

A healthcare worker in blue scrubs is shown from the chest down, holding a patient's hand. The worker's hands are resting on the patient's hands, which are resting on a light blue surface. The worker has a stethoscope around their neck and a name tag. The background is bright and out of focus.

WELCOME TO
JACKSON HEALTH SYSTEM

CARE GUIDE

Jackson
HEALTH SYSTEM

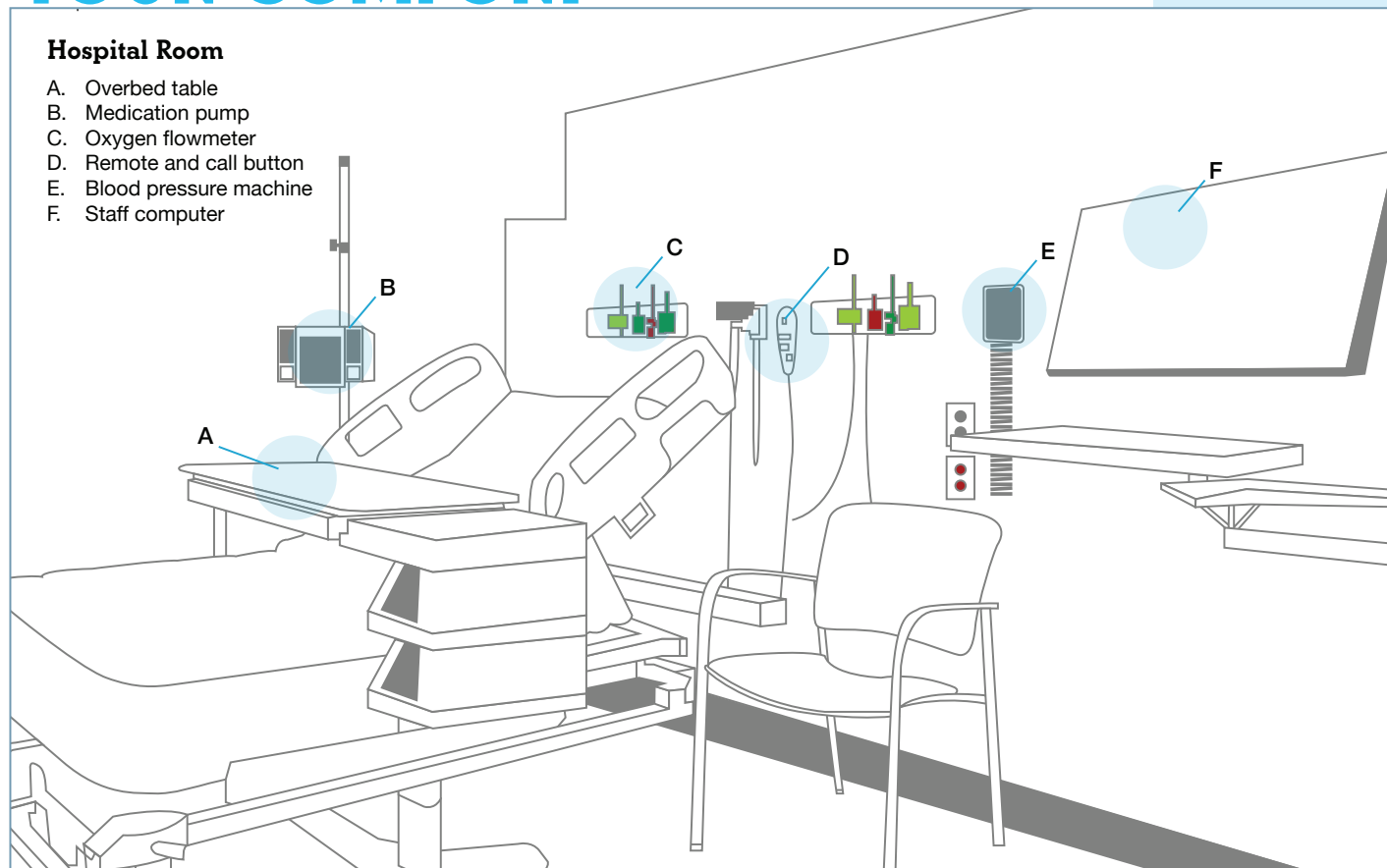
Miracles made daily.

Find this guide online at [JacksonCareGuide.org](https://www.JacksonCareGuide.org).



YOUR HOSPITAL STAY

YOUR ROOM YOUR COMFORT



Hospital Room

- A. Overbed table
- B. Medication pump
- C. Oxygen flowmeter
- D. Remote and call button
- E. Blood pressure machine
- F. Staff computer

Your room may vary slightly from this example.

HERE FOR YOU

Your Comfort

You should be as comfortable as possible in your hospital bed. Your nurse will show you how to adjust it safely and how to use the call button. Your nurse will discuss your expectation for how quickly our staff responds when you use the call button.

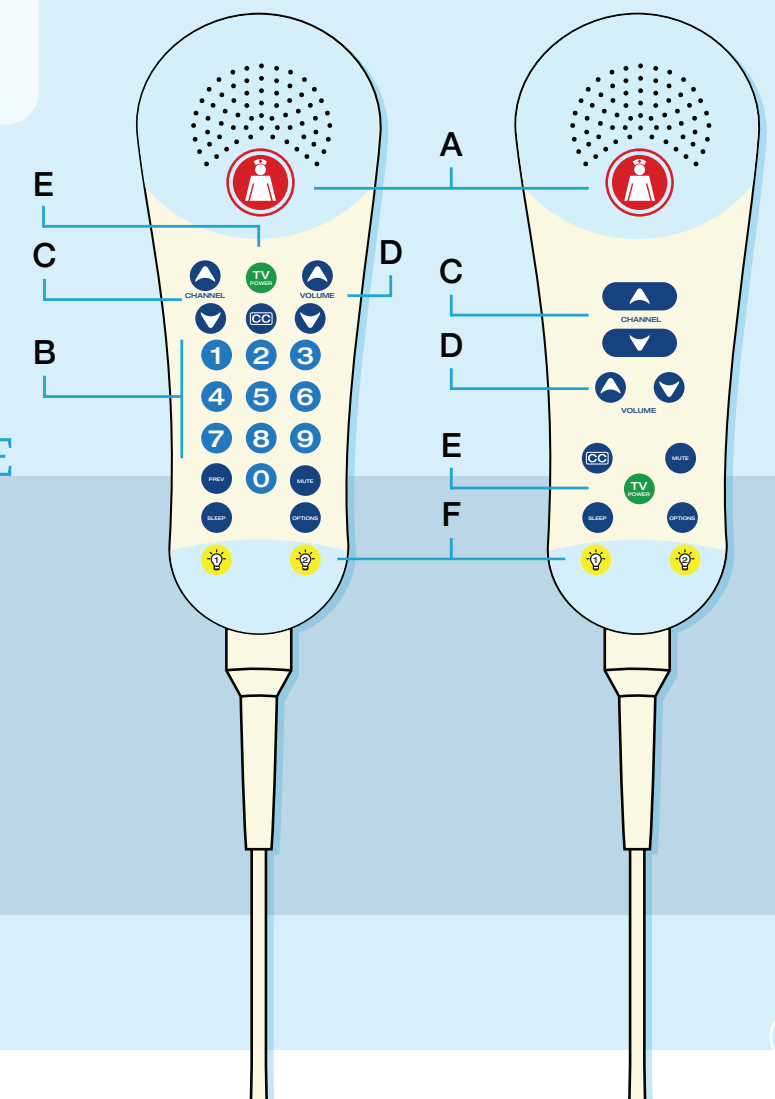
We agree that _____ minutes is an appropriate response time.

