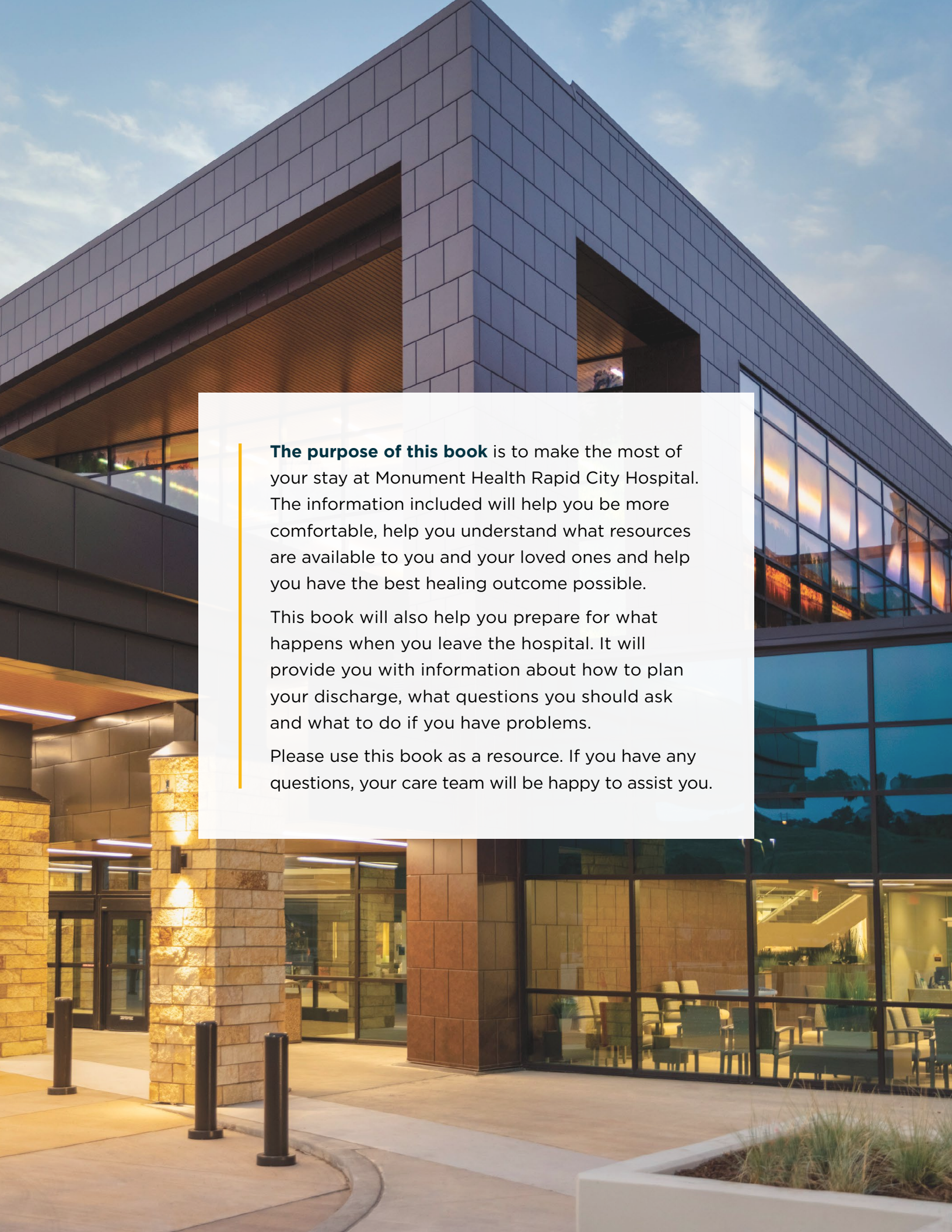




## Rapid City Hospital Welcome Book and Discharge Information

353 Fairmont Blvd., Rapid City, SD 57701 | 605-755-1000

[www.monument.health](http://www.monument.health)



**The purpose of this book** is to make the most of your stay at Monument Health Rapid City Hospital. The information included will help you be more comfortable, help you understand what resources are available to you and your loved ones and help you have the best healing outcome possible.

This book will also help you prepare for what happens when you leave the hospital. It will provide you with information about how to plan your discharge, what questions you should ask and what to do if you have problems.

Please use this book as a resource. If you have any questions, your care team will be happy to assist you.



NOTES



A series of 20 horizontal lines for writing notes, spanning the width of the page.



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Monument Health Rapid City Hospital is the region's leading medical center offering a broad scope of services to keep you and your family healthy. We provide health care services to the 360,000 people who live in the Black Hills of South Dakota and the surrounding areas, as well as thousands of visitors each year.





## FOLLOW-UP

I talked with my doctor/nurse/social worker about following up on things after I leave the hospital.

### Labs/test results while in hospital:

- I know if I am waiting on results of any test while being in the hospital.
- I know which labs/results I am waiting on:

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- I know when I should get the result.
- I know what to do if I do not get the labs/results.

### Labs/tests needed after leaving the hospital:

- I know if there are any labs/tests I need after I leave the hospital.
- I know what labs/tests that I need to get after I leave the hospital:

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- I know where to go to get the lab/tests I need after I leave the hospital.
- I know who to call if I have questions on the labs/test that I need after I leave the hospital.

### Follow-up appointments:

- I know what appointments I need after I leave the hospital.
- I know when my follow-up appointments are and how to get there.
- I asked the nurse/social worker to help me make these appointments.

### My follow-up appointment is listed here:

Name of Clinic and Doctor/PA/NP:

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Address of Clinic:

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Phone Number to clinic:

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What to bring to this appointment:

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**PAULETTE  
DAVIDSON**

Monument Health  
President and CEO

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Welcome to Monument Health Rapid City Hospital, and thank you for trusting us with your care. We take pride in providing high-quality patient care, but everyone here understands that a hospital stay can be intimidating. It's normal to feel nervous about your stay here, but you're not alone — you'll have an entire care team to support you. Every physician, nurse and caregiver is here to help provide a safe, comfortable and positive healing experience for you.

