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# Welcome



## Thank You for Trusting Us

Thank you for choosing Hillside Rehabilitation Hospital for your rehabilitation needs. As a patient, you are an important member of our rehabilitation team. Each employee at this hospital is concerned about your well-being and is striving for one common goal—to improve your health, your physical abilities and return you home to the community. Your positive attitude will have a major impact on your progress.

On p. 22-24, you'll find our Patient Rights and Responsibilities, which is our statement of commitment to you. As you read through it, please keep in mind that all of us want to make your stay as comfortable and pleasant as possible.

If you have any questions, suggestions or concerns related to you care at Hillside Rehabilitation Hospital, we encourage you to contact your case manager.

Best wishes for a positive experience and a rapid recovery.

The Administrative Team at

## Hillside Rehabilitation Hospital

A STEWARD FAMILY HOSPITAL



### MISSION STATEMENT

Hillside Rehabilitation Hospital is a Steward Family Hospital. The mission of Steward Health Care is to serve the needs of our community by delivering the highest quality care with compassion and respect.

# About Us

## Why We Are the Right Choice for Your Care

Hillside Rehabilitation Hospital is a 69-bed rehab facility accredited by The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities. Located in Warren, Ohio, the freestanding, state-of-the-art facility provides comprehensive rehabilitation services to inpatients and outpatients who require intensive therapy. Hillside includes specialized nursing units for patients with brain injuries and patients in need of spinal cord or stroke programs. Hillside offers a 25,000-square-foot therapy area and a host of unique programs aimed at improving the quality of life for patients.

Patients work with their case manager through a carefully outlined rehabilitation plan that can recover or increase their ability to perform daily activities. This plan may include physical and occupational therapies, and speech/language pathology.

Hillside Rehabilitation Hospital provides hospital level of care with full-time physician coverage and 24-hour nursing and ancillary services to help patients achieve their highest level of independence by providing high-quality care.

### We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.



### CONTACT US

8747 Squires Lane NE

Warren, OH 44484

330-841-3700

[hillsiderehabhospital.org](http://hillsiderehabhospital.org)

# Phone Directory

## Key Numbers

**Main:** 330-841-3700

**Patient Information:** 330-841-3700

Calling from **INSIDE** the hospital? Dial the *last five* digits only.

## OTHER HOSPITAL SERVICES

Admitting Office	330-841-3726
Cafeteria/Nutrition Services	330-841-3636
Care Management	330-841-3792
Driver's Evaluation Program	330-841-3771
Gift Shop	330-841-3783
Medical Records	330-841-3798
Occupational Therapy (Inpatient and Outpatient)	330-841-3893
Patient Advocate	330-841-3806
Physical Therapy	330-841-3893
Safety & Security	330-841-3507
Speech Pathology	330-841-3893

*For more information on the resources available at Hillside Rehabilitation Hospital, visit [hillsiderehabhospital.org](http://hillsiderehabhospital.org).*

## We Are Here to Help

If at any time during your stay we do not exceed your expectations, please request to speak to a nursing leader. If your needs are still not met to your expectations, please call our Patient Advocate at 330-841-3806.

# Our Commitment to Care

## Patient Satisfaction Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

### During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact the Patient Advocate at 330-841-3806. You also have the right to file your complaint with your state or Quality Improvement Organization (QIO). See Rights and Responsibilities p. 24 for contact information.



### How Are We Doing?

**We want you to be satisfied with your care. To help, speak up if we can ...**

*Respond quicker to your needs*

*Explain things more clearly*

*Help keep your room clean or quiet*

*Ease your pain*

*Help you understand your treatment plan*

### MAKING A DIFFICULT HEALTHCARE DECISION?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 25). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact your case manager.

### After Your Stay

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

### Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare – Care Compare, which uses HCAHPS results and other data: [medicare.gov/care-compare](https://www.medicare.gov/care-compare)

You also can find information on hospitals through these accrediting organizations:

- Accreditation Commission for Health Care: [achc.org](https://www.achc.org)
- The Commission on Accreditation of Rehabilitation Facilities (CARF): [carf.org](https://www.carf.org)
- The Joint Commission: [qualitycheck.org](https://www.qualitycheck.org)





# Rapid Response Team

Special Support to  
Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

## **WHEN** *to Call Rapid Response*

### ***Call for help if you notice:***

- change in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- very low urine output
- change in mental status or level of consciousness
- any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

Remember, it's also okay to call any time you are worried something might be wrong.

## **HOW** *to Call Rapid Response*

### **Step 1:**

Contact the clinical nurse manager or nursing supervisor to activate the team.

### **Step 2:**

The Rapid Response Team will be sent to your room.



# Fast Facts About Your Stay



## VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. See p. 10-11 for important visitor information.

## An A-Z Guide to the Most Frequently Asked Questions

### Adaptive Equipment

If you already use a cane, wheelchair, walker or a prosthetic device, bring it with you. Remember to put your name on all of your equipment. If you do not have this equipment, you will be able to use our equipment during your stay.

### Cafeteria

Location: First floor

#### Weekday Hours:

Lunch: 11:00 a.m. to 1:00 p.m.  
Closed weekends and holidays.