How Was I Assigned To My Room?

Your room assignment was based upon many factors, including your condition, diagnosis, medical needs, and bed availability.

Calling Your Care Team

- The **red** call button is located on your remote.
- When you press the button, the nurse station is alerted that you need assistance, and a light will go on in the hall above your door.
- A staff member will respond as soon as possible. The first available caregiver may not be your nurse but will ensure your needs are addressed timely by the right staff member.



INPATIENT ROOM REMOTE

- A. Call button to request assistance from your care team
- B. Television channel keypad
- C. Television channel up/down
- D. Volume up/down
- E. Television on/off
- F. Room light on/off

See page 46 for channel guide.

Your patient remote may vary slightly from these examples.

SPEAK UP

KNOW YOUR CAREGIVERS

You have the right to:

- See the identification badge of anyone who enters your room.
- Ask for the name and job of anyone who enters your room.
- Speak to a nurse leader if any caregivers fail to introduce themselves.

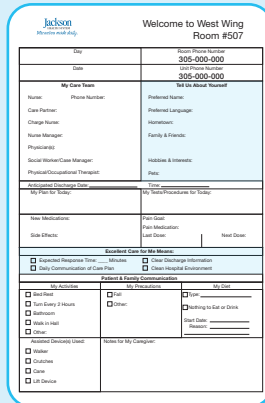
SPEAK UP

YOUR WRISTBAND, YOUR SAFETY

Our caregivers will check your wristband frequently, including for every exam and every time you receive medication. It may seem repetitive, but it's for your safety.



COMMUNICATION



You are a key member of your care team and will be involved in discussions and decisions about your treatment and recovery. Here are some of the ways we communicate with you:

- The communication board in your room will be updated at least twice a day with the names of your current caregivers and other information about your condition. It also includes space for your personal goals, questions, and concerns.
- When your care team changes – usually at 7 a.m. and 7 p.m. – you will be part of a process called a Care Handoff. The team ending its shift will meet with the new team and you to ensure everyone understands your progress and expectations.
- You may always identify a family member or friend to participate in discussions with your care team, including the Care Handoff.
- To protect your privacy, a doctor or nurse may ask your visitors to leave before medical conversations. You always have the right to let those loved ones stay in the room.

PARTICIPATE IN YOUR CARE

Because you are the center of your care team, you have the right to:

- Participate in every step of your care, including discussions with doctors.
- Seek a second or third opinion.
- Ask caregivers about their training and experience treating your condition.
- Receive written information about your condition.
- Find out how long your treatment is expected to take and how it should make you feel.
- Understand how to use any medical equipment you are expected to operate.



KNOW YOUR MEDICINE

You have the right to understand as much as possible about every medication you receive, including:

- Generic and brand name.
- Why you are receiving it.
- When it will start working.
- The dosage, including how long it will last and how often you will receive it.
- Foods, drinks, or activities you should avoid while taking it.
- Side effects and how to manage them.
- How it interacts with other medicines you take.



UNDERSTANDING YOUR MEDICATIONS

Medications are an important part of your treatment while in the hospital. You may receive different medicine while here than you normally take at home. **For your safety, speak with your care team before taking any medication on your own.** Your medicines also might change during your stay. If you have concerns regarding your medication or medication change, please ask your nurse, pharmacist, or any member of your care team.

HERE FOR YOU

Your Medications

Your nurse will ask you about:

- All medications you take at home, including prescriptions, supplements, vitamins, and over-the-counter drugs.
- All allergies or bad reactions you've had in the past to medicine or food.
- All medicine you brought from home, which we will store safely because we will provide everything you need during your stay.
- Your understanding of the purpose and side effects of every medication we provide.



YOUR SAFETY



Hourly Rounding

While you are here, your safety and well-being are our top priorities. A member of your care team will typically check on you every hour.

Call – Don't Fall

Your medications, treatments, and simply being in an unfamiliar setting can make it harder for you to safely get out of bed on your own.

Please use your call button to notify us when you or your visitors need help standing up. No matter how often you need us, it's never a bother – we are here for you.

When you and your care team agree it is safe, activities such as changing positions, moving, and walking are important. Getting out of bed:

- Improves blood flow
- Enhances muscle tone
- Improves breathing
- Prevents bone stiffening
- Prevents pressure injuries and pneumonia

Ask your care team whether it is safe to get out of bed on your own.

Hand Hygiene

Frequent hand washing or using sanitizer is a crucial way to prevent the spread of infection, especially in a hospital. Please protect yourself, your visitors, and everyone else by ensuring the following steps are taken:

PATIENT

- Sanitize hands before eating or taking medication.
- Sanitize hands after using the bathroom.
- Use hand sanitizer or wipes – which we will provide – unless your care team directs use of soap and water. We will help you wash your hands when soap and water are preferred.

VISITORS

- Sanitize hands every time they enter or leave your room.
- Sanitize hands before and after eating or helping you eat.
- Sanitize hands after using the bathroom.



WATCH US WASH

- Every staff member should wash or sanitize hands before and after care.
- You have the right to see all caregivers clean their hands.
- You should remind your caregiver if you don't see it, and notify your nurse leader if it doesn't happen.
- Gloves are not a replacement for proper hand cleaning.
- Hand sanitizer is frequently used instead of soap and water; it is an effective way to prevent the spread of infections.



YOUR ROOM PHONE

Making A Call:

Jackson Memorial: Dial “99” followed by the local phone number.

Jackson North & South: Dial “9” followed by the local phone number.

All other Jackson hospitals: Dial “99” followed by the local phone number.

Long-distance calls cannot be charged to your room. For long-distance calls, please dial “0” and an operator will assist you.

Receiving A Call:

You can receive calls directly to the phone number printed on your communication board. Callers may also reach you by dialing your hospital's main number:

Jackson Memorial: 305-585-1111
Jackson North: 305-651-1100
Jackson South: 305-251-2500
Holtz Children's: 305-585-KIDS
All other Jackson hospitals: 305-585-1111

Using Your Mobile Device

Complimentary wireless internet access is available for you and your visitors. Simply connect to JHS_Guest on your mobile device and follow the on-screen instructions.



INTERPRETER SERVICES

You and your visitors have access to spoken and sign language interpreters 24 hours a day, seven days a week. There is no charge for this service – simply notify a member of your care team. Please notify us immediately if you prefer to discuss your care and treatment in another language. You will receive the best possible care when you fully understand all discussions with your caregivers.



Be Our Guest

Your nurse will show you how to use many amenities, including:

- How to use your room phone
- How to connect to our free Wi-Fi service
- How to request interpreter services in your preferred language
- How to safely store your valuables and other personal items

PERSONAL ITEMS



You may receive care in many parts of the hospital, and your room may be unoccupied for long periods of time. For that reason, we do not recommend leaving valuable items such as jewelry, electronic devices, money, or sentimental keepsakes unattended. For more information about what to do with your personal items, please ask your care team.