We encourage you and your family to be active members of your health care team. Ask questions, learn about your health and make informed decisions about your care. We have created this book to help you make the most of your time with us. This will help you understand your rights and responsibilities as a patient, identify the caregivers you'll see during your stay, understand your room and what

services are available to you, as well as help prepare you for leaving the hospital.

At Monument Health, our vision is, "It starts with heart." You'll find that for our physicians and caregivers, these aren't just words — they guide how we approach every aspect of what we do. From the moment you set foot in Rapid City Hospital, you're surrounded by people who put their heart into everything that they do.

If you have any questions about what you read in this book or about your care, please ask one of your caregivers. We're here for you and are eager to help. Thank you for placing your trust in us for your health care needs.

A handwritten signature in cursive script that reads "Paulette Davidson".

**PAULETTE DAVIDSON**

Monument Health  
President and CEO



In the fall of 2020, sculptor Dale Lamphere, South Dakota's Artist Laureate, invited regional artists to collaborate with him on an art installation in the Monument Health Rapid City Hospital lobby.

Each artist submitted their visual idea and a paragraph that describes "What Healing Means to Me."

**The piece, installed April 20, 2021, is called "Community Tapestry."**

**Want to meet the artists?**

Scan the QR code below to learn more.





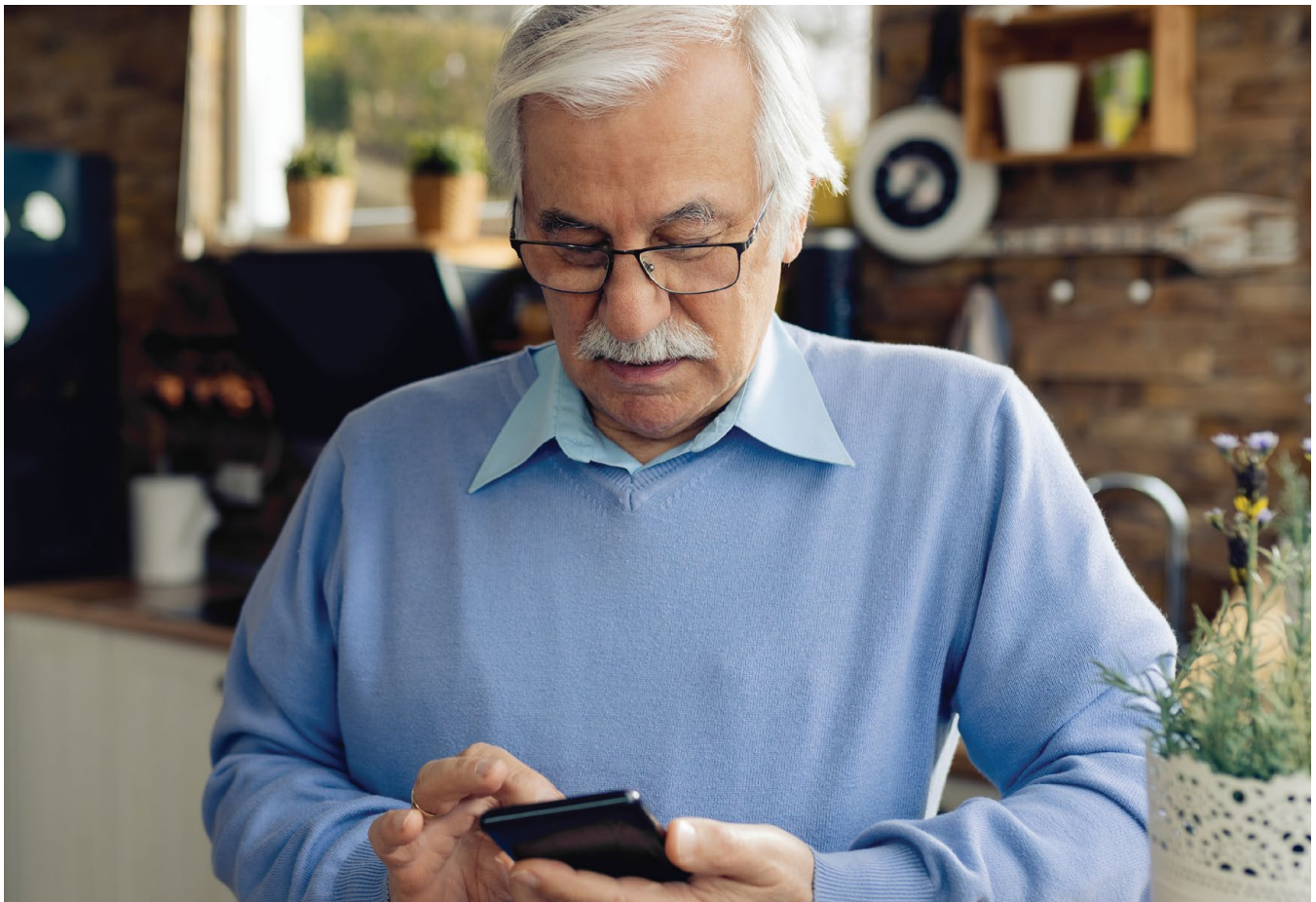
## PROBLEMS AT HOME

I talked with my doctor/nurse/social worker about what to do for problems at home.

- I know what problems that I will need to watch for when I get home.
- If I have problems, I know when I should call someone.

- I know what to do and who to call if I have questions or problems when I get home.
- I know that if I have questions about my care after I leave the hospital, I should call

\_\_\_\_\_ at \_\_\_\_\_.





**JOHN PIERCE**

President of  
Rapid City Hospital  
and Market

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Hello and welcome to Rapid City Hospital. Everyone here is committed to making your stay as safe, comfortable and productive as possible. You may meet quite a few people while you're here, from doctors and nurses to imaging and laboratory technicians. Each and every one of them is here to help you make the most of your time here.