### Cellphones

Patients and visitors may use cellphones in non-restricted areas. Signs indicating restricted areas are posted throughout the hospital.

### Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

### Gift Shop

Location: Sky walk, between main lobby and patient floors

#### Hours (subject to availability):

Tuesday through Friday: 11:00 a.m. to 4:00 p.m.

Operated by the Auxiliary at Hillside Rehabilitation Hospital, the gift shop offers a range of personal items, gifts, clothing, greeting cards and snacks for purchase. Hillside's Volunteer Services department makes every effort to keep the hours listed above.



## Interpreters

Telephone interpreter services are available free to patients who do not understand English verbally or in writing. A nurse or registrar will obtain these services for you. Interpreter service is available 24 hours a day, seven days a week.

## Laundry

The hospital does not have a laundry service for personal items. Please make arrangements with a family member or a friend to take care of your laundry or dry cleaning needs. Contact your case manager if you have any questions.

## Lost and Found

All lost and found articles will be turned into the Maintenance Department and kept for a limited time. To ask about an item, please call 330-841-3700.

## Mail and Flowers

Volunteers deliver mail and flowers to your room daily, except weekends and holidays. Mail received after your discharge will be forwarded to the address given at admission.

## Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you. There may be special circumstances where you are asked to bring in medicine from home if we are unable to provide it here.

## Parking

Visitors at Hillside may park, free of charge, in our main parking lot, just a few yards away from our front entrance.



### Pastoral Care

We offer Pastoral Care services to assist our patients and families with their spiritual needs. If you would like a visit from a chaplain, ask your nurse or dial 0 for the hospital operator.

Clergy and religious leaders of any faith are always welcome to visit their members who are patients. If needed, Pastoral Care can assist you in contacting your faith representative.

The chapel in the front lobby is available for prayer and meditation. Please get permission from your nurse before you leave the unit.

### Patient Meals

Our nutrition services staff works under the direction of a licensed registered dietitian or a registered dietetic technician. Every patient is seen by our clinical nutrition staff to discuss your nutritional needs. Each morning, you will receive a menu for the next day specific to your dietary requirements.

Please mark your selections by early afternoon for collection by a nutrition services staff member.

Because many of our patients are on special diets to protect them from choking and other medical problems, please check with your nurse, speech therapist or dietitian before bringing in food from home.

### Personal Belongings

Patients should not keep any valuables, including money or credit cards, in their rooms. No more than \$5 should be kept at the bedside for miscellaneous expenses. If you cannot send your valuables home, they may be placed in a secure location in the hospital. The hospital will not assume responsibility for valuables not placed in a secure location. This includes eyeglasses, hearing aids, dentures, cellphones and other personal items.



### Visitor Guidelines

Visitors are permitted in the patient rooms four at a time, or in the cafeteria and lobby. Children are encouraged to visit the patient in the main lobby, recreation room and elevator lobby. Children age 12 and under must be accompanied by an adult.





### **Smoking**

For our patients, visitors and staff, we are a smoke-free hospital. This includes all electronic smoking devices such as e-cigarettes and vapors. You can request a nicotine replacement alternative from your physician.

### **Telephones**

Telephones are at each bedside. Incoming calls are disconnected daily from 10:00 p.m. to 6:00 a.m. You may make outgoing local calls from your room at any time by dialing 9, then the number. For long-distance calls, dial 0 and ask to be connected to an outside operator. Room-to-room calls can be made by dialing the five-digit room extension. Ask your nurse how friends and family can dial directly to your room.

### **Vending Machines**

Vending machines are located near the cafeteria, and they have a limited variety of food items. Please ask a volunteer or staff member for directions if you have trouble locating one.

### **Visiting Hours**

To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time.

### **General Hours**

Patients are available for visitation from 7:00 a.m. to 7:00 p.m., except for when they are scheduled for therapy. Family members should ask the case manager about therapy schedules and extended visitation hours before visiting.

### **Wireless Internet Service**

We offer free wireless internet service throughout the hospital.

### **Your Room**

Your room has a television, closet and plenty of drawer space for your personal items. In addition, you will have a bedside telephone and wheelchair-accessible bathroom. You may want to bring decorative items that remind you of home or even a favorite pillow or blanket.



# Stay Connected to Your Health

Register today for our new online health management tool



As a patient of Steward Health Care's Hospitals and Outpatient Practices, enrolling in the StewardCONNECT Patient Portal will allow you to:



Check visit history information and schedule new appointments online



Review lab results and reports



View medications and request prescription refills



Manage your information and payments



Manage your health information on the go with the StewardConnect app



The StewardConnect app cannot be used for enrollment. Visit StewardConnect.org to enroll.