We cannot be responsible for personal items in your room. If you lose something, please notify your care team immediately. We will make every effort to help you find it.

THINKING AHEAD ABOUT HEADING HOME



We do everything we can to make you as comfortable as possible at Jackson, but there's no place like home for your recovery. Every day during your hospital stay, your care team will discuss your progress and plan for your discharge.

Detailed information about this process can be found on page 27, and here are some important points to think about right away:

- To ensure your safety, your physician is responsible for approving your discharge date.
- We strive to discharge patients by 11 a.m. This leaves you ample time to get home safely and make any arrangements for continuing your recovery. Please plan at least two days in advance to have a safe and reliable way to get home from the hospital. Please be aware that patients recovering from anesthesia will not be allowed to leave in a taxi or rideshare.
- Your case manager and social worker will coordinate important parts of your discharge, and your nursing team will provide instructions for follow-up treatment and appointments.

HERE FOR YOU



Transportation

From the day you arrive, your care team will be working with you on your discharge plan. It's important to confirm your transportation plans at least two days before you expect to be discharged. We have agreed that my transportation plan is:



MY CARE TEAM

My Physician: _____ Team: _____

My Consulting Physicians: _____ Specialty: _____

My Unit: _____ Unit Director: _____

My Nurse Leader: _____ My Case Manager: _____

My Social Worker: _____

My Nurses: _____

My Notes: _____

ADDITIONAL PATIENT RESOURCES

Understanding Your Care Team

At Jackson, experts in a wide range of specialties come together for your care. These include providers – a broad term that includes physicians and other high-level clinicians – as well as nurses, therapists, technicians, pharmacists, social workers, and more. Be at the center of your care by understanding the roles these different healthcare professionals play.



CARE TEAM UNIFORMS



Meet Your Providers

At Jackson, you will often be treated by more than one doctor. Here is what you should expect from your provider team:

- Specialists from different areas may consult on your treatment, and different physicians from the same specialty may join your care team at various times.
- Most Jackson facilities are teaching hospitals. Doctors in training – known as interns, residents, and fellows – will often assist senior-level physicians. They are always overseen by an experienced, board-certified doctor, who may or may not be physically present.
- Members of your provider team may change from day to day, so you may frequently see new faces.

Attending Physician The doctor overseeing and coordinating all of your care.

Hospitalists Board-certified physicians who manage your care when your attending physician is not present. They also support your admission and discharge planning and help coordinate specialists' roles in your care.

Interns, Residents, Fellows These are doctors in training, all of whom have completed medical school and are gaining experience in patient care under the supervision of an experienced, board-certified doctor. In many cases, they are overseen by academic physicians from the University of Miami Miller School of Medicine or Florida International University.

Advanced Practice Nurses & Physician Assistants These are licensed healthcare professionals who may work with your attending physician, including prescribing medication.

Consulting Physicians & Specialists These include doctors with expertise in a particular area. This type of physician may be called upon by your attending doctor to help diagnose and treat you.



ADVANCE DIRECTIVES

In the event that you are unable to make your own medical decisions, Florida law allows you to state your wishes and/or choose someone to make decisions for you in advance. This legal document is called an advance directive. Living wills and healthcare proxies are two common types of advance directives. If you haven't already done so, we recommend discussing advance directives with your family as soon as possible. For more information, please speak with your social worker.



SPIRITUAL CARE

Our multicultural, multid denominational team provides prayer and sacraments for you and your family. Our chaplains are professionally trained to minister in an interfaith setting. We maintain an active community of priests, rabbis, ministers, imams, and others who are available for bedside visits.

To request a chaplain any time of day or night, please call **305-585-2529**. Chaplains can also assist with private spaces for Jewish religious services and Muslim prayer, as well as other specialized needs.



HOSPITAL CHAPELS

- **Jackson Memorial Medical Center, including Holtz Children's Hospital:** The Nat Galley & Gertrude Galley Glucksman Chapel is located in the West Wing Lobby of Jackson Memorial. It is open around the clock for all visitors. All-faith services are held weekdays at 8 a.m. and Sundays at noon, and Catholic services are held weekdays at 11:45 a.m. and Sundays at 3:30 p.m.
- **Jackson South:** The interfaith chapel is open 24 hours a day. It is located on the first floor next to the emergency department.



BLOODLESS MEDICINE AND SURGERY

For many services, Jackson offers the option of bloodless medicine and surgery for adult and pediatric patients who wish to avoid blood transfusions. More information is available by calling **305-585-7269**.



SMOKE-FREE CAMPUS

All Jackson facilities and campuses – including outdoor areas and parking garages – are designated as smoke-free. For the safety and well-being of our patients, visitors, and employees, no smoking is allowed in any of our facilities or on hospital grounds. This includes e-cigarettes and vaping.



ELECTRICAL APPLIANCES

Due to safety regulations, plug-in electrical appliances may not be used in the hospital. This includes hair dryers, heating pads, extension cords, and other electrical devices, unless authorized.



SERVICE ANIMALS

Jackson welcomes your certified service animals during your stay. We ask that you carry all required documentation with you. If the animal constitutes a health or safety risk, we may require you to make alternate arrangements. For more information, please contact Guest Services. A directory of guest services departments can be found on page 37.



FOOD AND NUTRITION SERVICES

Jackson hospitals all maintain full kitchens to provide you with a healthy diet as prescribed by your care team. Our meal plans rotate daily and are based upon guidelines from the American Dietetic Association. See page 45 for patient meal service times and cafeteria hours.

HERE FOR YOU



At Your Request

Many of our patient areas also include At Your Request, which allows you to order your favorite meals from a broader menu of choices.

To order, please call the following number from your room phone:

Jackson Memorial, Holtz Children's, The Women's Hospital at Jackson Memorial: 85-8594

Jackson North: 85-3438

Jackson South: 56-5264

Please note this service is not yet available in all areas, and your options may be limited based upon your treatment plan.

YOUR RIGHTS AND RESPONSIBILITIES

- A patient has the right to a prompt and reasonable response to questions and requests.
- Any patient, advocate, or guardian who feels the patient is not being treated properly has the right, without fear of retaliation, to voice concerns/grievances regarding the care received and to have those concerns/grievances reviewed and a resolution provided. A patient concern/grievance will not affect the quality of care given.
- Patient Rights, Responsibilities, and Notice of Nondiscrimination are posted in hospital registration and emergency areas.
- Jackson employees are fully educated on patient rights and responsibilities.

Your Rights As A Patient

Jackson and its governing body, the Public Health Trust, support the right of a patient to:

- | | |
|---|--|
| • Designate an advocate | • Have access to medical care and information |
| • Respect, dignity, and consideration | • Privacy and confidentiality |
| • Care in a safe setting | • Clear information about their condition and care |
| • Have involvement in decision-making | • Consult with other medical specialists |
| • Know the names of their caregivers | • Refuse treatment |
| • Have unrestricted access to communication | • Receive visitors |
| • Have an explanation of hospital charges | • Know hospital rules and regulations |
| • Complete an advance directive | • Have complaints reviewed by the hospital |
| • Have access to religious and other spiritual services | |

Your Responsibilities As A Patient

As a patient, you have a responsibility to:

- | | |
|--|--|
| • Follow instructions | • Keep appointments |
| • Respect others | • Pay medical bills |
| • Follow hospital rules and regulations | • Take responsibility for your actions |
| • Provide accurate and complete information to the hospital and caregivers | |

If you need additional information about patient rights and responsibilities, please contact your care team.