We take pride in providing the best possible care to every patient that comes through our doors, whether they're here for a day or need to stay with us a bit longer. While you're here, you can trust that every caregiver will do their best to help you heal.

Although we take great pride in the care we provide to our

patients, patient families and visitors, we also know that a hospital stay can be a challenging time. We hope that this book will help answer some of the questions you may have about Monument Health Rapid City Hospital and your care team.

Of course, if you have any questions, don't hesitate to ask any provider or caregiver. We are here for you. Thank you for providing us the opportunity to serve you and for entrusting us with your health care.

A handwritten signature in white ink that reads "John Pierce". The signature is fluid and cursive, with a large initial "J".

**JOHN PIERCE**

President of Rapid City Hospital  
and Market



3

Transitional Intensive  
Care Unit

3





# DISCHARGE PLANNING

I talked with my nurse/doctor/social worker about discharge planning for home:

**Home Care:**

- I know what help I will need when I get home.
- I know if someone will need to be with me all the time.
- I know if I will need home nursing care.
- I know how long I will need home nursing care for.
- I know who pays for home nursing care.

**Therapy:**

- I know that physical and occupational therapy can help with exercises and relearning how to do things.
- I know if I will need physical or occupational therapy or not.
- I know how long I will need this therapy for.
- I know who pays for therapy.

**Help with Basic Needs:**

- I know if I will need help with basic needs.
- If I will need help with eating, I know how long I will need help eating.
- If I will need help bathing, I know how long I will need help bathing.
- If I will need help going to the bathroom, I know how long I will need help going to the bathroom.

**Home Equipment Needs:**

- I know if I will need any help with equipment at home.
- Equipment I will need at home:

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- I know where to get the equipment.

**Company name:**

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**Address:**

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**Phone number:**

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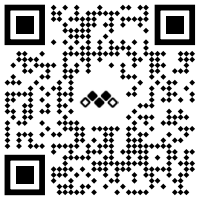
- I know who pays for the equipment.
- I was shown how to use the equipment before leaving the hospital.



## OUR PRIVACY PRACTICES

Patient privacy is important to us and we are committed to protecting patient health information by safeguarding the information of those we serve. Our privacy practices are described in the Monument Health Notice of Privacy Practices (NPP). The NPP explains patient rights and Monument Health's responsibilities.

**To view an electronic version of the NPP, scan the QR code below with your smart phone.**



*If you have a patient privacy concern or questions regarding patient confidentiality please contact the Monument Health Corporate Responsibility Department at 605-755-9020.*

### Your responsibility as a patient

Monument Health is here to help you as best we can. During your stay, you have some responsibilities as a patient.

#### You have the responsibility to:

1. Be respectful of your hospital team, from the physicians, nurses and technicians to the people who deliver your meals and clean your room.
2. Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
3. Be in control of your behavior.

4. Ask questions if there is anything you do not understand.
5. Take responsibility for the consequences of refusing care or not following instructions.
6. Keep all information about hospital caregivers and other patients private.
7. Do not take pictures, videos or recordings without permission from hospital caregivers.
8. Take responsibility for the energy you bring into this space.

**Please Note:** Simple or aggravated assault applies to any health care facility personnel while engaged in patient care and is defined as:

**Simple assault**, as provided in § 22-18-1, if committed against a law enforcement officer, firefighter, ambulance service personnel, Department of Corrections employee or person under contract assigned to the Department of Corrections, or other public officer, which assault occurred while the officer or employee was engaged in the performance of the officer's or employee's duties, is a Class 6 felony.

**Aggravated assault**, as provided in § 22-18-1.1, if committed against a law enforcement officer, firefighter, ambulance service personnel, Department of Corrections employee or person under contract assigned to the Department of Corrections, or other public officer, which assault occurred while the officer or employee was engaged in the performance of the officer's or employee's duties, is a Class 2 felony.

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## PATIENT RELATIONS LIAISON

If you need assistance with the following, please contact Patient Relations and speak with a Patient Relations Liaison, Monday through Friday from 8 a.m. to 4 p.m., at 605-755-4704.

- Notary services, for the health care power of attorney or living will.
- Navigation through the health care system.
- Information about Patient Rights and Responsibilities.
- To recognize a caregiver for outstanding care.
- To file a formal grievance regarding concerns with your health care.
- To express concerns, complaints or problems with your care while you are admitted. You also have the option to speak with your nurse, physician or nurse manager to ensure a prompt resolution.

### Grievance Process

You and your family have the right to express concerns about the care you or a loved one is receiving with your physicians, nurse, nurse manager or department director. You also have the right to request to speak with a Patient Relations Representative. You are also welcome to submit your concerns in writing and send to Patient Relations, Monument Health, 353 Fairmont Blvd., Rapid City SD, 57701.



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## ENVIRONMENTAL SERVICES

### Room Cleaning

A clean environment helps keep you safe as you recover. Associates will disinfect and sanitize your room and bathroom daily. As part of the standard procedures, associates will clean and sanitize the surfaces in your room, including your bed rails and overbed

table. Environmental Services are available 24/7. If you find your room in need of additional cleaning, please notify your nurse or press the nurse call button.

If you have any concerns about the temperature of your room, ask any member of our team to adjust the thermostat.



# SAFETY AT HOME

My family or someone close to me knows I am coming home. They also know the next steps in my care. I talked with my nurse/doctor about going home:

- I know if I will need help when I get home.
- I know who will help me.
- I know what they need to do to get ready to help me.
- I know what to do if there is no one at home who can help me.

**I feel ready to take care of myself at home, or someone close to me is. I talked with my nurse/doctor about:**

### Wound care:

- I can take care of any wounds, cuts and incisions. My nurse showed me how. The next time, I did it and showed her how I will do this at home.