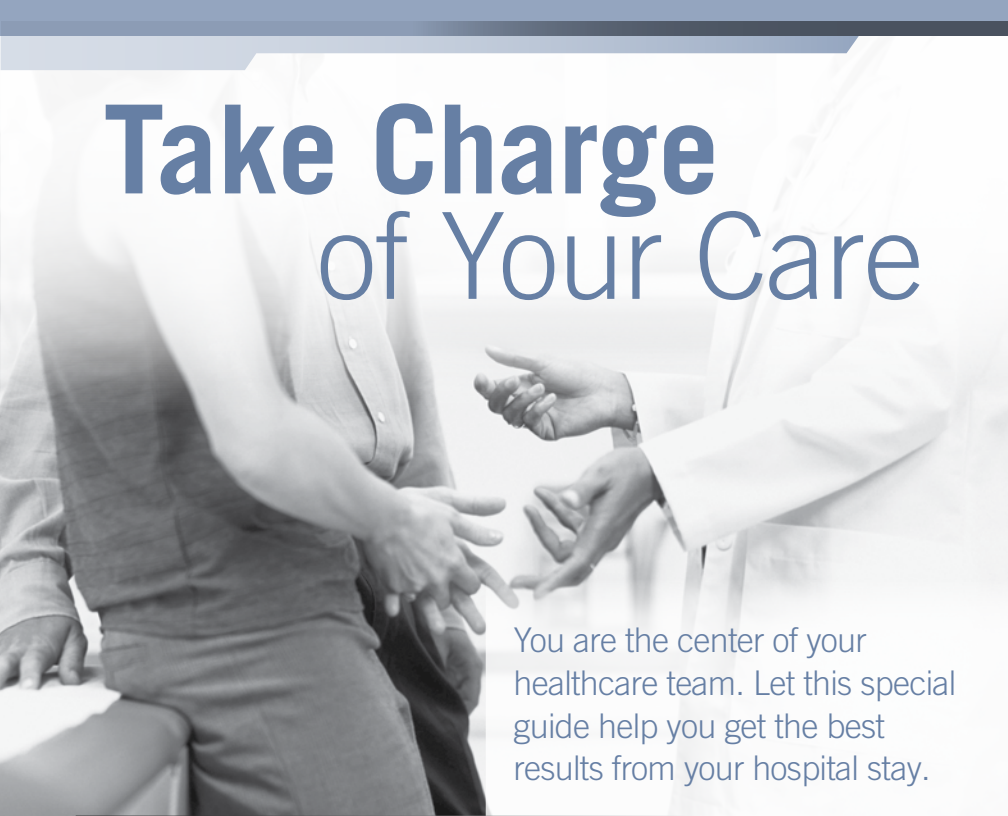
If you have questions or issues registering for the Patient Portal, please call:  
Trumbull: 330-841-1941 | Sharon: 724-983-7272 | Hillside: 330-841-3556



Scan here to enroll today, or visit **StewardConnect.org**



# Take Charge of Your Care



You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

## Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

What language would you prefer to speak?

Do you need glasses, hearing aids or other devices to help with talking to hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who talks with hospital staff about your healthcare wishes?

### Ask Yourself

*Is there anything else the hospital should be aware of to improve my care experience?*



# 7 Key Ways TO TAKE CHARGE OF YOUR CARE

**SPEAK UP.** Ask questions and voice concerns. It's your body, and you have the right to know.

**PAY ATTENTION.** Always double-check that you are getting the right treatments and medicines from the right hospital staff.

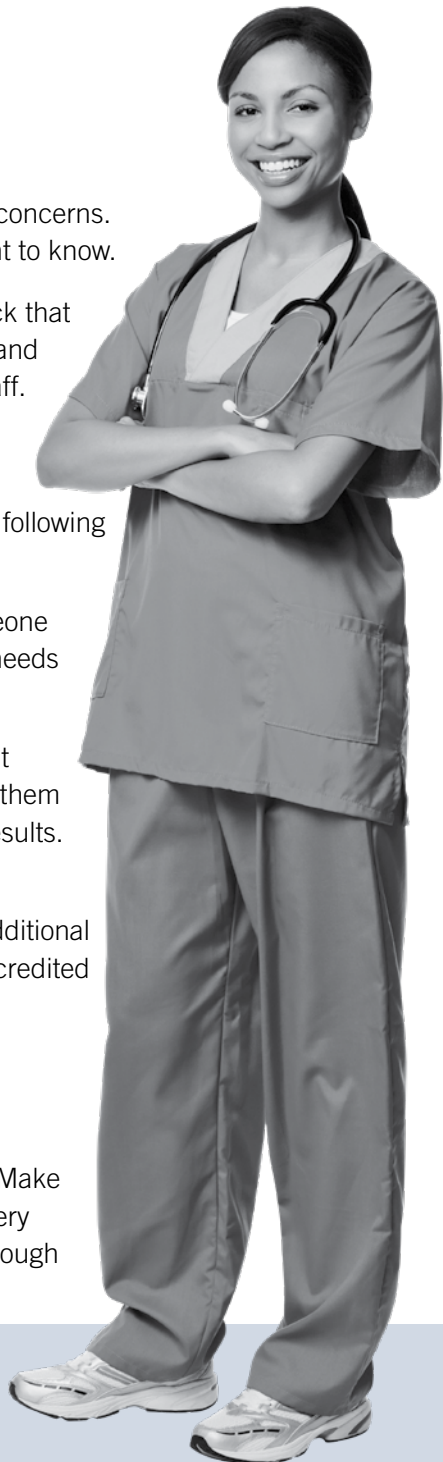
**EDUCATE YOURSELF.** Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.

