



Patient Guide

PUNCHBOWL/MANAMANA



**THE QUEEN'S
MEDICAL CENTER**



Aloha and Welcome

Our entire 'ohana, our Queen's family, is dedicated to providing you with the highest quality care and exceptional service. Putting patients first is our number-one priority.

Whether you are a patient, caregiver, or family member, we encourage you to actively participate in your overall care and well-being. Please talk to your health care team about any concerns you may have.

It is our privilege to care for you. Please let us know if there's anything more we can do to assist you throughout your stay at The Queen's Medical Center.



THE QUEEN'S MISSION

Our mission is to fulfill the intent of Queen Emma and King Kamehameha IV to provide—in perpetuity—quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

OUR PLEDGE TO YOU

We pledge our commitment to safety and quality, and our dedication to working as one team to give you the very best care possible. We will treat you as if you are a member of our family, our 'ohana, and all that we do will be guided by our C.A.R.E. Values of Compassion, Aloha, Respect, and Excellence.



Our History

Founded in 1859 by Queen Emma and King Kamehameha IV, The Queen's Medical Center—originally named and still commonly referred to as *Queen's Hospital*—is the largest private, nonprofit hospital in Honolulu, with 575 acute care beds. Queen's has been on the cutting edge of advancements in health care for more than 160 years.

WHY CHOOSE THE QUEEN'S MEDICAL CENTER?

As one of our four hospitals, The Queen's Medical Center serves as the major referral center for cancer, heart disease, neuroscience, orthopedics, surgery, emergency medicine and behavioral health. The Queen's Medical Center has the only organ transplant program in the state of Hawai'i and is the state's first and only level one trauma center.

As part of The Queen's Health System, Queen's Medical Center has access to some of the best health care resources in the state. We are honored by The Queen's Medical Center's recognition by *U.S. News & World Report* as "Best Hospital in Honolulu" in 2018.

We are also one of the largest clinical sites for medical students as the major teaching hospital for the University of Hawai'i John A. Burns School of Medicine.



USEFUL PHONE NUMBERS

Main Hospital Number/Operator	808-691-1000
	EXT. 0
Admitting & Registration	808-691-4321
	EXT. 14321
Business Services	808-691-5300
	EXT. 15300
Concierge Services	808-691-4331, option 3
	EXT. 14331, OPTION 3
Gift Shop	808-691-4239
	EXT. 14239
Housekeeping	808-691-4331, option 2
	EXT. 14331, OPTION 2
Information Desk	808-691-4430
	EXT. 14330
Patient Financial Services	808-691-4210
	EXT. 14210
Patient Relations	808-691-4602
	EXT. 14602
Room Service Dining	808-691-4331, option 1
	EXT. 14331, OPTION 1
Security	808-691-4508
	EXT. 14508
Social Work	808-691-4243
	EXT. 14243
Surgery Center	808-691-4418
	EXT. 14418
Volunteer Office	808-691-4397
	EXT. 14397



CHECKLIST FOR ADMISSION

- Picture ID (State ID or Driver's License).....
- Health Insurance Card.....
- Medications and/or List of Medications.....
- Set of Clothes/Shoes for the Trip Home
- Personal Toiletries/Shaver.....
- Personal Items
- Eyeglasses
- Hearing Aid and Batteries
- Dentures and Denture Paste
- Advance Health Care Directive
- Cell Phone and Charger

A NOTE ABOUT VALUABLES

It's best to leave jewelry, money, and other valuable items at home, or to send them home with a friend or family member. If this is not possible, we have a limited number of safety deposit boxes available to store valuables during your hospital stay. Speak to your nurse or call Patient Financial Services at ext. 14210, Monday–Friday, 8:00am–4:00pm.



During Your Stay

We are here to assist you before, during and after your visit to The Queen's Medical Center. We hope the following information will make your time here as pleasant and comfortable as possible.

NO SMOKING

For privacy, photography and video recording is not allowed. For patient safety, do not touch any equipment and machinery. Instead, please notify a nurse if you have any concerns about unusual sounds or alarms.

SEMI-PRIVATE ROOM CONSIDERATIONS

Providing all patients with a quiet, healing environment is important. Please consider your roommate's privacy and need for rest, as well as your own. Mahalo for following these guidelines:

- Use soft speaking voices and keep disruptions to a minimum. Please remind visitors to maintain a quiet atmosphere.
- Depending on your condition, your nurse may further limit the number of visitors and the length of visits.
- Use the television, phone, and lights in a manner that does not disturb others.
- Bathrooms are for patient use only. Simply ask a staff member to direct visitors to the nearest visitor bathroom.
- Ear plugs and sleeping masks are available free of charge. Please ask your nurse if you would like to have these convenient items.