### Foods or drinks at home:

- I know what foods or drinks that I cannot have.
- I also know how long I will need to not have them.

### Activities at home:

There are some common activities that patients may have to avoid at home like: driving, having sex, heavy lifting or climbing stairs.

- I know which activities to not do.

I listed them here: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- I know when I can restart these activities.

### Exercises at home:

- I know what exercises are good for me.

I listed them here: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- I know how much exercise I should do.



## GUEST SERVICES

Our Guest Services team is dedicated to enhancing your time with us. Beyond greeting visitors at the front desk, we provide comfort and distraction items for patients. We are available to assist with non-clinical questions, such as ordering food, TV channel guides, area amenity information for your family and scheduling Caring Hands hand massages. We will visit you frequently during your stay, but if you need anything, please don't hesitate to contact us at 605-755-9330.

### Comfort items we offer:

- Neck pillows
- Quiet pack
- Word puzzles
- Coloring pages
- Reading materials
- Jigsaw puzzles
- Playing cards

## NUTRITIONAL SERVICES

### Patient Meals

Our skilled chefs will prepare your meal using the freshest ingredients tailored to your prescribed diet. All patient meals are physician-based and verified by a specialized computer system to ensure adherence to your diet order.

### Room Service

Patients can select from a restaurant-style menu, anytime between 6 a.m. and 8 p.m. To place your order, call extension 755-6368 from your room. Meals will arrive within 45 minutes of the order being placed.

If a patient orders something that does not fit their physician-prescribed diet, we will make suggestions that fit the patient's diet plan.

### Nutritional Consultations

The Clinical Dietitians are members of the health care team who care for your nutrition needs. The dietitians are available to answer questions and provide diet consultations designed just for you.



## SPIRITUAL CARE SERVICES

Chaplains are here to help with the spiritual and emotional needs of our patients, family members and caregivers. Chaplains are present to listen non-judgmentally and to support the spirit of the patient and loved ones wherever each may be on their individual journey.

Our chaplains guide, inspire and focus on the growth and healing of others. They are caring listeners who have been trained to help those around them. Our Spiritual Care Services team is available to provide support, guidance and feedback regardless of religious belief.

### How to Request a Chaplain

Anyone can request a chaplain's visit by calling 605-755-8191, or by asking a nurse to place a request. Chaplains also make

occasional drop-in visits to patients and caregivers and can assist with contacting your own community clergy or spiritual leader.

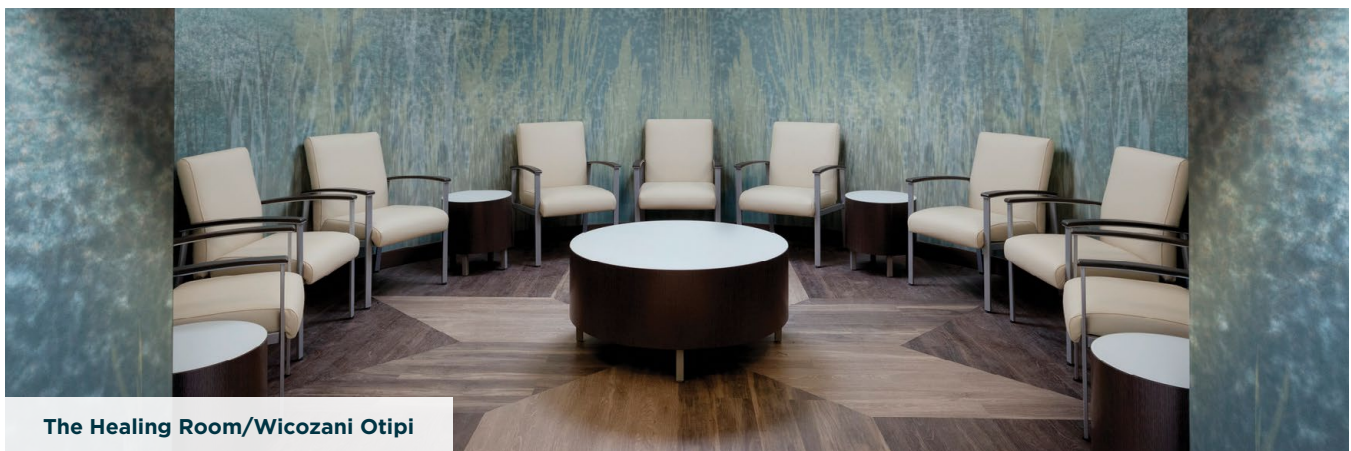
### Chaplains are available:

**Monday - Saturday:** 7 a.m. - 7 p.m.

**Sunday:** 11 a.m. - 7 p.m.

### Rapid City Hospital locations available to use for personal spiritual care:

- **Chapel**  
*(located in the Fairmont Entrance across from Nourish)*
- **Meditation Room**  
*(located in the Fifth Street Entrance next to the surgery waiting area)*
- **The Healing Room/Wicozani Otipi**  
*(located in the Fifth Street Entrance at the top of the grand staircase)*



The Healing Room/Wicozani Otipi



## MEDICINES

It is important that you understand what medicines you are taking, and when and how you should take them. This checklist will help make sure that you are ready to manage your medication after you leave the hospital.

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- I know what my medicines are and how to take each of them. I talked with my nurse/doctor/pharmacist.
- I know the names of the medicines I am to take at home when I leave the hospital.
- I know if the names are the generic or brand name.
- I know what medicines are new.
- I know if I need to take the same medicines that I took before I went into the hospital.
- I know why I take each of my medicines.
- I know when and how to take each of my medicines.
- I know how much of each medicine to take each day.
- I know what each of my medicines looks like.
- I know the common side effects of each of my medicines.
- I know what problems to look out for with each of my medicines.
- I know if any of my medicines will interact with other medicines, foods, vitamins or herbal supplements that I take.
- I know where and how to get each of my medicines.
- My pharmacy information is listed here:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- I know what medicines (and how much) I can safely take for:
  - Headache
  - Upset stomach
  - Pain
- If I started a home medicine that is a shot, I (or my caregiver at home) have at least given this shot one time with my nurse before leaving the hospital.