QUESTIONS FOR MY CARE TEAM

A close-up photograph showing a person's feet wearing white, open-toed sandals. The feet are positioned on a light-colored wooden floor. To the right, the chrome leg of an office chair is visible, ending in a castor wheel. The person is wearing a light-colored, textured skirt or dress that is visible at the top of the frame. A semi-transparent yellow rectangular box is overlaid on the right side of the image, containing the text "YOUR HEALTH, YOUR SAFETY" in white, bold, serif capital letters.

YOUR
HEALTH,
YOUR
SAFETY

OUR TOP PRIORITIES

Your health and safety are our top priorities. Jackson care teams undergo extensive training and apply national best practices to ensure you recover as quickly and effectively as possible. Some processes may seem repetitive or redundant – rest assured the team is taking extra steps to protect you.


In addition to this, Jackson is part of a national campaign called Speak Up, which reminds patients that you always have the right to ask questions, participate in your care, protect your privacy, understand your treatment, and expect excellence from your caregivers. If you ever have concerns, please ask to speak to your nurse leader.



INFECTION PREVENTION


By following a few simple procedures, you and your care team will help prevent infections that can complicate your recovery. In some cases, your care team may implement additional precautions for you and your visitors if your immune system is weakened or you are otherwise at risk for a serious infection.

Routine Infection Prevention Steps




Personal Care

- Daily bathing with special antiseptic soap.




Oral Care

- Important for prevention of pneumonia.
- Supplies will be provided, along with assistance as needed.
- Oral care should be performed after every meal and at bedtime, except for patients on ventilators, who will receive oral care every four hours.




Nasal Sanitizer

- Many patients will receive nasal sanitization twice daily with a citrus-scented nasal antiseptic to prevent infections caused by germs in the nose.



Positioning And Mobility

- Regularly changing positions – and getting out of bed when your care team agrees it is safe – can prevent complications such as pressure ulcers and pneumonia. Staff will always be happy to assist.



Hand Hygiene

PATIENT

- Sanitize hands before eating or taking medication.
- Sanitize hands after using bathroom.
- Use hand sanitizer or wipes – which we will provide – unless your care team directs use of soap and water. We will help you wash your hands when soap and water are preferred.

VISITORS

- Sanitize hands every time they enter or leave your room.
- Sanitize hands before and after eating or helping you eat.
- Sanitize hands after using the bathroom.



SPEAK UP...

- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like a translator.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.

PAY ATTENTION...

- Check identification (ID) badges worn by doctors, nurses, and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.

EDUCATE YOURSELF...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.

ADVOCATES (family members and friends) can help...

- Give advice and support – but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.

KNOW ABOUT YOUR NEW MEDICINE...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.

USE A QUALITY HEALTHCARE ORGANIZATION THAT...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.

PARTICIPATE IN ALL DECISIONS ABOUT YOUR CARE...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your healthcare team.

Isolation Precaution Signs

Based upon your condition, treatment, and other factors, your care team may post one of these isolation precaution signs on the door to your room. You have the right to expect all caregivers and other visitors to adhere to these requirements in order to protect your health and safety.



Understanding Antibiotics

Antibiotics are medicines used to treat or prevent bacterial infections. They do not work for viruses such as the flu, and using antibiotics improperly is a danger to you and your community. Overuse of antibiotics can cause bacteria to become resistant, making them harder to eliminate and more dangerous. In hospitals, this can lead to longer stays and serious complications.

The effectiveness of antibiotics can also be impacted by other medicines, vitamins, and supplements; ensure your care team has a detailed and complete list of which ones you take.

Preventing Common And Serious Hospital Infections

TYPE	HOW IT STARTS	SYMPTOMS	HOW TO PREVENT
Catheter-Associated Urinary Tract Infection	Germs can enter the urinary tract when using a tube to drain urine.	<ul style="list-style-type: none"> Bloody or frequent urination Pain during urination Burning during urination Fever 	<ul style="list-style-type: none"> Wash hands before touching area. Prevent backflow by keeping urine bag below bladder level. Don't tug, pull, twist, or bend tube. Secure catheter to your leg. Ask your care team for help.
Central Line-Associated Bloodstream Infection	Germs enter the bloodstream through a tube inserted in a vein in the upper arm, chest, groin, or neck.	<ul style="list-style-type: none"> Chills Fever Redness, swelling, and soreness at the site 	<ul style="list-style-type: none"> Wash hands before touching area. Make sure your care team wears gloves, gowns, mask, cap, and sterile drape when handling tube. Tell your care team immediately if bandage comes off, becomes wet or dirty, or site is sore. Ask your team to remove the tube as soon as possible.
Surgical Site Infection	Occurs after surgery in the part of the body where the surgery took place. Surgical site infections can sometimes be superficial infections involving the skin only.	<ul style="list-style-type: none"> Site redness Pain Drainage of cloudy fluid Fever 	<ul style="list-style-type: none"> Wash hands before touching area. Do not shave surgery site, because skin irritation increases risk of infection. Ask your care team to show you how to safely care for the wound.
Ventilator-Associated Pneumonia	Germs enter the lungs through a tube in the mouth, nose, or neck. This tube is used to help you breathe.	<ul style="list-style-type: none"> Fever Mucus Chills Cough Shortness of breath 	<ul style="list-style-type: none"> Wash hands before touching area. Ask your team if it is safe to raise the head of the bed. Tell your care team if the inside of your mouth is not kept clean. Ask your care team to remove the tube as soon as possible.

A healthcare worker in a white uniform is smoothing a white sheet on a hospital bed. The room is bright with large windows in the background. A green rectangular overlay on the right side of the image contains the text "YOUR DISCHARGE" in white, serif, all-caps font.

YOUR DISCHARGE

HERE FOR YOU



Before You Leave

From the day you arrive, your care team will begin working with you on your discharge. These are the nine most important items to consider as you make arrangements to return home. Please ensure you understand all of these – your team is always happy to explain again.

DISCHARGE CHECKLIST



DISCHARGE SUMMARY



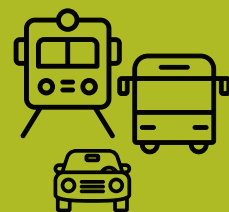
MEDICATION LIST



SUPPLEMENTAL DISCHARGE EDUCATION



DISCHARGE PRESCRIPTIONS



TRANSPORTATION



RESOURCES, EQUIPMENT & PATIENT SUPPORT



FOLLOW-UP APPOINTMENT



MEDICAL CONDITION-SPECIFIC GUIDELINES



PATIENT EXPERIENCE SURVEY

PREPARING FOR DISCHARGE

Overview

- To ensure your safety, your physician is responsible for approving your discharge date.
- We strive to discharge patients by 11 a.m. This leaves you ample time to get home safely and make arrangements for continuing your recovery. Please plan at least two days in advance to have a safe and reliable way to get home from the hospital. Please be aware that patients recovering from anesthesia will not be allowed to leave in a taxi or rideshare.
- Your case manager and social worker will coordinate important parts of your discharge, and your nursing team will provide instructions for follow-up treatment and appointments.