HOUSEKEEPING

Your room will be cleaned and disinfected daily. If you need additional housekeeping services, please call ext. 14331, option 2.

TELEPHONE

Your family and friends may reach you through Queen's operators at 808-691-1000 from 7:00am–10:00pm. To ensure your rest is not disturbed, calls received before 7:00am or after 10:00pm will be referred to the nurses' station.

WITHIN THE HOSPITAL, DIAL

Five-digit extension

FOR A LOCAL CALL, DIAL

9 + 808 + phone number

FOR LONG DISTANCE, DIAL

0 (Queen's Operator)

TEXT TELEPHONES (TTY)

Text telephones and amplified phones for the hearing and speech impaired are available. Please call Patient Relations at ext. 14602 for assistance.

TELEVISION

Use your bedside speaker to turn on, adjust volume, and change channels on your TV. To use the patient interactive TV system, dial ext. 16400 from your patient telephone and follow the prompts. Your TV provides important information about your hospital stay, as well as videos related to procedures you may undergo. There is also a welcome video on Channel 2. Please refer to your Admission Packet folder for the TV channel information insert.

VISITATION POLICY

Visitors are welcome 8:00am–8:00pm daily. Two (2) people may visit at a time. Visiting minors must be accompanied by a responsible adult at all times.

Currently, overnight visitors are not allowed; however, in special circumstances, a loved one may be permitted to stay after 8:00pm with prior approval from the Unit Supervisor. Visitors who remain in the hospital after 8:00pm also will need to request a Visitor's Pass from Security in the Emergency Department.

The Surgery Center Waiting Room is limited to two (2) visitors per patient. Other waiting areas are available if you have more visitors.

INTERNET

Free Wi-Fi is available in patient rooms and all public areas of the hospital. Select **QMCQUEST** to log in and view the instructions and usage restrictions.

ATM

Bank of Hawaii ATMs are located at the Level 1 Information Desk and in the main lobby next to Café Aloha.

PARKING VALIDATION

Parking for admitted patients or the person transporting them is free on the day of admission and on the day of discharge. Please see the Admitting & Registration desk to have your ticket validated. Visitors may also validate parking tickets at the same desk. Patients who are expected to remain hospitalized for longer than two weeks should speak to their care team to receive a long-term parking pass.



Dining Service

Queen's offers At Your Request™ Room Service. This ordering system conveniently allows patients to decide when you would like to dine, and order your meals over the phone. For patients with decreased appetites, small meals can be ordered multiple times throughout the day. Menu items can be ordered at any time—such as a breakfast entrée at dinner or soup at breakfast. The menu in your room includes local favorites and a variety of fresh, healthy, gluten-free options.

You, your caregiver, or family member may order your meals from your room by dialing ext. 14331 (option 1) 6:30am–10:30pm, or from outside the hospital by dialing 808-691-4331. Meals can be ordered up to a day in advance. You may order all meals for the day at once, specifying your preferred delivery times. For your convenience, we suggest ordering your breakfast the night before. Dining hours are 6:30am–6:30pm.

In Tower 10, visitors may also order room service meals for \$10 (entree, two sides, soup or salad, dessert, and a beverage). Payment can be made by credit card, debit card, or cash. For more information, call 808-691-4331 or ext. 14331 (option 1). You may also email culinary@queens.org.

VISITOR DINING OPTIONS

Harkness Dining Room

The Harkness Dining Room serves breakfast, lunch, and dinner featuring local specials and fresh, healthy options, including a salad bar. Daily offerings also include soups, salads, sandwiches, desserts, snacks, coffee, and a wide selection of bottled and fountain drinks. Open daily from 6:15am–6:00pm

Café Aloha

Located in the lobby, Café Aloha serves Starbucks coffee, cold beverages, pastries, house-made sandwiches, and salads. Open 24 hours a day, 7 days a week.

Café Queen's

Located in Physicians Office Building 1 on street level, the café serves Starbucks coffee, cold beverages, house-made bentos and hot foods. From the hospital, take the POB 1 elevators to the 3rd floor. Open Monday–Friday, 6:30am–3:00pm.

