



**THE QUEEN'S
MEDICAL CENTER**

Patient Guide

Information for you and your loved ones.



Scan for Online Dining Menu
and Patient Guide



Interpreter Services

If you prefer a language other than English, or need sign language services, a qualified interpreter will be provided at no cost. Several languages are listed below, and more than 250 languages 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 (Chuukese)**—MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1-808-691-4602.
- **‘Ōlelo Hawai‘i (Hawaiian)**—E NĀNĀ MAI: Inā pono ke kōkua iā ‘oe ma o ka ‘ōlelo Hawai‘i, loa‘a ke kōkua manuahi iā ‘oe. E kelepona iā 1-808-691-4602.
- **Kajin Majōl (Marshallese)**—LALÉ: 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.

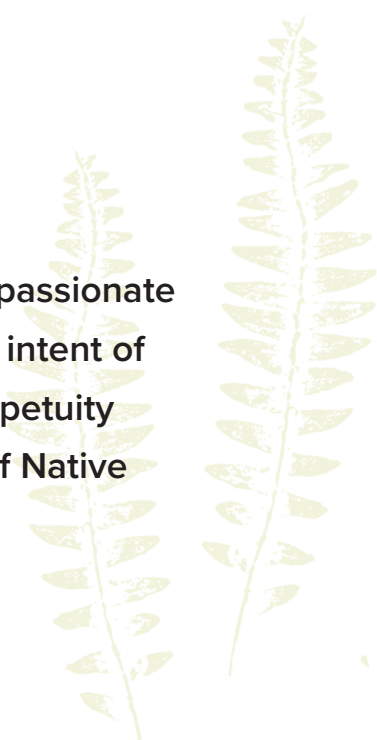
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E Komo Mai

Our entire ‘ohana is dedicated to providing you with compassionate care and exceptional service. It is our mission to fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services that improve the well-being of Native Hawaiians and all the people of Hawai‘i.



Useful Phone Numbers

| | | |
|----------------------------|------------------------|----------------------|
| Main Hospital/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 2 | EXT. 14331, option 2 |
| Gift Shop | 808-691-4239 | EXT. 14239 |
| Housekeeping | 808-691-8395 | EXT. 18395 |
| Patient Financial Services | 808-691-4210 | EXT. 14210 |
| Patient Relations | 808-691-4602 | EXT. 14602 |
| Room Service | 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 Services | 808-691-4397 | EXT. 14397 |



During Your Stay

PATIENT SAFETY & PRIVACY

For safety and privacy on our hospital grounds:

- Smoking and vaping are not allowed.
- Photography and video recording are not allowed.
- Do not touch any hospital equipment or machinery. Notify a nurse of unusual sounds or alarms immediately.

VALUABLES

It is best to leave valuable items at home or send them home with someone. If that is not possible, a limited number of safety deposit boxes are available. Ask your nurse or call Patient Financial Services at ext. 14210 or 808-691-4210 from an outside phone, Monday–Friday, 8:00 am–4:00 pm.

SEMI-PRIVATE ROOMS

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.
- Use the TV, phone, and lights in a manner that does not disturb others.
- In-room bathrooms are for patient use only. Ask a staff member to direct visitors to the nearest visitor bathroom.
- Your nurse may further limit the number of visitors and the length of visits, depending on your condition.
- Ear plugs and sleeping masks are available free of charge. Ask your nurse to request these items.

PARKING VALIDATION

- **Patients and Drivers:** Validation is available on the day of admission and day of discharge at the Admitting & Registration desk.
- **Long-Term Patients:** Long-term passes, called “SevenDayPasses,” are available for purchase at the Parking office.
- **Visitors:** Validation is not available.

VISITORS

- **Visiting Hours:** Visitors are welcome 8:00 am–8:00 pm, with up to two visitors at a time. Minors must be accompanied by a responsible adult.
- **Overnight Visitors:** Overnight stays are not allowed; however, in special circumstances, a loved one may be permitted to stay after 8:00 pm with prior approval from the Unit Supervisor.
- **After-Hours Visitors:** Visitors approved to stay after 8:00 pm must obtain a pass from Security in the Emergency Department.
- **Surgery Center Waiting Room:** Seating is limited to two visitors per patient. Additional waiting areas are available in other locations.