MEDICATIONS

Before leaving, you will be provided a list of medications and instructions.

- It is important to know exactly when to take the first dose of each medicine.
- Ask your nurse or pharmacist to review your medications prior to leaving the hospital if you have any questions.
- Keep a current list of your medications in your wallet, purse, or phone so you can share details with your healthcare providers.
- Follow up promptly with your primary care doctor about your hospital stay, including any changes in medications that occurred during your hospitalization.
- Your care team can generally have your discharge medications delivered to your room before you leave or at one of our outpatient pharmacies. If you prefer, the prescription can instead be called into a retail pharmacy near your home.

JACKSON PHARMACY SERVICES

HERE FOR YOU



Fill Your Prescription At Jackson

Jackson can fill your prescriptions when you go home and for your ongoing needs. Outpatient pharmacies are available at numerous Jackson facilities. See page 44 for locations and details.

- Access to specialty medications not available at many retail pharmacies.
- Access to savings programs not available at outside pharmacies.
- Partnerships with many insurance companies and assistance with prior authorizations.
- Financial assistance coordinators to help you minimize out-of-pocket expenses.
- Delivery of some medications to the home.
- Specialty pharmacists that can provide assistance with side effect management and disease-specific education.

Call us at **305-585-3996** or toll-free at **855-213-2788**. Visit us online at [JacksonPharmacy.org](https://www.jacksonpharmacy.org).

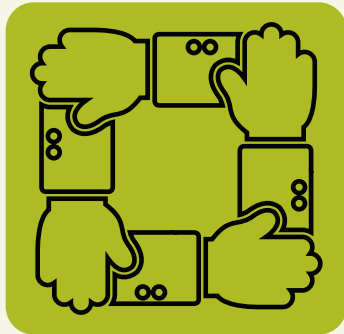
Discharge Assistance

From the day you arrive, your care team includes professionals like case managers and social workers to help plan your discharge. These team members may assist you with services such as:

- Advance directives/proxy designation
- Home health care as ordered by your physician
- Financial assessment coordination
- Transportation
- Family meetings
- Equipment needs as ordered by your physician
- Placement in a nursing home, assisted living facility, skilled nursing facility, acute rehabilitation center, shelter, or other appropriate setting

Other members of your care team, including respiratory therapists, physical therapists, and occupational therapists, may also be a part of your discharge. Contact your care team if you have any questions.

AFTER DISCHARGE



Keeping In Touch

Your recovery will continue after you leave the hospital, and we want to make sure it's going well.

A member of your care team may call you during the first day or two after your discharge to answer any questions and ensure you're progressing as expected. Please ensure we have a valid phone number to reach you or your caregiver.

Follow-Up Care

Your primary care physician or family doctor is an important part of your recovery and ongoing wellness. If you have a primary care physician, it's important to provide the details of your hospital stay as soon as possible, including discussing any referrals you may have received to see a specialist for follow-up care.

If you do not have a primary care physician, Jackson would be happy to help you find one. For an immediate referral, please call **305-585-4DOC** or visit doctors.jacksonhealth.org.

If your Jackson physician has instructed you to contact Jackson for a specialist appointment, please contact the specialty service directly:

Anticoagulation Clinic: **305-585-5565**

Ortho Rehabilitation Clinic: **305-585-6262**

All Other Specialties: **305-585-6000**



BEFORE YOU GO

While you're in the hospital, you have easy access to world-class caregivers who are here exclusively to focus on your recovery. You have the right to clearly understand everything in your discharge plan before you leave the hospital.



YOUR VOICE MATTERS

Our survey company tries to contact every patient after discharge because your feedback is so important. It helps us learn what we're doing well and where we can improve to better meet our patients' needs.

MEDICAL RECORDS



Online:

With the MyJacksonHealth.org patient portal, you can connect to your health record, request appointments, update your information, and download important documents. You can also transfer your data to secure mobile apps such as Apple® Health.

Registration is simple. If you provided an email address upon admission, you will automatically receive an invitation within 24 hours – click the link in the email and follow the directions online.

If you did not already provide an email address or did not receive the invitation, please ask a member of your care team for assistance. For more information, please visit MyJacksonHealth.org.

In Person:

A paper copy of your medical record can be picked up in person at any Jackson hospital campus. The appropriate forms to release your records can be obtained at the locations below or printed in advance by visiting JacksonHealth.org and searching for “medical records.”

Jackson Memorial

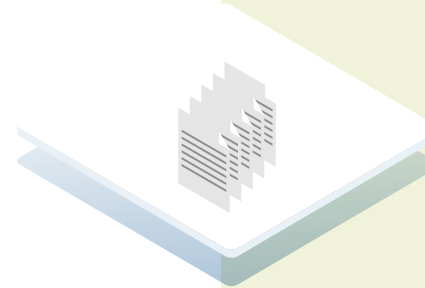
Ambulatory Care Center West
Room L-129
1611 N.W. 12th Ave.
Miami, FL 33136
305-585-6142

Jackson South

8950 S.W. 152nd St.
Palmetto Bay, FL 33157
305-256-5120

Jackson North

160 N.W. 170th St.
North Miami Beach, FL 33169
305-654-5047



By Mail:

You can request a copy of your complete medical record by mail. Detailed directions are available by visiting JacksonHealth.org and searching for “medical records.”



HERE FOR YOU



Billing Questions?

If you don't understand something on your bill or you're having trouble paying your bills, please let us know. Our team is here to work with you.

HOSPITAL BILLING

If you have any questions concerning your bill or Jackson's financial policies, please contact our customer service center at **877-881-6177**. The center is open weekdays from 8 a.m. to 4 p.m. and closed from noon to 1 p.m.

Financial Policy

Our financial policy is designed to allow anyone in need of critical or emergency health care to receive that care regardless of financial status or ability to pay. The timely payment of your hospital bills will allow us to keep providing quality care in our community. If you anticipate any difficulty regarding paying for your hospitalization, please contact our customer service center at **877-881-6177**.

Financial Assessment

Financial counselors visit all patients who are admitted at Jackson hospitals without funding; these counselors are also available to other patients upon request. These counselors can help identify a wide range of financial assistance programs.

Additional Bills

You may receive additional bills from physicians who provided you with care while you were a patient at Jackson. Most physicians, including radiologists, pathologists, anesthesiologists, and other physicians from UHealth – University of Miami Health System, are not employees of Jackson and will likely send separate bills for their services. Please contact their offices directly if you have any questions regarding their bills.



HERE FOR YOU



Serving You

Every day, your nurse and other members of your care team will ask how your experience compares to your expectations. We are committed to getting better every day.

HOW DID WE DO?

Thank you for trusting Jackson with your care. We hope you had a great stay with us. So we can continue to improve and better serve you, please take the time to tell us about your experience. We invite you to name specific team members who had an impact on your time here.

Please return to your unit's nurse leader.