# YOUR HEALTH AND SAFETY

## **Your Health and Safety**

Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer. Please review these hospital safety policies and talk to your doctor or nurse if you have any questions.

### **Hospital caregiver identification badge**

All caregivers who come into contact with you should be wearing a photo identification badge with their name and job title. Feel free to ask to see the badge if not visible to you.

### **Patient ID band**

When you are admitted to the hospital we give you a safety identification band with your name, date of birth and medical record number. This safety band must be worn at all times during your hospitalization. Caregivers will always check your band before giving you any medications or performing any tests or procedures. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often — it's for your own safety. We use bar code technology to help make sure medication is matched to the patient.

### **Preventing infections**

Prevent infection by washing your hands or using hand sanitizer often. Don't hesitate to

remind your care team members to do the same.

Caregivers are required to wash or sanitize their hands before and after seeing patients. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling bodily fluids. Don't hesitate to remind your care team members to clean their hands or to wear gloves.

Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.

### **Patients in isolation**

You may have a condition that requires isolation. A sign will be posted on your room door, and caregivers and visitors will be required to wear protective gowns and gloves.

### **Communicating with your Health Care Team**

Good communication between you and your health care team is necessary to help them give you the best care. We want you to take part in all decision about your health care. Please tell us about any special needs you may have so that we can help you recover as quickly as possible.

### **Ask questions**

Your health care team will talk with you about your condition, medications and procedures so you know what your plan of care will be.



We want you to have all the information you need to understand your condition and be able to help with your own care. Please ask questions about your health. This can help you make educated decision and better deal with your condition.

It is easy to forget what you have been told or lose track of questions you want to ask. We suggest using the back of this booklet to write down any questions as you think of them so you can ask them the next time you see your health care team.

### **Family spokesperson**

Patients often find it very helpful to have one person act as their spokesperson or someone who can speak for them. We encourage you to choose one trusted family member or friend to help with communication while you're in the hospital. Appointing this person will help protect your privacy, too. This person can keep your family and close friends updated and informed on how you

are doing so you can rest and recover.

### **Personal items and valuables**

You will only need essential items during your hospitalization such as, eyeglasses, hearing aids, prosthetics, C-pap masks, cell phones, etc. We urge you to leave valuables and credit cards at home. We provide toiletries and personal grooming supplies. Ask family members or friends to take home your jewelry, keys and other valuables.

The hospital is not responsible for lost or stolen items.

*To keep personal items secure, you should:*

- Keep eyeglasses and hearing aids in a case when not using them. We can provide you with a case if you don't have one.
- Keep dentures in a denture cup - away from your food tray or on the bed linen.
- Keep clothing in your room closet.

## DISCHARGE: BE PREPARED TO GO HOME

**Please use this booklet to:**

- Write down what your doctors and nurses say.
- Write down questions you have and make sure that you get your answers.
- Make lists of what needs to be done, who can do it and who can help.
- Talk to other people in the hospital, such as social workers or chaplains about your care or other help you may need.

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## GENERAL NOTES/QUESTIONS

Write notes or questions here:

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# SCRUB COLOR GUIDE

During your stay at Rapid City Hospital, you're likely to see a number of different individuals wearing different colored scrubs.

Each color of scrubs signifies a different role in the hospital: Nurse Aides wear gray and caregivers from Lab wear red, for example. Your physician may wear a white coat but may also be wearing scrubs as well.

At right is a guide to the different colored scrubs you may see during your stay, and the roles of the individuals wearing them.



**Physician or APP**  
White coat or scrubs



**Registered Nurse**  
Navy Blue



**Nurse Aide**  
Light Gray



**Medical Imaging**  
Black



**Laboratory**  
Red



**Therapy**  
Dark Gray



**Patient Transport**  
Teal Green



**Environmental Services**  
Royal Blue



**Supply Chain**  
Maroon

## ROOM GUIDE

### A-E. Inpatient Room

- A. Bedside table
- B. Oxygen flowmeter
- C. Hand-held call bell
- D. Vitals machine
- E. Patient bed



### F-K. Hand-Held Call Bell

- F. Call button to request assistance from a member of the clinical team
- G. TV
- H. Channel up or down
- I. Volume up or down
- J. Keypad to manually change TV channels
- K. Room lights



# DAISY AND TULIP AWARD PROGRAMS

## DAISY Award

Has a nurse had a positive impact on you and during your experience at Rapid City Hospital? Share your story and nominate them for a DAISY Award.

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day.

DAISY is an acronym for Diseases Attacking the Immune System, The DAISY Foundation was formed in November 1999, by the family of J. Patrick Barnes who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized profoundly touched his family.

They wanted to say “thank you” to nurses everywhere by establishing a recognition program – the DAISY Award for Extraordinary Nurses – to honor the superhuman work nurses do every day at the bedside.

Monument Health Rapid City Hospital is proud to be a DAISY Award hospital partner, recognizing one of our nurses with this special honor every month.

To nominate your nurse, please ask a member of your care team for a nomination form, visit [www.monument.health/daisy](http://www.monument.health/daisy) or scan the QR code at right.

## TULIP Award

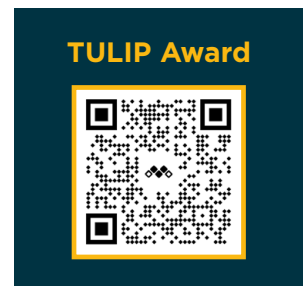
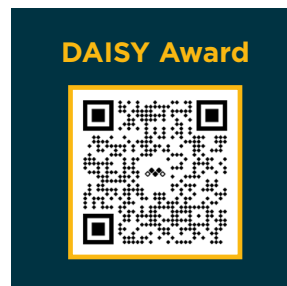
Has a nursing support caregiver made a difference in your experience at Rapid City Hospital? Tell us your story and nominate your caregiver for a TULIP Award.