HOUSEKEEPING

Your room will be cleaned and disinfected daily. For additional services, call Housekeeping at ext. 18395 or 808-691-8395 from an outside phone, available 24/7.

PHONE

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

- For **calls within the hospital**, dial the five-digit extension.
- For **local calls**, dial 9 + 808 + the phone number.
- For **long distance calls**, dial 0 for the operator.

ASSISTIVE PHONE

Text and amplified phones for the hearing- and speech-impaired are available. For assistance, call Patient Relations at ext. 14602 or 808-691-4602 from an outside phone, Monday–Friday, 8:00 am–4:30 pm.

TV

Use your bedside speaker to turn on, adjust volume, and change channels on your TV. For the interactive TV system, dial ext. 26400 and follow the prompts. Your TV includes important hospital information (welcome video on channel 2) and procedure-related videos. See the Admission Packet insert for the channel guide.

WI-FI

Free Wi-Fi, “QMCGUEST,” is available in patient rooms and public areas of the hospital.

ATMS

Bank of Hawai’i ATMs are located in the Main Lobby, next to Café Aloha and at the Level 1 Information Desk.



Dining

ROOM SERVICE

Queen's offers At Your Request™ Room Service, allowing you to order meals by phone and choose delivery times that work best for you.

- **Dining Hours:** Meals are served daily from 6:30 am–6:30 pm.
- **How to Order:** Call ext. 14331 (option 1) or 808-691-4331 from an outside phone between 6:30 am–9:45 pm. Orders may be placed up to one day in advance; we recommend ordering breakfast the night before.
- **Dietary Needs:** Meals will follow diet orders and registered dietitian recommendations.
- **Visitor Meals:** Visitor meals are available only in Queen Emma Tower 10 Post Partum Delivery for \$10 and may be ordered with the patient's meal.

VISITOR DINING

Harkness Dining Room

Open every day, 6:15 am–6:00 pm: Located between the Harkness and Lauhala buildings. From the Main Lobby, take the 'Iolani, Queen Emma Tower, or Kamehameha elevator to Level 1 and follow the garden path. Serving hot local specials and healthy options.

Café Aloha

Open 24/7: Located in the Main Lobby, serving Starbucks coffee, cold beverages, fresh sandwiches and salads, and pastries.

Café Queen's

Open Monday–Friday, 6:30 am–1:30 pm: Located in Physicians Office Building 1, serving Starbucks coffee, cold beverages, hot foods, fresh sandwiches and salads, and pastries.

CQ2 Bistro

Open Monday–Friday, 6:30 am–1:30 pm: Located in Physicians Office Building 2, serving Starbucks coffee, cold beverages, hot foods, and grab-and-go items.

Cooking FRESH Café

Open Monday–Friday, 7:00 am–3:00 pm: Located in Physicians Office Building 3, serving hot coffee, cold beverages, hot foods, and grab-and-go items.

Vending Machines

Located outside the Emergency Department and on the path leading to the Harkness Dining Room, offering cold beverages and healthy snacks.



Patient Services

CONCIERGE SERVICES

Queen's offers concierge services to assist patients and their families with:

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

For inquiries, call Concierge Services at ext. 14331 or 808-691-4331 (option 2) from an outside phone, available every day, 8:00 am–8:30 pm.

INTERPRETER SERVICES

Interpreters are available free of charge for more than 250 languages (see page 2).

Call Patient Relations at ext. 14602 or 808-691-4602 from an outside phone, Monday–Friday, 8:00 am–4:30 pm.

PATIENT RELATIONS COORDINATORS

Patient Relations coordinators can assist you with:

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

Contact a Patient Relations coordinator at ext. 14602 or 808-691-4602 from an outside phone, Monday–Friday, 8:00 am–4:30 pm. You may also email patientrelations@queens.org.

PATIENT FINANCIAL SERVICES

Patient Financial Services is available to help patients with insurance coverage and other financial questions during their hospital stay. Patient Financial Counseling, located on Level 1 of the Nalani building, can assist with understanding health insurance benefits, coverage limits, cost share responsibilities, and eligibility for federally funded programs such as Medicaid. Patients who are currently admitted may call ext. 14210 or 808-691-4210 from an outside phone, Monday–Friday, 8:00 am–4:00 pm. Patients who have already been discharged should contact Business Services at 808-691-5300, Monday–Friday, 8:00 am–4:00 pm and Saturday 8:00 am–12:00 pm.