The best parts of my Jackson experience: _____

Opportunities for Jackson to improve: _____





VISITOR INFORMATION

VISITOR INFORMATION



Your family and friends are important to your recovery. Most patient areas allow you to welcome visitors at any time. Some areas limit the hours or number of visitors in order to protect all patients' safety and privacy. Your care team may also need to limit your visitors based upon your condition. Please feel free to discuss these practices with your nurse or the nurse leader for your unit. You also have the right to remove your name from the patient directory for callers and visitors, and you may provide a list of guests who are approved to visit.

HERE FOR YOU

Your Visitors
 Many factors can influence who will visit during your stay and when those guests should be present.
 My care team should understand that the most important thing to me regarding visitors is:

THINGS YOUR VISITORS NEED TO KNOW



Visiting Hours: Most units allow visitors at any time, including having someone spend the night in your room. Your care team will discuss special circumstances, including limited hours in some areas of the hospital and other restrictions put in place to protect your recovery.



Photo Identification: All visitors will be asked to show proper photo identification before receiving a one-day visitor pass.



Feeling Sick?: People with colds, sore throats, or any disease should not visit hospitalized patients. Ask them to postpone their visit. If your health is at risk, your care team may not permit visitors showing certain symptoms.



Quiet Environment: To encourage rest and healing, please ask your visitors to considerably limit noise and disruption.



Children: Check with your nurse before inviting guests under 12; your care team may determine it's not safe for them to visit. Older children should still be accompanied by an adult.



No Smoking: All Jackson facilities and campuses are smoke-free. This policy includes outdoor areas, as well as e-cigarettes and vaping.



Privacy: Visitors may be asked to leave the room during tests, treatments, or private conversations. Please discuss with your care team if you prefer to have a visitor remain.



Restrooms: Public restrooms are available in or near all patient units. For your safety and comfort, facilities in patient rooms are reserved exclusively for your use.

PARKING

Most Jackson facilities and campuses have free parking at all times for all patients and visitors.

At the Jackson Memorial Medical Center campus, self-parking is free for up to two hours. Most visitor parking is located in four of our public parking garages:

- **Red Garage:** Recommended for patients in the Emergency Department, Ryder Trauma Center, Holtz Children's Hospital, and The Women's Hospital at Jackson Memorial. Main entrance located on N.W. 17th Street, just west of N.W. 9th Avenue. *Valet parking is available at the end of N.W. 17th Street.*
- **Yellow Garage:** Recommended for patients in Jackson Behavioral Health Hospital. Main entrance located on N.W. 9th Avenue, just north of N.W. 18th Street.
- **Blue Garage:** Recommended for patients at Jackson Memorial Hospital. Main entrance located on N.W. 19th Street, east of N.W. 12th Avenue. *Valet parking is available on the south side of N.W. 19th Street at the main entrance.*
- **Green Garage:** Recommended for patients at Jackson Rehabilitation Hospital. Main entrance located on N.W. 16th Street, just east of N.W. 12th Avenue.

Please inform your visitors to the Jackson Memorial Medical Center campus about the following parking details:

Our garages are operated by an independent company, which can be reached at [305-585-6997](tel:305-585-6997).

Discounted parking is offered to patients with hospital stays of three or more days and their family members. The discount is available at Guest Services in the West Wing lobby, room 104 of Jackson Memorial Hospital.

PUBLIC TRANSPORTATION

Jackson's hospital campuses are accessible via public transportation.

Jackson Memorial: The Civic Center Metrorail station is located in the heart of the Jackson Memorial Medical Center campus. Numerous Miami-Dade County Metrobus routes also reach the campus; information can be found online at www.miamidade.gov/transit. The City of Miami offers free trolley service around the campus with connections to numerous nearby neighborhoods. Information can be found online at www.miamigov.com/trolley.

Jackson North: The Golden Glades Tri-Rail station is just over a mile away from Jackson North Medical Center. The campus is also served by Miami-Dade County Metrobus routes.

Jackson South: The Dadeland South Metrorail station is located approximately five miles from Jackson South Medical Center. The campus is also served by Miami-Dade County Metrobus routes.

THINGS YOUR VISITORS NEED TO KNOW

Guest Dining



Comfortable dining areas and cafeterias are available at all Jackson hospital campuses, and many also feature Cuban-style coffee shops.

In addition, the Jackson Memorial Medical Center campus features numerous casual dining options at our Jackson Marketplace locations in the Park Plaza East/Red and Park Plaza West/Green garages.

Guests may dine in-room with patients by ordering and paying for meals in the hospital cafeteria and providing the receipt to a nutrition assistant on your care team.

Vending machines for snacks and beverages are located on each campus.

Banking



Automated teller machines (ATMs) are available at all three hospital campuses.

The Jackson Memorial Medical Center also features branches of the Dade County Federal Credit Union and University Credit Union.

Visitor Lounges



Visitor lounges are available throughout our facilities. Designated areas are set aside for guests of emergency, trauma, and surgical patients, as well as for specialty areas such as maternity. Please ask a member of your care team for more information.

Flowers and Balloons



Flowers and Mylar balloons are generally welcome for patients. Exceptions include patients in intensive care, surgical transplant, and oncology units, where they may promote infection, as well as other patients who may be at risk from exposure to these gifts. Latex balloons, which can cause allergic reactions, are not permitted in patient areas.

Public Safety



For the safety of our patients, visitors, and staff, Jackson has dedicated security staff on duty 24 hours a day. Among other services, Public Safety can provide escorts to walk with you or your guests to and from parking areas. To request an escort, please call:

Jackson Memorial: [305-585-6111](tel:305-585-6111)

Jackson North: [305-654-3070](tel:305-654-3070)

Jackson South: [305-256-5222](tel:305-256-5222)

Guest Services



Our Guest Services coordinators are pleased to assist you and your visitors with any questions, concerns, or suggestions. Please feel free to contact the Guest Services team for your campus:

Jackson Memorial: [305-585-7341](tel:305-585-7341)

Jackson North: [305-654-3092](tel:305-654-3092)

Jackson South: [305-256-5159](tel:305-256-5159)



ABOUT US

REPORTING CONCERNS

We strive to meet or exceed your expectations. If you have a concern, please start by discussing it with your nurse or the nurse leader of the unit where you are staying. If you feel that your concern has not been resolved, please contact our Guest Services team for your campus:

Jackson Memorial: 305-585-7341

Jackson North: 305-654-3092

Jackson South: 305-256-5159

GETTING INVOLVED

Volunteer With Us

Share your time and your caring commitment to Jackson by volunteering. To learn about opportunities to offer non-clinical support through the volunteer program, please contact Volunteer.Resources@jhsmiami.org or call:

Jackson Memorial: 305-585-6541

Jackson North: 305-654-3092

Jackson South: 305-256-5159

Support Us

Jackson Health Foundation is the private fundraising arm of Jackson Health System. The Foundation's mission is to raise philanthropic funds to support Jackson Health System's mission.

Established in 1991, the Foundation is governed by a volunteer board of directors committed to philanthropic activities that benefit the medical programs and services at Jackson. Through the generosity of compassionate donors, the Foundation helps to fill the gaps of major capital projects and programmatic needs that cannot be financed by public support.

For more information, please visit us at JacksonHealthFoundation.org or contact us by phone at **305-585-GIVE (4483)**.