CQ2 Bistro

Located in the Physicians Office Building 2 lobby, CQ2 Bistro serves Starbucks coffee and espresso, tea, smoothies, breakfast and lunch bentos, sandwiches, grilled cheese, tuna melt, special melt of the day, pizza and snacks. Open Monday–Friday, 6:30am–1:30pm.

Cooking FRESH Café

Located in the Physicians Office Building 3 lobby, the café serves premium coffee and espresso, drinks, sandwiches, made-to-order grilled cheese, grilled panini, soups, bentos, musubi and snacks. Vegetarian and vegan options are available. Open Monday–Friday, 7:00am–3:00pm.

Vending Machines

Vending machines offering beverages and snacks are located outside the Emergency Department, Queen Emma 10th floor, and along the walkway to Harkness Dining Room.



Patient Services

CONCIERGE SERVICES

Queen's offers hotel-style concierge hospitality for non-medical needs tailored to the health care environment. With a goal to exceed expectations, extended personal services for patients and their families include help with:

- Air travel arrangements
- Ground transportation
- Business services
- Hotel accommodations
- Laundry services
- Meals at Queen's and/or referrals to area restaurants
- Catering for special events on campus (birthdays, weddings, etc.)

Concierge services are available 7:30am–9:30pm, 7 days a week including holidays. Call ext. 14331 from any hospital phone or 808-691-4331, option 3. You may also visit the Concierge Desk in the main lobby 8:00am–3:00pm, Monday–Friday (except holidays).

INTERPRETER SERVICES

Interpreters are available for more than 250 languages, free of charge. Please see the list on page 27 of this Guide, or call Patient Relations at ext. 14602.

NĀ MAKANA GIFT SHOP

Located in the lobby, Nā Makana offers a collection of quality merchandise with a wide range of prices and styles, including well-known made-in-Hawai'i brands, jewelry, Queen's logo wear, sundries, fresh flower arrangements, lei, and gift plants. Proceeds from Nā Makana go back to the hospital to help provide local health care services. Visit our QMC location Monday–Friday, 7:30am–4:00pm. Also feel free to call ext. 14239 or 808-691-4239.

PATIENT RELATIONS COORDINATORS

Patient Relations coordinators serve as your advocate, providing a link between you and the hospital. They can assist you with:

- Questions about patient rights and responsibilities
- Compliments or concerns about care and services
- Language services, including interpreters and translated documents

Hours are 8:00am–4:30pm, Monday–Friday. Contact a Patient Relations coordinator at ext. 14602 or 808-691-4602, or by email at patientrelations@queens.org.

'OHANA LIFELINE ASSISTANCE

Family members and caregivers may call 'Ohana Lifeline Assistance or the Crisis Nurse if they have concerns about a patient's condition changing or worsening while hospitalized. 'Ohana Lifeline Assistance can be reached at ext. 15855.

HOSPITAL MINISTRY

Chaplains are available to provide spiritual and emotional care to patients and their loved ones of all faiths and beliefs. Chaplains take an all-inclusive spiritual approach to address the way an individual connects to the divine, to self, and to others, rather than to a specific religion or creed. To arrange a visit, simply talk to your nurse or dial the operator at ext. 0. The chapel is located on level 4 outside of the Queen Emma elevators. Services are available on Sundays at 9:00am (interfaith service) and at 2:00pm (Catholic Mass).

ADVANCE HEALTH CARE DIRECTIVE (LIVING WILL)

Advance Care planning help you state your preferred health care choices in the event you are unable to make your own health care decisions. An official written directive stating your choices will help guide your health care team and loved ones. If you wish, please complete an Advance Health Care Directive (Living Will), and feel free to ask for help from a social worker if needed.

PATIENT FINANCIAL SERVICES

Patient Financial Services can assist with health insurance and other financial questions or concerns. Guidance is also available for government assistance programs such as Medicaid. Patient Financial Counseling is located on the first floor, of the Nalani Building, across from the Admitting office. Contact ext. 14210, Monday–Friday, 8:00am–4:00pm. Additionally, helpful billing information and a copy of *Avoiding Surprises in Your Medical Bills: A Guide for Consumers* can be found on our website under the "Pay Your Bill" tab.

VOLUNTEER SERVICES

Volunteers provide patients with reading materials including reading glasses, magazines and books, as well as art supplies such as crayons, coloring books and crossword puzzles, subject to availability. For more information about available materials, please call ext. 14397.



Your Care Team

Your care team consists of skilled health professionals who work together to provide you with the very best care possible. Your care team includes Doctors, Nurses, and Nursing Assistants. Other members of your care team may also include the following.