Helpful billing information and a copy of *Avoiding Surprises in Your Medical Bills: A Guide for Consumers* can be found on our website under “Pay Your Bill.”

HOSPITAL MINISTRY

Chaplains provide spiritual and emotional support for patients, loved ones, and staff of all faiths and beliefs. They offer inclusive care focused on personal connection rather than any specific religion. To request a visit, speak with your nurse or call the operator at ext. 0 or 808-691-1000 from an outside phone. The chapel is located on Level 4 near the Queen Emma Tower elevators, with services on Sundays at 9:00 am (interfaith) and 2:00 pm (Catholic Mass).

‘OHANA LIFELINE ASSISTANCE

Loved ones may call ‘Ohana Lifeline Assistance or the Crisis Nurse if they are concerned that a patient’s condition is changing or getting worse during the hospital stay. Call ext. 15855 or 808-691-5855 from an outside phone, available 24/7.

ADVANCE HEALTH CARE DIRECTIVE (LIVING WILL)

Advance care planning lets you state your health care preferences in case you are unable to make decisions for yourself. A written directive helps your care team and loved ones understand your wishes. If you choose to complete an Advance Health Care Directive (Living Will), a social worker can help you with the process.

VOLUNTEER SERVICES

Volunteers can provide activities and reading materials (as available). Call ext. 14397 or 808-691-4397 from an outside phone, Monday–Friday, 8:00 am–4:00 pm.

GIFT SHOP

Open Monday–Friday, 8:00 am–4:00 pm

The Nā Makana Gift Shop offers a collection of quality merchandise, including local brands, Queen’s gear, sundries, and fresh flowers and plants. Proceeds go back to the hospital to help provide the highest quality services. Call ext. 14239 or 808-691-4239 from an outside phone, during operating hours.



Your Care Team

Your care team includes skilled health care professionals—doctors, nurses, and nursing assistants—who work together to provide you with the best care possible. Other team members may also support your care:

HOSPITALISTS

Hospitalists are physicians who care exclusively for patients in the hospital, focusing on internal medicine and overall medical management. They review your medical records, consult your primary care physician, and perform a full history and physical after admission. They are available 24/7.

TECHNICIANS

- **Imaging technicians** perform X-rays, MRI scans, and CT scans to produce images that help doctors see tissue, organs, and bones.
- **Lab technicians** test blood, tissue, and other bodily fluids to detect diseases or infections.

THERAPISTS

- **Physical therapists** help you regain or improve physical abilities.
- **Occupational therapists** help you recover or regain daily skills needed to live life independently.
- **Speech therapists** help treat and manage swallowing and speech difficulties.
- **Respiratory therapists** help treat and manage breathing difficulties.

CARE COORDINATION

As part of your Care Coordination team, nurse case managers and social workers are available seven days a week to help you, your family and friends, and your caregivers arrange care and support after leaving the hospital. To request assistance, please speak with your nurse who can connect you with your assigned Case Manager and/or Social Worker for the day.

MYCHART

MyChart helps you pay bills, review lab results, and more, conveniently and securely. To learn more or sign up, follow the instructions in your After Visit Summary at discharge, or visit mychart.queens.org.



Safety Precautions

NURSE CALL SYSTEM

Your room has a nurse call system, located at your bed and in your bathroom. You may use it any time you need help.

INFECTION PREVENTION

Help us prevent the spread of dangerous infections.

- **Wear a mask**, when instructed, to protect yourself and others. Your care team may also use masks, gloves, and gowns to prevent the spread of germs.
- **Tell your nurse right away** if your wound dressing or IV becomes loose or wet, or if any tube or catheter shifts or comes out.
- **Practice deep breathing exercises** to help prevent pneumonia.
- **Walk as you can** to improve circulation, support healing, and prevent blood clots.
- **Ask sick visitors to stay home** until they are well to reduce the risk of infection.

GETTING OUT OF BED

Your doctor will tell you when it is safe to get out of bed on your own. When you do, sit up first and move slowly—don't rush. If you're connected to equipment such as oxygen, IVs, pumps, drains, or tubes, please call us for help. Always wear non-skid socks or slippers, not bare feet.