Filing Complaints

The Guest Services staff can also explain the process for filing a formal grievance and when you can expect to receive a response. That response will always include:

- The name of the contact person
- The steps taken by the hospital to investigate the grievance
- The decision by the hospital
- The date of completion of the review

You can also file a complaint with the State of Florida Agency for Health Care Administration regardless of whether you have used the hospital's grievance process or not.

To file a concern or grievance against a hospital or ambulatory center, a patient, visitor, advocate, or guardian can call the Consumer Assistance Unit at 888-419-3456 or write to this address:

Agency for Health Care Administration Consumer Assistance Unit
2727 Mahan Drive, Building 1
Tallahassee, FL 32308

To file a concern or grievance against a healthcare professional, please contact the Florida Department of Health at 888-419-3456 or the Consumer Services Unit at 850-245-4339 or write to this address:

Division of Medical Quality Assurance Consumer Services Unit
4025 Bald Cypress Way, Bin C-75
Tallahassee, FL 32399

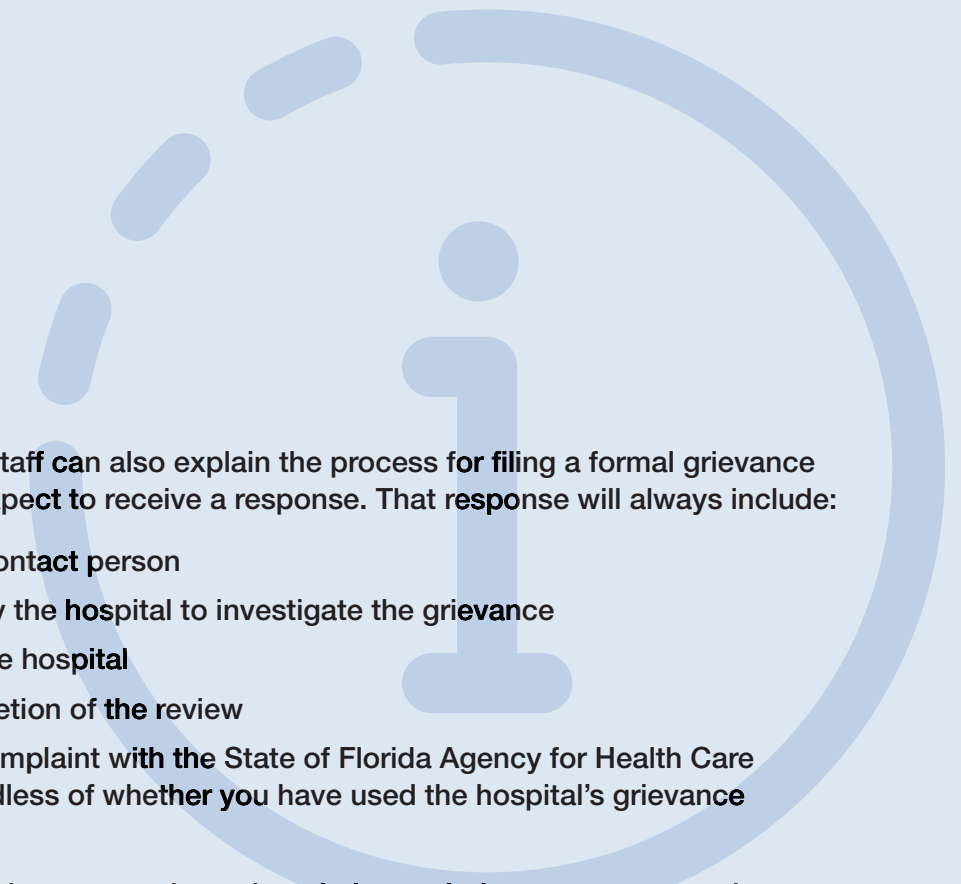
To file a concern/grievance with The Joint Commission, use one of the following:

Online: www.jointcommission.org/report_a_complaint.aspx

Email: complaint@jointcommission.org

Fax: 630-792-5636

Mail: Office of Quality Monitoring, The Joint Commission
One Renaissance Boulevard, Oakwood Terrace, IL 60181





Don Steigman
President
Jackson Health System



David Zambrana, PhD, DNP, MBA, RN
Executive Vice President and
Chief Operating Officer
Jackson Health System



Chris A. Ghaemmaghami, MD, MHCM, FACHE, FACEP
Executive Vice President, Chief Physician
Executive, and Chief Clinical Officer,
Jackson Health System



Carol Biggs, MBA-HA, DHSc
Senior Vice President and
Chief Nursing Executive
Jackson Health System



Sandra Severe
Senior Vice President and
Chief Executive Officer
Jackson North Medical Center



Hamilton Clark
Senior Vice President and
Chief Executive Officer
Jackson Memorial Hospital



Ben A. Rodriguez
Senior Vice President and
Chief Executive Officer
Jackson South Medical Center



Eddie Borrego
Senior Vice President and
Chief Executive Officer
Jackson West Medical Center



Brenda Cain
Vice President and
Chief Executive Officer
Lynn Rehab



Vicky Sabharwal
Vice President and
Chief Executive Officer
Jackson Behavioral Health Hospital



Joanne Ruggiero, MSN, MA, NE-BC
Senior Vice President and
Chief Executive Officer
Holtz Children's Hospital/ The Women's Hospital
at Jackson Memorial

WELCOME



Carlos A. Migoya
Chief Executive Officer
Jackson Health System

It is our pleasure to welcome you to Jackson Health System, one of the world's most respected medical centers. As our guest, you can count on receiving expert care from knowledgeable and compassionate professionals. We strive to exceed your expectations. We also want to learn from your experience here, so please do not hesitate to tell us how we can make your stay more comfortable.

Your health and well-being are our top priority. Whether you have questions about your care, need help understanding a new medication, or would simply like more towels for your bathroom, we are happy to assist. And because we want you to understand your treatment and make informed decisions, please let us know if we can provide an interpreter, written materials, or anything else to improve your care.

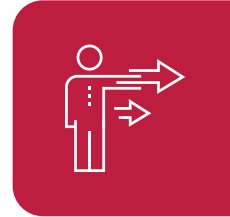
Our team is proud to provide the highest quality health care in Miami-Dade County. Thank you for choosing us.

JACKSON HEALTH SYSTEM



Mission

To build the health of the community by providing a single, high standard of quality care for the residents of Miami-Dade County.



Vision

Our strategic vision is to be a nationally and internationally recognized, world-class academic medical system, and to be the provider of choice for quality care.



Values

Jackson is committed to providing the best care, with care, for everyone by demonstrating compassion, accountability, respect, and expertise.

YOUR PRIVACY

The Health Insurance Portability and Accountability Act (HIPAA) is a federal regulation that, among other things, requires healthcare organizations to protect patient information from inappropriate disclosure, except when this information is used for treatment or other special circumstances.

Each patient should receive a copy of the hospital's privacy notice, which describes how patient medical information is used and when medical information can be disclosed.

The notice is also available on our website, [JacksonHealth.org](https://www.jacksonhealth.org), by searching for "HIPAA Privacy Policy."

For more information, please contact the Privacy Office at [305-585-2980](tel:305-585-2980).