**FIND A SUPPORT PERSON.** Pick someone to help speak up for your care and needs during your stay.

**KNOW YOUR MEDS.** Understand what your medicines treat, why you need them and how to take them for the best results.

**CHECK BEFORE YOU GO.** Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to **qualitycheck.org** to learn more.

**PARTICIPATE IN YOUR CARE.** You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



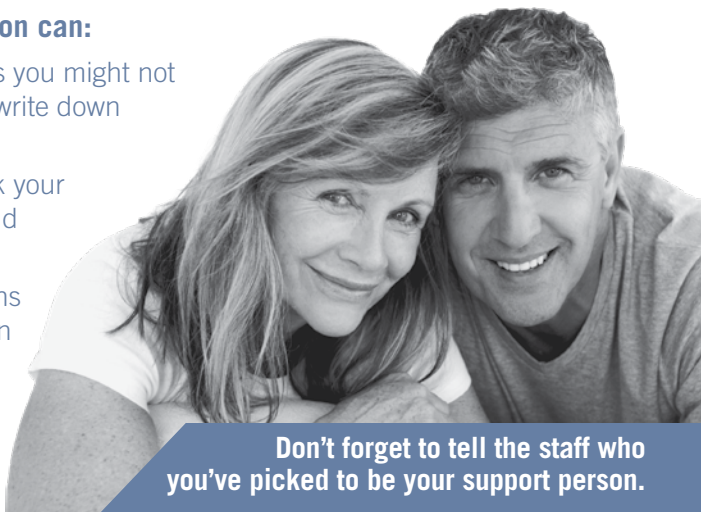
Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

# Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

## A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help



**Don't forget to tell the staff who you've picked to be your support person.**

# Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

**Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you.** If you do not see an ID badge, contact your nurse immediately.

**Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

**Always double-check your name with staff to avoid errors.**

This may seem repetitive at times, but it helps ensure you receive the correct care.

## Pay Attention to Your Care

- Tell your nurse if something doesn't seem right.
- Know what time you normally get medicine, and tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

### You Are Key

**You are the most important member of your healthcare team.**

*Understand your treatment* ←

*Ask questions* ←

*Speak up about pain* ←

*Know your medicines* ←

*Plan early for a successful discharge* ←



### And Remember, Take Charge of Your Communication

**Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.

**Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.

**Take Notes:** Write down any key facts your doctor tells you so you won't forget.



# 5 Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

## 1 Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

**2 Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

**3 Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

**4 Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

**5 Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

## CLEANING TIP:

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing “Happy Birthday” twice).



Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

# Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

## Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

## Which words describe your pain?

- |   |                                   |                                    |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> cramping | <input type="checkbox"/> pressure  | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> cutting  | <input type="checkbox"/> pulling   | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> burning        | <input type="checkbox"/> dull     | <input type="checkbox"/> radiating | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> numbing  | <input type="checkbox"/> searing   | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> constant       | <input type="checkbox"/> pressing | <input type="checkbox"/> sharp     | <input type="checkbox"/> tightness |

## How bad is it on this pain scale?

### Wong-Baker FACES® Pain Rating Scale



**0**  
No  
Hurt



**2**  
Hurts  
Little Bit



**4**  
Hurts  
Little More



**6**  
Hurts  
Even More



**8**  
Hurts  
Whole Lot

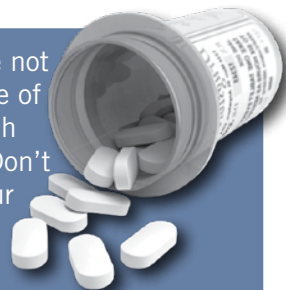


**10**  
Hurts  
Worst

Copyright 1983, Wong-Baker FACES® Foundation, [www.WongBakerFACES.org](http://www.WongBakerFACES.org). Used with permission.

## You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



# Manage Your Meds

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?

- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

Do not stop taking any medications without speaking to your doctor.

## Prevent Medicine Errors

**Be sure your doctors and nurses know:**

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).

# Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.



Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

# Prevent Hospital Infections

## Take Steps to Reduce Your Risk During Your Stay

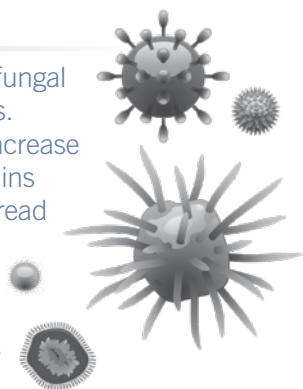
According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

TYPE	HOW IT STARTS
<b>Catheter-Associated Urinary Tract Infection (UTI)</b>	Germs enter your urinary tract while using a tube to drain urine
<b>Surgical Site Infection</b>	Germs affect the site of your surgery—either on your skin or internally
<b>Central Line-Associated Bloodstream Infection</b>	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin
<b>Ventilator-Associated Pneumonia</b>	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe

## Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection but does not respond to the usual treatments.