The TULIP Award recognizes and celebrates individuals in nursing support who exemplify Monument Health’s values of trust, respect, compassion, community and excellence. These individuals make a difference in the lives of their patients and patient families, and are a vital part of our nursing care teams. We are proud to recognize them.

Tulip stands for **T**houghtful **U**pbeat **L**oving **I**ndividuals caring for **P**atients.

Nursing support includes positions such as Nurse Aides, Certified Nursing Assistants, Medical Assistants and more. If you are unsure if your caregiver is nursing support, please feel free to ask.

To nominate your nursing support caregiver, please ask a member of your care team for a nomination form, visit [www.monument.health/tulip](http://www.monument.health/tulip) or scan the QR code below.





## YOUR CARE MANAGEMENT TEAM

The Care Management team of registered nurses, social workers and case manager assistants is here to help you and your family create a plan for your care and assist you with any discharge planning needs you may have.

**Case Management can help you:**

- Manage your care during your hospital stay.
- Plan for your care at discharge.
- Plan for any health care help you may need at home.

- Plan for your move to another facility, if needed, such as Acute Rehab, Skilled or Intermediate Care Nursing Facilities, Assisted Living, Hospice or Palliative Care

Case Management can also discuss other issues, such as coordination with your insurance, programs to help you with your medications, advance directives and community resources.

If you or your family would like to speak to a case manager or a social worker, please ask your nurse.



## Your Room

### Your bed

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for the bed. The top bedrails must remain in the locked upright position for your safety.

If you'd like the room temperature adjusted, ask any member of your health care team.

### Communication boards

Your room has a white communication board that you can see from your bed. On it, your nurse writes the names of caregivers who will be caring for you. Your nurse will also list your goals and activities for each day. Please review your whiteboard with your nurse.

### Alarms

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medication pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.
- For your own safety, be careful not to touch the equipment or to turn off the alarm yourself.



# PREVENTING FALLS AND BLOOD CLOTS

## Preventing Falls

In the hospital, patients are at a higher risk of falling. Illness, surgery and medications can weaken muscles and/or affect your balance and judgment. Medical equipment and the unfamiliar environment can make movement more difficult. During your stay, we will ask you about your history of falls, and assess your risk of falling upon admission and as your condition changes. Ask your nurse about your assessed risk of falling and what preventive measures are being taken to reduce the risk.

### Here are some ways to reduce your risk of falling:

- Call for help when you need to get up or go to the bathroom. Do not try and get up by yourself.
- Keep all the items you need within your reach, including call button. If you cannot reach something, please call for help.
- Always use your walker, cane, crutches, brace or any other assistive device if needed.
- Prevent falls by getting up slowly.
- Make sure you have a clear path to your chair or the bathroom before getting up.

## If you fall:

- Try to remain calm.
- Call for help. If you are near a call button, please press it.
- Don't get up, you may be injured. Stay where you are and wait for help.

## Preventing Blood Clots

Because you are in the hospital and are not as active as you usually are, you have a greater chance of developing a deep vein thrombosis (DVT), also known as a blood clot. Your caregivers may take a few steps to prevent a DVT, including:

### Compression sleeves

You may need to wear intermittent compression sleeves on your calves or feet while you are in the hospital. These sleeves inflate every 20 to 60 seconds and make it feel like your calves are being massaged. This helps improve blood flow and prevents clots.

These sleeves are a very important part of your care. Please wear them when you are resting in bed or sitting in a chair, and when you are sleeping. Tell your nurse if you do not feel the sleeves inflating.

## INPATIENT THERAPY



You may be visited by a physical, occupational or speech therapist while in the hospital. The goal of therapy in this setting is to evaluate any potential needs or barriers in order to get you back home. Physical therapy may teach you how to use a new assistive device to help you walk, or how to go up and down the stairs given a new injury or weight-bearing restriction. Occupational therapy may help

you learn how to get dressed again and assist in identifying any equipment needs to optimize your safety and independence when you return home. Speech therapy may help you with different swallowing strategies or assess your cognition after an injury or illness. Each discipline is here to help you, please feel free to communicate any questions or concerns with your therapist to best meet your needs.

**Keep others safe**

- Keep prescription pain medicine in a locked cabinet, or in a secure area where children and pets cannot reach it.
- Never share your prescription pain medicine with anyone.
- Do not save any leftover pills. If you have leftover medicine, you can:
  - Bring the medicine to a prescription take-back program. This is usually offered by the county or law enforcement.
  - Bring it to a pharmacy that has a drug disposal container.
  - Throw it out in the trash. Check the label or package insert of your medicine to see whether this is safe to do. If it is safe to throw it out, remove the medicine from the container and mix it with material that makes it unusable (such as pet waste) before putting it in the trash.

**Contact a health care provider if:**

- Your medicine is not relieving your pain.
- Your pain does not improve or gets worse
- You feel depressed.

**Get help right away if:**

Seek medical care right away if you are taking pain medicines and you (or people close to you) notice any of the following:

- Difficulty breathing.
- Breathing that is slower or more shallow than normal.
- A very slow heartbeat (pulse).
- Confusion.
- Unconsciousness.
- Sleepiness or difficulty staying awake.
- Nausea and vomiting.
- Your skin or lips turn pale or bluish in color.

- Cold, clammy skin.
- Limpness.
- Abnormally small pupils.
- Tongue swelling.

**If you ever feel like you may hurt yourself or others, or have thoughts about taking your own life, get help right away. You can go to your nearest emergency department or call:**

- Your local emergency services (911 in the U.S.).
- A suicide crisis helpline, such as the National Suicide Prevention Lifeline at 1-800-273-8255. This is open 24 hours a day.