HOSPITALISTS

A hospitalist is a physician who gives their complete attention to patients specifically within the hospital, rather than in an outside location. A hospitalist's main focus is internal medicine, which involves the overall medical care of a patient. Your "hospital doctor" will review your past medical records, consult with your primary care physician, and perform a comprehensive history and physical after admission. They are available 24 hours a day, 7 days a week.

IMAGING AND LABORATORY TECHNICIANS

Imaging techs perform X-rays, MRI scans, and CT scans that create pictures to show doctors tissue, organs, and bones inside your body. Lab techs test blood, tissue, and bodily fluids to detect disease or infections.

THERAPISTS

There are four types of therapists who may work with you during your stay.

- **Physical Therapists** use special exercises and equipment to help patients regain or improve physical abilities and strength.
- **Occupational Therapists** help patients live as independently as possible by improving the activities of daily life.
- **Speech Therapists** treat and manage swallowing and speech difficulties.
- **Respiratory Therapists** treat and manage breathing difficulties.

CARE COORDINATION TEAM

Available 7 days a week, nurse case managers and social workers are a part of your Care Coordination Team. They are here to assist you, your family, or caregivers in arranging the care, services, and support you might need as you continue your recovery after you leave the hospital.

Your team can meet with you and your designated family member or caregiver to assess your needs and help you with after-care arrangements. To reach a member of your Care Coordination Team, ask your nurse or call ext. 14243, or 808-691-4243.



We invite you to sign up for MyChart® to manage and receive information about your health online. MyChart gives you convenient and secure online access to portions of your health record. To learn more and to sign up, follow the instructions on the After Visit Summary you receive when you are discharged, or visit mychart.queens.org.



Your Safety

NURSE CALL SYSTEM

Your room has a nurse call system at your bed and in your bathroom. Use it at any time to call us for help. We will be happy to show you how to use the nurse call system.

GETTING OUT OF BED

Your doctor will advise you if it is safe for you to get out of bed by yourself. When you get out of bed, sit up first, then move slowly from the bed. Do not rush. If you are connected to any equipment (such as oxygen, IVs, pumps, drains, tubes), please call us for help. Do not go barefoot—please use non-skid socks or slippers.

IMPORTANCE OF DIET

Please follow the diet your doctor ordered because it is a part of your care. Depending on your illness and treatments, you may be put on a specific, special diet to promote health.

ORAL CARE

It is important to clean your mouth of germs four times a day to help prevent pneumonia, which is a serious lung infection. Your nurse will provide you with a toothbrush and toothpaste. If you need help, please let your nurse know.

INFECTION PREVENTION

An infection is caused by the presence of germs. This is what you can do to help prevent infections:

- Wear a mask when instructed to protect yourself and others. Your health care team may also wear masks, gloves, and gowns to prevent the spread of infections.
- Tell your nurse if the dressing over your wound or over the IV catheter in your arm gets loose or wet, or if any drainage tube or catheter gets loose or comes out.
- Deep breathing exercises can help prevent pneumonia.
- Walking exercises promote circulation, wound healing, and prevent blood clots.
- If a family member or friend feels sick, they should not visit until they are well.

HAND HYGIENE

Cleaning your hands is the #1 way to prevent the spread of infection.

- Wash your hands often—before and after eating, after using the bathroom, and after blowing your nose, coughing, or sneezing.
- If you can't get to the sink, ask a staff member to help you with hand washing or the use of a hand sanitizer.
- It's all right to remind your doctors, nurses, and others caring for you to wash their hands before working with you.
- Ask your visitors to wash or sanitize their hands when they visit you.

MEDICATION SAFETY

Medication safety means getting the right medicine in the right dose, at the right time.

During your hospital stay, your health care team will take many important steps to ensure this happens. You can also help to ensure medication safety.

- Be ready to tell us about your allergies and any reactions you are having or have had in the past with medicines.
- Tell us about all medicines you are taking at home, including any medication your doctors have prescribed, over-the-counter medicines, vitamins, and herbal supplements.
- Remind us to tell you about any medicine we give you—what it does, possible side effects, and when to alert the nurse.

- You may also ask for written information about your medicines.
- Do not take any medicine brought from home while you are in the hospital unless the pharmacist or your doctor has told you to do so. This includes vitamins and herbal supplements.
- Tell us what time of day you normally take your medicines. Let us know if you do not get your medicine at that time.
- Don't hesitate to speak up if you have any concerns or questions about your medicines.