This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person through touching germey hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



SYMPTOMS	PREVENTION
<ul style="list-style-type: none"><li>■ fever</li><li>■ burning</li><li>■ pain</li><li>■ bloody or frequent urination</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ keep urine bag below level of bladder to prevent backflow</li><li>■ don't tug, pull, twist or bend the tube</li><li>■ secure catheter to your leg and ask every day if it's still needed</li></ul>
<ul style="list-style-type: none"><li>■ redness</li><li>■ pain</li><li>■ drainage of cloudy fluid</li><li>■ fever</li></ul>	<ul style="list-style-type: none"><li>■ do not shave surgery site (irritation increases risk of infection)</li><li>■ clean hands before touching area</li><li>■ don't let visitors touch or dress your wound</li><li>■ ask your nurse to show you how to care for your wound</li></ul>
<ul style="list-style-type: none"><li>■ red skin and soreness at site</li><li>■ fever</li><li>■ chills</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ make sure staff wears gloves, gown, cap, mask and sterile drape when handling tube</li><li>■ speak up if your bandage comes loose, looks wet or dirty, or if your skin looks sore</li><li>■ avoid touching tube or letting visitors touch tube</li><li>■ ask that tube be removed as soon as possible</li></ul>
<ul style="list-style-type: none"><li>■ cough</li><li>■ mucus</li><li>■ fever</li><li>■ chills</li><li>■ shortness of breath</li></ul>	<ul style="list-style-type: none"><li>■ clean hands before touching area</li><li>■ ask if it's safe to raise the head of your bed</li><li>■ know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened</li><li>■ ask that tube be removed as soon as possible</li></ul>

# Rights & Responsibilities

## You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

### You Have the Right to:

- ▶ Be treated in a dignified and respectful manner and to receive reasonable responses to reasonable requests for service.
- ▶ Effective communication that provides information in a manner you understand, in your preferred language with provisions of interpreting or translation services, at no cost, and in a manner that meets your needs in the event of vision, speech, hearing or cognitive impairments. Information should be provided in easy-to-understand terms that will allow you to formulate informed consent.
- ▶ Respect for your cultural and personal values, beliefs and preferences.
- ▶ Personal privacy, privacy of your health information and to receive a notice of the facility's privacy practices.
- ▶ Pain management.
- ▶ Accommodation for your religious and other spiritual services.
- ▶ Access, request amendment to and obtain information on disclosures of your health information in accordance with law and regulation within a reasonable time frame.
- ▶ Have a family member, friend or other support individual be present with you during the course of your stay, unless that person's presence infringes on others' rights, safety or is medically contraindicated.
- ▶ Care or services provided without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- ▶ Participate in decisions about your care, including developing your treatment plan, discharge planning and having your family and personal physician promptly notified of your admission.
- ▶ Select providers of goods and services to be received after discharge.
- ▶ Refuse care, treatment or services in accordance with law and regulation and to leave the facility against advice of the physician.
- ▶ Have a surrogate decision-maker participate in care, treatment and services decisions when you are unable to make your own decisions.

- ▶ Receive information about the outcomes of your care, treatment and services, including unanticipated outcomes.
- ▶ Give or withhold informed consent when making decisions about your care, treatment and services.
- ▶ Receive information about benefits, risks, side effects to proposed care, treatment and services; the likelihood of achieving your goals and any potential problems that might occur during recuperation from proposed care, treatment and service and any reasonable alternatives to the care, treatment and services proposed.
- ▶ Give or withhold informed consent to recordings, filming or obtaining images of you for any purpose other than your care.
- ▶ Participate in or refuse to participate in research, investigation or clinical trials without jeopardizing your access to care and services unrelated to the research.
- ▶ Know the names of the practitioner who has primary responsibility for your care, treatment or services and the names of other practitioners providing your care.
- ▶ Formulate advance directives concerning care to be received at end-of-life and to have those advance directives honored to the extent of the facility's ability to do so in accordance with law and regulation. You also have the right to review or revise any advance directives.
- ▶ Be free from neglect; exploitation; and verbal, mental, physical and sexual abuse.
- ▶ An environment that is safe, preserves dignity and contributes to a positive self-image.
- ▶ Be free from any forms of restraint or seclusion used as a means of convenience, discipline, coercion or retaliation; and to have the least restrictive method of restraint or seclusion used only when necessary to ensure patient safety.
- ▶ Access protective and advocacy services and to receive a list of such groups upon your request.
- ▶ Receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You may deny or withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations or restrictions on visitation; you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions.
- ▶ Examine and receive an explanation of the bill for services, regardless of the source of payment.

### **You Have the Responsibility to:**

- ▶ Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and any other matters concerning your health.
- ▶ Tell your caregivers if you do not completely understand your plan of care.
- ▶ Follow the caregivers' instructions.
- ▶ Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties.