**If you think that you or someone else may have taken too much of an opioid medicine, get medical help right away. Call your local emergency services (911 in the U.S.). Do not drive yourself to the hospital.**

- The hotline of the National Poison Control Center (1-800-222-1222 in the U.S.).



# PHARMACY/ PAIN MANAGEMENT

## What is pain?

Pain is an unpleasant sensation that causes physical discomfort and emotional distress and is often associated with injury or certain diseases.

## Questions you may have to help understand pain:

- Where do you feel pain?
- What is causing my pain and is it something which is likely to get worse?
- What eases the pain, even a little?
- How does the pain feel: is it dull, tender, aching, cramping, shooting, burning, radiating, throbbing, stabbing, tingly, gnawing or squeezing?
- What does the pain stop you from doing?
- If a painkiller works, will I still be able to feel any pain; if I feel pain should I tell my provider?
- If my painkillers do not work, can I have stronger ones or what else can be done?
- If I take morphine or other similar medicine for my pain, will I get addicted?

## How will your pain be evaluated?

Your nurse and doctor will ask you to rate your pain on a scale from 0 to 10 (0 being no pain and 10 being the worst pain you have ever experienced) and will ask you a series of

questions including where your pain is located and what your pain feels like. If appropriate, they will offer you something to help with your pain. There are special scales available if your loved one is unable to communicate their discomfort and will be treated accordingly.

- On a scale of 0-10, what is your pain?
- On a scale of 0-10, what is your pain at its best? What makes it the best?
- On a scale of 0-10, what is a tolerable level of pain? Realize that 0 is often not realistic.

## What expectations should I have?

A goal pain level should be set daily. This should be a number that is considered comfortable for you. A goal of 0 pain is often not possible because pain medications, non-medication options and therapy are only able to help reduce the pain. Try to set a goal that can be achieved. For example, if your pain has been a 7 but a 5 would be considered tolerable, then try to set a goal to get your pain level down to a 5 with the options provided to you by your nurse and doctor.

## Treating Your Pain:

Only YOU know how much pain you feel. Some things to keep in mind:

- Most pain can be controlled.

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- Communication with your health care team is important.
- Medications may reduce pain, but may not eliminate pain.
- Relaxation and comfort items may help.
- Sleep is important and will help with healing.
- Each person may experience different types of pain and thus pain is treated based on the individual.

### **Why is it important to treat pain?**

Pain impacts your social, emotional and physical well-being which are all important to Monument Health. Treating your pain effectively will help you in your healing process. Please inform your nurse if and when you start having pain, rather than waiting until it is severe because it is easier to control mild pain.

### **Non-Pharmacologic Treatment Options**

Here are several examples of non-medication therapies that can help reduce pain and discomfort. These can be used alone or in combination with medications to help manage pain.

#### **To help you feel comfortable:**

- Warm/cold packs
- Warm blanket(s)
- Warm washcloth
- Extra pillow(s)
- Saline nose spray
- Fan

- Bed repositioning
- Walk in the hall
- Warm shower or bath (where available)
- Gentle stretching/range of motion
- Food or beverage request

#### **To help you sleep:**

- Sleep mask
- Uninterrupted sleep time (if able)

#### **To help you feel better:**

- Lip balm
- Toothbrush/toothpaste
- Mouth swab/mouthwash
- Deodorant
- Comb or brush
- Shampoo
- Pajama bottoms (where available)
- Robe
- Lotion

#### **To help you relax:**

- Stress ball
- Soothing instrumental music (TV Channel)
- Guided imagery therapy (TV Channel)
- Quiet/uninterrupted time
- Visit with social worker
- Visit with chaplain

#### **For your entertainment:**

- Book/magazine/movie (where available)
- Wi-Fi for your personal laptop or tablet
- Deck of cards (where available)
- Puzzle book
- Notepad and pen
- Board games
- Arts and crafts (where available)



- Eat a healthy diet and maintain a healthy weight. Poor diet and excess weight may make pain worse.
- Exercise regularly. Exercise lowers stress and may help relieve pain.
  - Ask your health care provider what activities and exercises are safe for you.
  - If your health care provider approves, join an exercise class that combines movement and stress reduction. Examples include yoga and tai chi.
- Get enough sleep. Lack of sleep may make pain worse.
- Lower stress as much as possible. Practice stress reduction techniques as told by your therapist.

**Restrict your activity as directed**

While you are taking prescription pain medicine, and for 8 hours after your last dose, follow these instructions:

- Do not drive.
- Do not use machinery or power tools.
- Do not sign legal documents.
- Do not drink alcohol.
- Do not take sleeping pills.
- Do not supervise children by yourself.
- Do not participate in activities that require climbing or being in high places.
- Do not enter a body of water — such as a lake, river, ocean, spa, or swimming pool — unless an adult is nearby who can monitor and help you.

*(CONTINUED ON NEXT PAGE)*

## How can I manage my pain after discharge?

### Know your pain treatment plan

To manage your pain successfully, you and your health care provider need to understand each other and work together. To do this:

- Discuss the goals of your treatment, including how much pain you might expect to have and how you will manage the pain.
- Ask your health care provider to refer you to one or more specialists who can help you manage pain in other ways. Some other ways of managing pain include physical therapy, exercise, massage, or biofeedback.
- Review the risks and benefits of taking pain medicines for your condition.
- Be honest about the amount of medicines you take, as well as any drug or alcohol use.
- Get pain medicine prescriptions from only one health care provider.
- Keep all follow-up visits as told by your health care provider. This is important.

### Take your medicine as directed

- Take your pain medicine exactly as told by your health care provider. Take it only when you need it.
  - If your pain gets less severe, you may take less than your prescribed dose if your health care provider approves.
  - If you are not having pain, do not take pain medicine unless your health care provider tells you to take it.
- If your pain is severe, do not try to treat it yourself by taking more pills than instructed on your prescription. Contact your health care provider for help.
- Write down the times when you take your

pain medicine. It is easy to become confused while on pain medicine. Writing the time down can help you avoid overdose.