PREVENTING FALLS

Falls are more likely if you are weak, tired, or sick. Medicines that make you feel sleepy, confused, or dizzy can also contribute to a fall. Many falls happen when a patient tries to get out of bed to go to the bathroom or while in the bathroom. This is what you can do to decrease your chance of falling and hurting yourself:

- If you need help, plan ahead by pressing your call light as soon as you think about using the bathroom.
- For your safety, there may be times when a staff member will remain with you in the bathroom.
- Your doctor will advise you if it is safe for you to get out of bed by yourself. To get out of bed, sit up first, and then move slowly from the bed. Do not rush. If you are connected to any equipment (such as oxygen, IVs, pumps, drains, or tubes), please call us for help.
- Do not go barefoot; use non-skid socks or slippers.
- Call for help if you feel weak, dizzy, or light-headed. Do not get up by yourself.
- Turn on the lights. Do not walk in the dark.
- Let us know if you use a walking aid (walker, cane, etc.) at home and we will keep it within reach. Remember to use it.
- Do not use bedside tables for support, since they have wheels and could roll away from you.
- Let us know if there is a spill or wet area on the floor so it can be cleaned up quickly.
- A bed alarm or chair alarm may be used to remind you to call for help when getting up. Do not turn it off.



Preparing to Leave

Your care team will work with you to plan for the day you leave. Discharges usually happen before 11:00am. When you and your family members or caregivers help plan ahead, you will be prepared with all the help and resources you need when you get home.

DISCHARGE PHARMACY

Located on Level 1, Queen's Discharge Pharmacy is available to fill and dispense discharge prescriptions. If you are unable to pick up your prescriptions at your local retail pharmacy, please inform your nurse prior to your scheduled hospital discharge. Discharge medications will be delivered to you by your nurse. Please visit your regular or local retail pharmacy for prescription refills..

DISCHARGE HOSPITALITY LOUNGE

For easy and convenient pick-up, our Discharge Hospitality Lounge (street level near hospital entrance) offers comfortable recliners, telephones, refreshments, restrooms, Wi-Fi, and a television. The lounge is staffed by health care professionals who can help with scheduling, transportation, or delivery of discharge medications. A pharmacist can review your prescriptions with you in the Lounge and answer any questions you may have about your medications. A member of our staff will take you from your room to the lounge.

PATIENT ESCORT

When it is time for you to be picked up, your family member or caregiver should call the Discharge Hospitality Lounge at 808-691-8690 as they approach the hospital's main entrance. A member of our staff will safely escort you from the Discharge Hospitality Lounge to the waiting vehicle.

RECOVERY CARE

Please talk with your nurse and doctor about your plan for recovery at home. We encourage you to ask questions to make sure you understand your care instructions. Before you are discharged from the hospital, it is important for you and your caregiver to partner with your care team to review the checklists below.

Make Sure You Know

- Where you will be going after your hospital stay and how you will get there.
- How to manage the activities of daily living, such as bathing, walking, meal preparation, dressing, and using the bathroom.
- Any dietary restrictions, including which foods and beverages to avoid and which are encouraged.
- What kinds of activities you should and should not do, and for how long.
- What medicines you must take, why, in what dosage, and for how long.
- What signs and symptoms to watch for, and what to do if they appear.

Make Sure You Have

- All necessary equipment, household help, and home health care services.
- A follow-up appointment with your health care provider:
Doctor's Name _____
Location _____
Date & Time _____
- Transportation to your follow-up appointment.