DIET

Please follow the diet your doctor orders, as it is an important part of your care. Depending on your illness or treatment, you may need a specific diet to support your health and recovery.

ORAL CARE

Cleaning your mouth four times a day helps remove germs and prevent pneumonia, a serious lung infection. Your nurse will provide a toothbrush and toothpaste, and can help if you need assistance.



HAND HYGIENE

Cleaning your hands is the most effective way to prevent the spread of infection.

- **Wash your hands often**—before and after eating, after using the bathroom, and after coughing, sneezing, or blowing your nose.
- **Ask staff for help** if you can't get to a sink. We can assist with handwashing or provide hand sanitizer.
- **Feel free to remind your care team** to clean their hands if you do not see them do so before caring for you.
- **Ask visitors to wash or sanitize** their hands when they arrive.

MEDICATION SAFETY

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

- **Tell us about any allergies** or past reactions to medicines.
- **Tell us about all medicines you take at home**, including prescriptions, over-the-counter medicines, vitamins, and herbal supplements.
- **Do not take any medicine from home** unless approved by your doctor or pharmacist, including vitamins and supplements.
- **Ask us about each medicine we give you**—what it's for, possible side effects, and when to notify your nurse. Written information is available upon request.
- **Tell us about the usual times** you take your medicines and tell us if a dose seems delayed.
- **Speak up with any questions or concerns** about your medications at any time.

PREVENTING FALLS

Falls are more likely to occur when you are weak, tired, or taking medicines that make you sleepy, confused, or dizzy. Many falls happen when going to or from the bathroom.

- **Call for help early**, especially for bathroom needs. A team member can stay with you if needed.
- **Move slowly when getting out of bed.** Sit up first, don't rush, and call for help if you're connected to equipment such as oxygen, IVs, pumps, drains, or tubes.
- **Ask for assistance if you feel weak, dizzy, or lightheaded.** Do not get up on your own.
- **Use safe footwear and walking aids.** Wear non-skid socks or slippers, and tell us if you use a walker or cane so we can keep it within reach.
- **Keep your environment safe.** Turn on the lights, avoid using rolling bedside tables for support, and let us know about any spills so they can be cleaned quickly.
- **Bed or chair alarms may be used** to remind you to call for help. Please leave them on.



Preparing to Leave

Your care team will help you plan for the day you leave the hospital. Planning ahead with your family, friends, and caregivers helps ensure you have the support and resources you need at home. Most discharges happen before 11:00 am.

DISCHARGE PHARMACY

The Discharge Pharmacy, located on Level 1, is here to make your transition home as smooth as possible and is available to fill your discharge prescriptions. If you are unable to pick up your medications from your usual pharmacy, please notify your nurse prior to discharge. Your nurse will then deliver your discharge medications directly to you. For prescription refills, please visit your regular or local retail pharmacy.

DISCHARGE HOSPITALITY LOUNGE

The Discharge Hospitality Lounge, located near the hospital's main entrance, offers recliners, phones, TV, Wi-Fi, refreshments, and restrooms. Staff are available to help with scheduling, transportation, and discharge medications. A team member may escort you from your room to the lounge.

PATIENT ESCORT

When you are ready for pickup, the person providing your transportation should call the Discharge Hospitality Lounge at 808-691-8690 as they approach the hospital's main entrance. A team member will safely escort you from the lounge to the waiting vehicle.

RECOVERY CARE

Talk with your nurse and doctor about your plan for recovery at home. Ask any questions you have to make sure you understand your instructions. Before you leave the hospital, you and your caregiver should review the checklists below with your care team.

Make Sure You Know

- Where you will go after your hospital stay and how you will get there.
- Which symptoms to watch for and what to do if they appear.
- Which medicines you need to take, why you take them, the correct doses, and how long to continue them.
- How to manage daily activities such as bathing, walking, dressing, meal preparation, and using the bathroom.
- What activities you can and cannot do, and for how long.
- Any dietary restrictions, including foods or drinks to avoid or include.

Make Sure You Have

- All necessary at-home services, help, and equipment.
- A follow-up appointment with your health care provider and how you will get there.

Doctor's Name: _____

Location: _____

Date & Time: _____

Notes: _____



THE QUEEN'S MEDICAL CENTER

Ground Level



THE QUEEN'S MEDICAL CENTER

Level 1





**THE QUEEN'S
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