- Take other over-the-counter or prescription medicines only as told by your health care provider.
  - If your pain medicine contains acetaminophen, do not take any other acetaminophen while taking this medicine. Acetaminophen is found in many over-the-counter and prescription medicines. An overdose of acetaminophen can result in severe liver damage.
- To prevent or treat constipation while you are taking prescription pain medicine:
  - Drink enough water to keep your urine pale yellow.
  - Eat more fruits and vegetables and foods high in fiber (beans, whole grains).
  - Limit foods that are high in fat and processed sugars, such as fried or sweet foods.
  - Use a stool softener as recommended or prescribed by your health care provider.

### Keep a healthy lifestyle

- Do not use drugs or alcohol to reduce pain. Limit alcohol intake to no more than 1 drink a day for nonpregnant women and 2 drinks a day for men. One drink equals 12 oz of beer, 5 oz of wine, or 1½ oz of hard liquor.
- Do not use any products that contain nicotine or tobacco, such as cigarettes and e-cigarettes. These can delay healing. If you need help quitting, ask your health care provider.





Medication Use	Examples	Side Effects
<p><b>Non-Opioid</b></p> <ul style="list-style-type: none"> <li>Decreases generalized pain with minimal side effects compared to other medication options</li> </ul>	<ul style="list-style-type: none"> <li>Acetaminophen (Tylenol): <i>This medication can be given on a scheduled basis to help prevent onset of pain or given as needed to help relieve existing pain</i></li> </ul>	<ul style="list-style-type: none"> <li>Minimize use with liver issues</li> <li>Maximum recommended amount per day is 3000mg (be sure to include any combination medications that have acetaminophen in them)</li> </ul>
<p><b>Anti-inflammatory</b></p> <ul style="list-style-type: none"> <li>Decreases existing swelling and helps prevent additional swelling to an area</li> </ul>	<ul style="list-style-type: none"> <li>Ketorolac (Toradol)</li> <li>Ibuprofen (Motrin)</li> <li>Naproxen (Aleve)</li> <li>Celecoxib (Celebrex): <i>This medication is often scheduled to help stay on top of the swelling that can occur after surgery</i></li> </ul>	<ul style="list-style-type: none"> <li>Upset stomach-take with food to minimize stomach irritation</li> <li>Increased risk of bleeding if taken with a blood thinner</li> <li>Minimize use with kidney issues</li> </ul>
<p><b>Nerve Pain</b></p> <ul style="list-style-type: none"> <li>Burning, tingling, shooting pain</li> </ul>	<ul style="list-style-type: none"> <li>Gabapentin (Neurontin)</li> <li>Pregabalin (Lyrica) <i>Both of these medications are often scheduled to help prevent nerve pain</i></li> </ul>	<ul style="list-style-type: none"> <li>Drowsiness/tired feeling</li> <li>Dizziness</li> </ul>
<p><b>Muscle Spasms</b></p> <ul style="list-style-type: none"> <li>Helps to decrease twitching and jerking of the muscles</li> </ul>	<ul style="list-style-type: none"> <li>Methocarbamol (Robaxin)</li> <li>Baclofen</li> <li>Cyclobenzaprine (Flexeril)</li> <li>Diazepam (Valium)</li> <li>Tizanidine (Zanaflex)</li> </ul>	<ul style="list-style-type: none"> <li>Drowsiness/tired feeling</li> <li>Dizziness</li> </ul>
<p><b>Topical Products</b></p> <ul style="list-style-type: none"> <li>These medications are applied to the skin for relief of pain in one specific location</li> </ul>	<ul style="list-style-type: none"> <li>Lidocaine Patch (Salonpas)</li> <li>Menthol/Menthyl salicylate cream (BenGay, Icy Hot)</li> <li>Capsaicin cream</li> <li>Voltaren Gel</li> </ul>	<ul style="list-style-type: none"> <li>Wash your hands to avoid exposure to other areas of the body such as the eyes, mouth etc.</li> </ul>

## Opioids

Opioids can be used for pain that is not well managed with other treatments options.

Opioid	Examples	Side Effects
Typically used for generalized pain.	<ul style="list-style-type: none"> <li>• Tramadol (Ultram)</li> <li>• Oxycodone (Oxycontin/Roxicodone)</li> <li>• Oxycodone/Acetaminophen (Percocet/Roxicet)</li> <li>• Hydrocodone</li> <li>• Hydrocodone/Acetaminophen (Lorcet/Vicodin/Norco)</li> <li>• Hydromorphone (Dilaudid)</li> <li>• Morphine (MS Contin)</li> <li>• Methadone</li> <li>• Fentanyl</li> </ul>	<ul style="list-style-type: none"> <li>• Constipation</li> <li>• Drowsiness</li> <li>• Nausea (Take with food to minimize stomach upset)</li> </ul>

## Bowel Regimen

Since opioids can commonly cause constipation, having medications ordered to help keep bowel movements regular is important. Here are some of the common medications used.

Medication Use	Examples	Side Effects
<b>Stool softener</b> <ul style="list-style-type: none"> <li>• Helps prevent straining with bowel movement</li> </ul>	Docusate (Colace)	
<b>Stimulant laxative</b> <ul style="list-style-type: none"> <li>• Helps produce a bowel movement</li> </ul>	<ul style="list-style-type: none"> <li>• Sennosides (Senna)</li> <li>• Bisacodyl</li> </ul>	<ul style="list-style-type: none"> <li>• Abdominal cramps</li> <li>• Diarrhea</li> </ul>
<b>Osmotic laxative</b> <ul style="list-style-type: none"> <li>• Helps increase stool frequency</li> </ul>	Polyethylene glycol (Miralax)	<ul style="list-style-type: none"> <li>• Abdominal cramps</li> <li>• Bloating</li> <li>• Diarrhea</li> <li>• Gas</li> </ul>



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