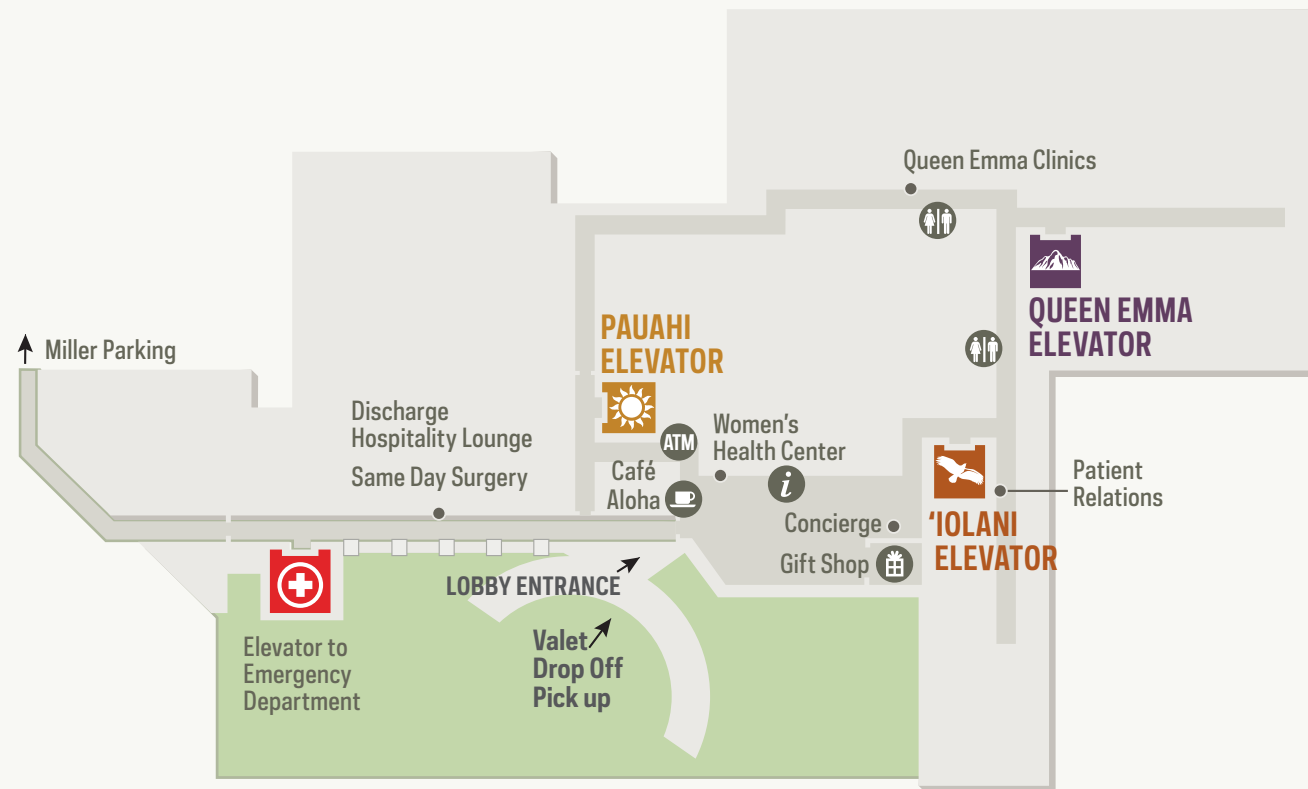


LANGUAGE INTERPRETER SERVICES

If you primarily speak a language other than English or require sign language services, please contact Patient Relations at ext. 14602 and a qualified interpreter service will be provided free of charge. Several languages are listed below, and 250+ are available.

- **Ilokano (Ilocano)**—PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-808-691-4602.
- **Tagalog (Filipino)**—PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-808-691-4602.
- **日本語 (Japanese)**—注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-808-691-4602. まで、お電話にてご連絡ください。
- **繁體中文 (Chinese)**—注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-808-691-4602.
- **한국어 (Korean)**—주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-808-691-4602. 번으로 전화해 주십시오.
- **Español (Spanish)**—ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-808-691-4602.
- **Tiếng Việt (Vietnamese)**—CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-808-691-4602.
- **Gagana fa'a Sāmoa (Samoan)**—MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1-808-691-4602.
- **Foosun Chuuk (Trukese)**—MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1-808-691-4602.
- **ho'okomo 'ōlelo (Hawaiian)**—E NĀNĀ MAI: : Inā ho'opuka 'oe i ka 'ōlelo [ho'okomo 'ōlelo], loa'a ke kōkua manuahi iā 'oe. E kelepona iā 1-808-691-4602
- **Kajin Majōl (Marshallese)**—LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjelok wōñāñ. Kaalok 1-808-691-4602.
- **Bisaya (Bisayan)**—ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1-808-691-4602.
- **Tonga (Tongan)**—FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-808-691-4602.
- **ພາສາລາວ (Lao)**—ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-808-691-4602.

THE QUEEN'S MEDICAL CENTER
Lobby Level



- ATM
- Café Aloha
- Gift Shop
- Information
- Restroom

THE QUEEN'S MEDICAL CENTER
Level 1



- ATM
- Harkness Dining Room
- Information
- Restroom



MAHALO FOR ALLOWING US TO CARE FOR YOU.



**THE QUEEN'S
MEDICAL CENTER**

808-691-1000 | queens.org

1301 Punchbowl Street | Honolulu, Hawai'i 96813