### **You Also Have the Right to:**

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO). Quality Improvement Organization:

Livanta, LLC  
BFCC-QIO  
Toll Free: 888-524-9900  
TTY: 888-985-8775  
Mail: 10820 Guilford Rd.  
Suite 202  
Annapolis Junction, MD 20701

If you have a Medicare complaint, you may contact:

Ohio Department of Health  
Phone: 800-342-0553  
Mail: Ohio Department of Health  
Complaint Unit  
246 N. High St.  
Columbus, OH 43215

### **Regarding Problem Resolution, You Have the Right to:**

Express your concerns about patient care and safety to facility personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below:

The Joint Commission  
Website: [jointcommission.org](http://jointcommission.org), then click "Report patient safety event"  
Mail: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181



# Advance Directives

## A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### Durable Power of Attorney

**For healthcare:** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.



### FILL OUT YOUR FORMS

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact your nurse.

### Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

# Before You Leave the Hospital



A successful recovery after your stay starts with a solid plan before you go.

**Plan Early** to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

## A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- [qualitycheck.org](http://qualitycheck.org)
- [medicare.gov/care-compare](http://medicare.gov/care-compare)



# Checklist for Discharge

Make sure you have the following information before you leave the hospital.

**Discharge summary.**

This includes why you were in the hospital, who cared for you, your procedures and medicines.

**Medicine list.** This

includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

**Prescriptions.** Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

**Follow-up care instructions.** Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

**After-hospital services.** Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Healthcare:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

**Local resources.** Ask your discharge planner for help finding local support groups or other after-care services.

## Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

# After-Hospital Care

## Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Healthcare**—Care provided by professionals in your home to help maintain or restore health. Can include: *home care* services such as housekeeping and meal preparation; *personal care* services such as bathing, dressing or eating; and *healthcare* services such as physical therapy or skilled nursing.

**Independent Living**—Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing usually are not standard.

**Assisted Living**—Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Staff is on-site 24 hours.

**Nursing Home**—Long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

**To get started evaluating or finding after-hospital care resources in your area, visit:**

- Eldercare Locator  
[eldercare.acl.gov](http://eldercare.acl.gov)
- National Respite Network and Resource Center  
[archrespite.org](http://archrespite.org)

You also can talk to your case manager or social worker for help finding the right after-hospital care.



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.

# Understanding Your Bill

## Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

### Medicare

If you have Medicare, you may have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.



### KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

## Commonly Confused Terms



- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80% of a bill, while you have to pay the remaining 20%.

### Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

**Review this and all other bill-related documents carefully.** If you have questions, contact your doctor or the customer service number listed on the statement.

### Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. Self-pay patients have the right to receive a "good faith" estimate before a planned hospital stay. To learn more, visit [cms.gov/nosurprises](https://www.cms.gov/nosurprises).

When the first bill arrives, call the hospital's financial services department to set up a payment plan. Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

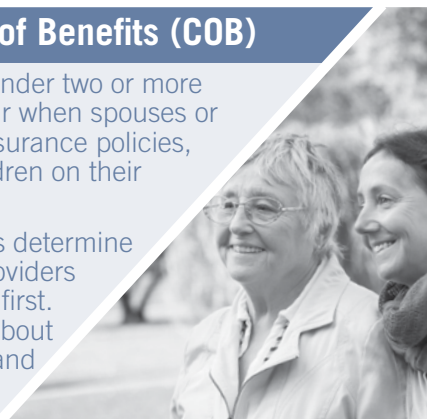
#### Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

### Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.



## Emergency Codes

During your stay or visit, we strive to provide a safe, secure environment. However, in the event an emergency happens, the hospital has standardized action steps. During the implementation of these steps, you may hear an overhead announcement from the hospital operator. It would begin with the word “code,” followed by a color or word. The Ohio Hospital Association standardizes these codes in an effort to enhance communication across the state.

### Code Name & Event

**Code Red:** Fire

**Code Adam:** Infant/Child Abduction

**Code Black:** Bomb/Bomb Threat

**Code Orange:** Hazardous Material Spill/Release

**Code Blue:** Medical Emergency, Adult

**Code Pink:** Medical Emergency, Pediatric

**Code Yellow:** Disaster

**Code Violet:** Violence/Combative Patient

**Code Brown:** Missing Adult

## Organ and Tissue Donation

Families may be asked whether their loved one has given consent to donate organs or tissues. If not, our medical staff must, by law, ask families their wishes about this issue. Our doctors and nurses realize this often is a hard choice

for families to make. Please let your family know how you feel about this issue.

## Caregiver Resources

### acl.gov

Caregiver resources from the Administration for Community Living.

### caregiver.com

Online support groups and articles on caregiving.

### Eldercare Locator

800-677-1116

[eldercare.acl.gov](http://eldercare.acl.gov)

Help with locating aging services throughout the U.S.

### 800-Medicare

Official U.S. government resource for people with Medicare.

### National Alliance for Caregivers

[caregiving.org](http://caregiving.org)

Support for family caregivers and the professionals who serve them.

### Caregiver Action Network

855-227-3640

[caregiveraction.org](http://caregiveraction.org)

Support for caregivers of chronically ill, aged or disabled loved ones.

## Support Groups

For more information or if you have any questions about the support groups offered at Hillside Rehabilitation Hospital, call 330-841-3893.



**Brain Injury Family Education and Insight Support Group**

Meets the third Thursday of each month from 6:30 p.m. to 8:30 p.m. in the Boardroom at Hillside. There are no meetings in July and August.