OUR TRANSPARENCY

At Jackson, we are providing meaningful information for better health care, and patient access to health information is becoming increasingly important in today's healthcare society. We are committed to making credible, reliable information about healthcare quality available to everyone. To access our quality data, visit [JacksonQualityData.org](https://www.jacksonqualitydata.org).

PHARMACIES

Jackson Pharmacy – Jackson Memorial
901 N.W. 17th Street, Suite N
Miami, FL 33136
305-355-7444

Open Monday through Friday, 8 a.m. to 8 p.m.
Saturday and Sunday, 8 a.m. to 4 p.m.

Jackson Pharmacy – Specialty Services
901 N.W. 17th Street, Suite D
Miami, FL 33136
305-585-3996

Open Monday through Friday, 8 a.m. to 8 p.m.
Saturday, 8 a.m. to 4 p.m., Closed on Sunday.

Jackson Pharmacy – Behavioral Health
1695 N.W. 9th Avenue, Room 1311
Miami, FL 33136
305-355-7203

Open Monday through Friday, 8:45 a.m. to 4:45 p.m.
Closed on Weekends.

Jackson Pharmacy – North Dade
16555 N.W. 25th Avenue
Miami Gardens, FL 33054
786-466-1735

Open Monday through Friday, 8 a.m. to 4 p.m.
Closed on Weekends.

Jackson Pharmacy – Jackson South
9333 S.W. 152nd Street
Miami, FL 33157
305-256-2185

Open Monday through Saturday, 8 a.m. to 4 p.m.

DINING HOURS

Jackson Memorial

Patient Meal Service
Breakfast 7 – 10 a.m.
Lunch 11 a.m. – 2 p.m.
Dinner 4 – 6:30 p.m.

Cafeteria
Monday through Friday
Breakfast 6 – 10:30 a.m.
Lunch 11 a.m. – 2 p.m.
Dinner 4 – 6:30 p.m.

Saturday, Sunday & Holidays
Breakfast 7 – 10:30 a.m.
Lunch 11 a.m. – 3 p.m.
Dinner 4 – 6 p.m.

Cuban Café
Monday through Friday 6 a.m. – 7 p.m.
Saturday, Sundays & Holidays 7 a.m. – 3 p.m.

Jackson North

Patient Meal Service
Breakfast 7 – 10 a.m.
Lunch 11 a.m. – 2 p.m.
Dinner 4 – 6:30 p.m.

Cafeteria
Monday through Friday
Breakfast 7:30 – 10 a.m.
Closed 10:45 – 11:30 a.m.
Lunch 11:30 a.m. – 2:30 p.m.
Dinner 4:30 – 6:00 p.m.

Saturday, Sunday & Holidays
Breakfast 8 – 10 a.m.
Lunch 11:30 a.m. – 2:30 p.m.
Dinner 4 – 6 p.m.

Cuban Café
Monday through Friday 7 a.m. – 2:30 p.m.
Saturday, Sundays & Holidays Closed

Jackson South


















Patient Meal Service
Breakfast 7 – 10 a.m.
Lunch 11 a.m. – 2 p.m.
Dinner 4 – 6:30 p.m.

Cafeteria
Monday through Friday
Breakfast 7:30 – 10 a.m.
Closed 10:45 – 11:30 a.m.
Lunch 11:30 a.m. – 2:30 p.m.
Dinner 4:30 – 6 p.m.

Saturday, Sunday & Holidays
Breakfast 8:00 a.m. – 10:00 a.m.
Lunch 11:30 a.m. – 2:30 p.m.
Dinner 4:00 p.m. – 6:00 p.m.

Cuban Café
Monday through Friday 7 a.m. – 2:30 p.m.
Saturday, Sundays & Holidays Closed

TELEVISION CHANNEL GUIDE

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 8 WGEN	 31 Cne	 54 Travel
 9 WLTV (Univision)	 32 CNBC	 55 TruTV
 10 WPLG-10	 33 CNN	 56 USA
 11 WSFL (CW)	 34 Headline News	 57 VH1
 12 WJAN (América TeVé)	 35 Fox News Channel	 58 WE
 13 WSCV-51 (Telemundo)	 36 MSNBC	 59 The Weather Channel
 14 CSP1	 37 E!	 60 ESPN
 15 BTV	 38 Food Network	 61 Golf
 16 WPXM (Ion)	 39 Comedy Central	 62 NFL
 17 WLRN (PBS)	 40 FX	 63 NBA
 18 WBEC	 41 HGTV	 64 NHL
 19 WSBS	 42 History	 65 Speed
 20 WAMI	 43 Lifetime	 66 NBC Sports
 21 GALA	 44 Discovery	 67 MLB Network
 22 TBN	 45 MTV	 68 Sportsman
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IMPORTANT PHONE NUMBERS

Jackson Memorial

Bloodless Medicine.....	305-585-7269
Clinical Resource Management.....	305-585-7141
Financial Assessment Appointments....	305-585-6000
Finance/Billing Inquiries.....	877-881-6177
Guest Services.....	305-585-7341
International Services.....	305-585-7351
Jackson Health Foundation.....	305-355-GIVE
Medical Records.....	305-585-6142
Nutrition Services.....	305-585-5298
Outpatient Appointments.....	305-585-6000
Page Operator.....	0
Parking Services.....	305-585-6997
Spiritual Care.....	305-585-2529
Outpatient Pharmacy.....	305-355-7444
Outpatient Specialty Pharmacy.....	305-585-3996
Privacy Officer.....	305-585-2902
Security Services.....	305-585-6111
Social Work.....	305-585-7141
Volunteer Resources.....	305-585-6541

Jackson North

Bloodless Medicine.....	305-585-7269
Clinical Resource Management.....	305-654-5017
Financial Assessment Appointments....	305-585-6000
Finance/Billing Inquiries.....	877-881-6177
Guest Services.....	305-654-3092
International Services.....	305-654-6885
Jackson Health Foundation.....	305-355-GIVE
Medical Records.....	305-654-5047
Nutrition Services.....	305-256-5014
Outpatient Appointments.....	305-585-6000
Page Operator.....	0
Spiritual Care.....	305-585-2529
Privacy Officer.....	305-585-2902
Security Services.....	305-654-3070
Social Work.....	305-654-5017
Volunteer Resources.....	305-654-5060

Jackson South

Bloodless Medicine.....	305-585-7269
Financial Assessment Appointments....	305-585-6000
Finance/Billing Inquiries.....	877-881-6177
Guest Services.....	305-256-5159
International Services.....	305-355-1211
Jackson Health Foundation.....	305-355-GIVE
Medical Records.....	305-256-5120
Nutrition Services.....	305-256-5170
Outpatient Appointments.....	305-585-6000
Page Operator.....	0
Spiritual Care.....	305-256-5159
Outpatient Pharmacy.....	305-256-2185
Privacy Officer.....	305-585-2980
Security Services.....	305-256-5222
Volunteer Resources.....	305- 256-5159

Jackson Memorial: 305-585-1111

Jackson North: 305-651-1100

Jackson South: 305-251-2500



MAIL DELIVERY INFORMATION

To receive mail directly in your patient room, please use the following address, including your room number:
1611 N.W. 12th Avenue, Miami, FL 33136.

Jackson

HEALTH SYSTEM

Miracles made daily.

1611 N.W. 12th Avenue
Miami, FL 33136

www.JacksonHealth.org

