back. The feedback you provide can help us improve the care experiences for other patients and families.

About your care



Nursing staff. Our nursing staff provides your bedside care. On our floor, registered nurses wear navy blue uniforms. Nurse's aides wear gray uniforms. Your nurse can help answer questions about your medicines, side effects, tests you will have, plus your daily routine. Talk to your nurse about any questions or concerns you have about your care.



Meals and diet. Nutrition is a key part of healing. Your doctor will order a diet based on your needs. You or your family can order your meals by using the menu in your room **and** dialing **4-3663** from your room phone. We serve meals from 6:30 a.m. to 7 p.m. If you have questions or concerns about your diet, please ask to talk to with a dietitian. If we say you are NPO, it means you cannot have anything to eat or drink. Common reasons for NPO orders are surgery and tests.



Medicines. We want you to be informed about the medicines we give you - knowing what they are for and what side effects they may cause. If you ever have questions about your medicine, please talk with your nurse or doctor.

When it's time to leave, our Meds 2 Beds program may provide some or all of your home medicines. A Meds 2 Beds pharmacy team member can meet with you and help answer questions.



Walking and sitting in a chair. Walking, sitting in a chair and other exercise can help keep you from getting weak during your hospital stay. It can also help prevent blood clots and pneumonia. Our goal is to have you sitting a chair or walking in the hall as soon as you can. Ask your nurse or doctor how much you should get out of bed and move around.



Cleaning your hands. Wash your hands often with soap and water or use an alcohol-based hand sanitizer. Cleaning your hands helps kill germs that can make you sick. Make sure that each person who comes in contact with you cleans their hands, even your family and friends.



Breathing exercises to prevent pneumonia. We may give you a small plastic device called an Incentive Spirometer. It is designed to exercise your lungs. Your nurse can show you how to use it. Do the breathing exercises 5 to 10 times each hour you are awake.

About your care



To help prevent blood clots. Your doctor may order special sleeves called SCDs that wrap around your legs. SCD stands for **Sequential Compression Device**. SCDs are designed to help prevent blood clots from forming in your veins. If your doctor orders SCDs, only take them off if you are walking or bathing. Your nurse may also give you a shot each day of a blood thinning medicine that can help prevent blood clots.

To prevent falls. Anyone can fall in the hospital. It doesn't matter how young or old you are, or how well you feel. To prevent falls, press your call button and ask for help getting up. We also ask that you watch a short video on your TV about ways to prevent falls.



If you have an intravenous (IV) line. Tell your nurse if your IV dressing becomes loose, wet or dirty, so they can change it. If you have any problems with the IV site like skin redness, pain or swelling, tell your nurse or doctor right away because these may be signs of infection or problems with the IV.



Planning to leave the hospital. Our discharge team meets with you to help plan for your care after you leave the hospital. Our discharge team includes nurse care coordinators, social workers and patient care navigators. Their goal is to make your discharge from the hospital as safe and smooth as possible.

On the day you leave the hospital, **our goal is to discharge you in the morning.** Ask a family member or friend to arrive by 9:30 a.m. to review your discharge papers and any teaching with your nurse.

This information is endorsed by our Patient and Family Partnership Council. Their ideas and feedback help represent the voice of patients and families. To learn more about joining this group, call volunteer services at 41504 or 216-844-1504

Information for family and friends



Parking. We sell discount 7, 14 and 30 day passes for the UH Drive parking garage. You buy these passes at the valet parking desk in the lobby or the UH parking office, in Room 1635 of the Humphrey Building. For current parking pass rates and office hours, dial 47275 from the room phone.



Food. Our secretary can provide info about dining options. Vending machines are on the lobby level, in the hall behind the Wolfgang Puck Express Café. You can also buy a guest meal tray ticket at the Wolfgang Puck Express Café. Once you buy a ticket, choose the items you want from the inpatient menu and call 4-FOOD from the room phone to order.



FAST-PASS ID badge. All guests going to floors 3, 4, 5, 6 or 7 of the UH Seidman Cancer Center need a FAST-PASS ID badge. The badge is good for 1 week and it helps with hospital safety. To get a badge, stop at the Adelman Welcome Desk on the lobby level.

Visitors. Please check with the nursing unit for our current visitor policy. Please respect those around you by not yelling or talking loudly, keeping your TV volume low and being considerate to staff. To help protect patients from germs, **people should not visit if they are sick or if they might have a cold or other illness.** Children under the age of 18 must have another adult with them at all times. Please ask your nurse if there are any other visitor guidelines that need to be followed for the unit.

Support. Many of our staff can provide support for you and your family. Social work, spiritual care, art therapy, music therapy and palliative care are key team members. If you want to speak to one of these team members, please let your doctor or nurse know.

Resources. Our Health Librarian offers free books and handouts about cancer and other health topics. To learn more, visit the **Puck Learning Resource Center** in the lobby (behind the fireplace) or call 6-4636 from the room phone. The **UH Welcome Center**, on the first floor of the Mather Building can provide info about the local area, such as lodging and dining. To learn more, call 6-2335 from the room phone.



Questions or concerns. If your questions or concerns are not being addressed, please ask to talk with the nurse manager or assistant nurse manager. On evenings and weekends, ask for the nursing supervisor. If they are not available, ask for the charge nurse.