**Stroke Survivor & Caregiver Support Group**

Meets the first Thursday of each month from 2:30 p.m. to 4:00 p.m. in the Boardroom at Hillside.

**The Mahoning Valley Spinal Cord Injury Support Group**

Meets the second Monday of each month from 5:00 p.m. to 6:00 p.m. in the Center 1 Gym at Hillside.

**Staff Definitions**

**Rehabilitation Therapists**

Physical therapists, occupational therapists and speech pathologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

**Dietitians**

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan. Registered dietitians also are available to educate you about any diets you may need to follow after discharge.



# Adult Vaccines

## Which Vaccines You Need to Protect Your Health

Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn't as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Four types of vaccines are especially important for older adults, including:

**COVID-19 Vaccine**—The COVID-19 vaccines and boosters can help protect you from the virus and stop community spread. Talk to your doctor or visit [cdc.gov/coronavirus/2019-ncov/vaccines](https://www.cdc.gov/coronavirus/2019-ncov/vaccines) to find out which vaccines you need, how many doses and when.

**Influenza Vaccine**—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

**Zoster or Herpes Zoster Vaccine**—The CDC recommends a shingles vaccine called Shingrix for all

adults age 50 and older—even if you've already had shingles or received the older vaccine. You'll need two doses, two to six months apart.

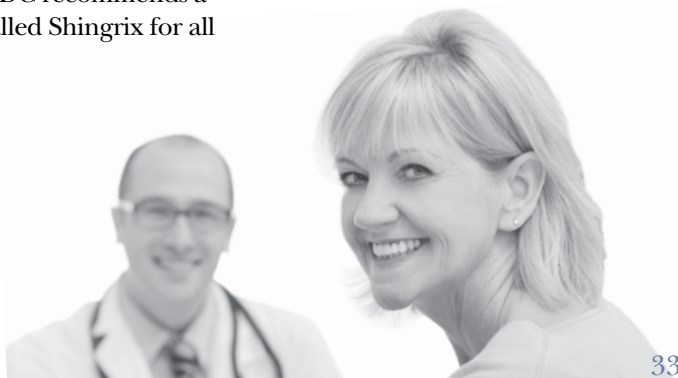
### **Pneumococcal Vaccine**—

Pneumococcal vaccines can prevent serious infections like pneumonia and meningitis. You need either:

- one dose of pneumococcal conjugate vaccine 20 (PCV20), or
- one dose of pneumococcal conjugate vaccine 15 (PCV15) followed by one dose of pneumococcal polysaccharide (PPSV23) a year later

### **Feeling Unsure?**

It's okay to have questions about new vaccines. But make sure you rely on sources that tell you the truth—like a doctor you trust, or reliable websites like the CDC ([cdc.gov](https://www.cdc.gov)) or the World Health Organization ([who.int](https://www.who.int)). Social media is often not a reliable source for vaccine information.



# Food & Medicine Safety

This chart will help you steer clear of side effects that can be caused by pairing certain foods and medicines.

Did you know foods you eat could affect the medicine you take? Eating or drinking certain foods can cause your body to absorb medicine slower or faster. This can make medicine less effective or cause troubling side effects. The chart below lists some common medicine and food interactions, but it does not include every medicine or food interaction. Be sure to ask your doctor or pharmacist about possible interactions between food, vitamins, supplements, herbals or other drugs before taking any prescription or over-the-counter medicines. Do not stop taking any medications without speaking to your doctor.

CLASS	RX MEDICINE	TIPS
<b>Analgesics (pain relievers)</b>	<b>Percocet</b> ( <i>acetaminophen/oxycodone</i> ) <b>Tylenol #3</b> ( <i>acetaminophen/codeine</i> ) <b>Norco, Vicodin</b> ( <i>acetaminophen/hydrocodone</i> )	Avoid drinking alcohol. Take with food to reduce upset stomach. Avoid over-the-counter Tylenol (acetaminophen)-containing products. It's unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor's order.
<b>Anti-arrhythmics (irregular heart beat)</b>	<b>Cordarone, Pacerone</b> ( <i>amiodarone</i> )	Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.
<b>Antibiotics</b>	<b>Ampicillin</b> <b>Penicillin</b>	Take on an empty stomach for best absorption.
	<b>Cipro</b> ( <i>ciprofloxacin</i> ) <b>Doxycycline</b> <b>Tetracycline</b> <b>Levaquin</b> ( <i>levofloxacin</i> )	To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.
	<b>Flagyl</b> ( <i>metronidazole</i> ) <b>Tindamax</b> ( <i>tinidazole</i> )	Avoid alcohol while taking and for 3 days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.
	<b>Griseofulvin</b>	Take with fatty food (ice cream, whole milk or cheese) for better absorption.
<b>Anticoagulants (blood thinners)</b>	<b>Coumadin, Jantoven</b> ( <i>warfarin</i> )	Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.

CLASS	RX MEDICINE	TIPS
<b>Antidepressants</b>	<b>Paxil</b> ( <i>paroxetine</i> )	Avoid drinking alcohol; avoid use of nicotine or tobacco products.
	<b>Prozac</b> ( <i>fluoxetine</i> )	
	<b>Zoloft</b> ( <i>sertraline</i> )	
	<b>Lexapro</b> ( <i>escitalopram</i> ) <b>Celexa</b> ( <i>citalopram</i> )	
<b>Antipsychotics</b>	<b>Clozaril</b> ( <i>clozapine</i> )	Avoid drinking alcohol and caffeine.
	<b>Abilify</b> ( <i>aripiprazole</i> ) <b>Seroquel</b> ( <i>quetiapine</i> )	Avoid drinking alcohol and grapefruit juice.
	<b>Geodon</b> ( <i>ziprasidone</i> )	Take with a meal for best absorption.
<b>Anti-seizure</b>	<b>Dilantin</b> ( <i>phenytoin</i> )	Take on an empty stomach at the same time every day. Avoid calcium or antacids within 2 hours of taking medicine.
	<b>Carbatrol, Tegretol</b> ( <i>carbamazepine</i> )	Avoid eating grapefruit and drinking grapefruit juice.
	<b>Depakote</b> ( <i>divalproex</i> )	Avoid drinking alcohol.
	<b>Lamictal</b> ( <i>lamotrigine</i> )	
	<b>Lyrica</b> ( <i>pregabalin</i> )	
	<b>Topamax</b> ( <i>topiramate</i> ) <b>Zarontin</b> ( <i>ethosuximide</i> )	
<b>Cholesterol</b>	<b>Lipitor</b> ( <i>atorvastatin</i> )	Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.
	<b>Mevacor</b> ( <i>lovastatin</i> )	
	<b>Zocor</b> ( <i>simvastatin</i> )	
<b>Diabetes</b>	<b>Glucophage</b> ( <i>metformin</i> )	Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.
	<b>DiaBeta</b> ( <i>glyburide</i> )	
	<b>Glucotrol</b> ( <i>glipizide</i> )	
	<b>Amaryl</b> ( <i>glimepiride</i> )	
<b>Gastrointestinal</b>	<b>Reglan</b> ( <i>metoclopramide</i> )	Avoid drinking or limit alcohol. Take 30 minutes before meals.
	<b>Nexium</b> ( <i>esomeprazole</i> )	Take at least 1 hour before meals.
	<b>Prilosec</b> ( <i>omeprazole</i> )	
	<b>Protonix</b> ( <i>pantoprazole</i> )	
	<b>Tagamet</b> ( <i>cimetidine</i> )	Avoid drinking alcohol, caffeine and nicotine.
<b>Gout*</b>	<b>Colcrys</b> ( <i>colchicine</i> )	Avoid eating grapefruit and drinking grapefruit juice.
	<b>Zyloprim</b> ( <i>allopurinol</i> )	Take after meals.
*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.		

CLASS	RX MEDICINE	TIPS	
High Blood Pressure	<b>ACE Inhibitors</b> <b>Monopril</b> ( <i>fosinopril</i> ) <b>Prinivil, Zestril</b> ( <i>lisinopril</i> ) <b>Vasotec</b> ( <i>enalapril</i> )	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).	
	<b>Calcium Channel Blockers</b> <b>Calan</b> ( <i>verapamil</i> ) <b>Cardizem</b> ( <i>diltiazem</i> ) <b>Plendil</b> ( <i>felodipine</i> ) <b>Procardia</b> ( <i>nifedipine</i> )	Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice.  Limit caffeine when taking Calan.	
	<b>Beta Blockers</b> <b>Tenormin</b> ( <i>atenolol</i> )	Avoid drinking orange juice. Do not take calcium products within 2 hours of taking medicine.	
	<b>Lopressor</b> ( <i>metoprolol tartrate</i> )	Take with or immediately after meals. Do not take calcium products within 2 hours of taking medicine.	
	<b>Diuretics</b> <b>Aldactone</b> ( <i>spironolactone</i> ) <b>Dyrenium</b> ( <i>triamterene</i> ) <b>Midamor</b> ( <i>amiloride</i> )	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).	
	Immunosuppressants	<b>Neoral, Sandimmune</b> ( <i>cyclosporine</i> ) <b>Prograf</b> ( <i>tacrolimus</i> ) <b>Rapamune</b> ( <i>sirolimus</i> )	Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges /orange juice, potatoes with skin, spinach).
		MAO Inhibitors	<b>Eldepryl, Zelapar, Emsam</b> ( <i>selegiline</i> ) <b>Marplan</b> ( <i>isocarboxazid</i> ) <b>Nardil</b> ( <i>phenelzine</i> ) <b>Parnate</b> ( <i>tranylcypromine</i> )
Osteoporosis			<b>Bisphosphonates</b> <b>Fosamax</b> ( <i>alendronate</i> ) <b>Boniva</b> ( <i>ibandronate</i> ) <b>Atelvia, Actonel</b> ( <i>risedronate</i> )
Thyroid Hormones	<b>Levoxy, Synthroid, Unithroid, Tirosint</b> ( <i>levothyroxine</i> )	Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within 4 hours of taking medicine.	