

Welcome to
Swedish



A Tradition of Excellence

Early in the 20th century, Dr. Nils Johanson, a surgeon and Swedish immigrant, saw a need in the Seattle area for a modern nonprofit medical facility — one that offered the latest treatments of the day and followed the very highest standards in patient care. Dr. Johanson presented his vision to 10 Swedish-American businessmen, all of whom were eager to do something positive for the Seattle community. On June 1, 1910, Johanson’s vision became a reality.

Swedish has since grown into the Northwest’s largest, most comprehensive health-care facility representing virtually all medical, diagnostic and surgical specialties. But excellent care is more than equipment and facilities. It is physicians, nurses, technicians and other professional caregivers who, with your help, provide personalized attention to make your stay or your visit as comfortable and clinically excellent as possible.



On behalf of the staff and leadership of Swedish, I extend to you a warm welcome. We are pleased that you and your physician have chosen Swedish for your care. While you are with us, we want you to experience excellence in every aspect of your visit or stay. Our staff is committed to providing the excellent care for which Swedish is known, and will make every effort to meet your needs. Your well-being is our first concern and we want your visit or stay to be as comfortable as possible.

To help you feel more at ease, this booklet introduces you to the team of people who will be caring for you. You may have many questions. Please feel free to ask any member of our staff for help. It is important to us that you actively participate in your care and that Swedish meets your needs during your stay.

Rod Hochman, M.D.
President & CEO

Welcome

Welcome to our team! Swedish believes good health care happens through a partnership between you and your health-care provider. When you take part in your health care, you will have a better experience during your visit or stay. Patients who learn about their health care, ask questions and know about the medicines they take get better results from their care and treatment.



Your Health-Care Team

Physicians

Your physician is a highly qualified member of our medical staff and is the person responsible for your care. Most members of our medical staff are independent physicians in private practice; others may be employees of Swedish. In either case, Swedish carefully reviews physicians' credentials before granting them membership on our medical staff. Your physician will write orders for most tests, medications and treatments.

Hospitalists

Sometimes during a hospital stay at Swedish, you will receive care from a physician called a "hospitalist." Hospitalists care for patients in a hospital 24 hours a day, seven days a week. When your physician is not able to be in the hospital building, a hospitalist — who is familiar with you and your needs — will provide your care. This physician will work closely with your own physician, your nurse and your Case Manager.

Nurses

Your nurses are responsible for your care at all times. Nurses assess your needs and design a plan of care that includes your physician's orders. They evaluate your response to treatment and work with your physician to adjust your plan of care as needed. Nurses coordinate

with your health-care team, advocate for you and encourage you to be an active partner in your care. Nurses will provide guidance and education to help you through your hospital experience. Be sure to note the name of your nurse and tell him or her of any concerns or questions that arise.

Case Managers

If you are hospitalized, a Case Manager will be available to you every day of your stay. The Case Manager works with you and other members of the hospital team to coordinate your plan of care and help you plan for when you leave the hospital. Your Case Manager will also help answer questions you may have about insurance coverage while you are here, and makes sure your move from Swedish to your home or another level of care is as smooth as possible.

Residents/students

Swedish staff works closely with colleges and universities to train physicians and clinical staff. Residents are physicians and dentists who are receiving specialized training, and may be involved in your care. Residents work under the supervision of Swedish leadership. Students in other health-care disciplines also have clinical practice at Swedish. They are always under the supervision of their schools' clinical faculty or a Swedish staff leader.

Other professional staff

The other professionals that may provide services to you include certified nursing assistants, nursing technicians and — depending on your care needs — physical therapists, respiratory therapists, occupational therapists, intravenous nurses, laboratory technicians, diagnostic imaging staff, dietitians, pharmacists, social workers and chaplains. All are highly trained professionals whose main interest is taking care of you.

If You Need an Interpreter or Communication Aid

Swedish has access to interpreters and communication aids for our patients who speak little or no English, or patients who are deaf, hard of hearing, or have vision issues, cognitive impairment or speech disabilities. If you need assistance, please let our staff know and we will arrange this service for you. We do not allow the use of family members, friends or children as medical interpreters, but they can interpret general or social communications. We require official medical interpreters because it is very important to us that you receive confidential, accurate medical interpretation by a trained professional. Without this, we cannot be full partners in your care.

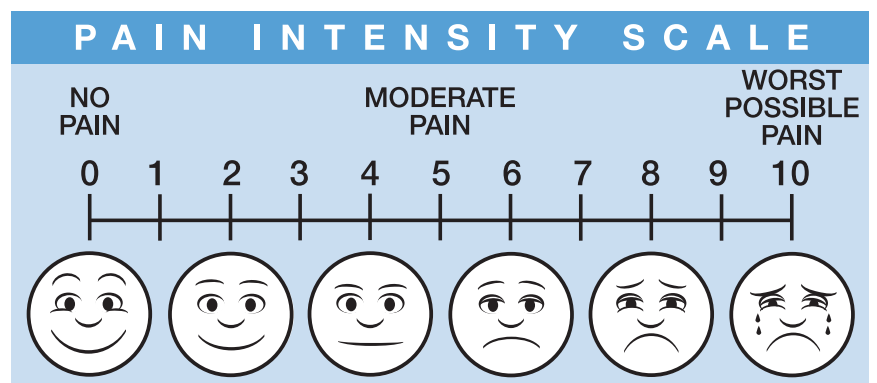
Comfort

Swedish wants you to be comfortable during your visit or your hospital stay. We know that pain is personal. The pain you feel may not be the same type of pain as someone else. Please let us know when you feel pain. To help us to understand what you are feeling, we will ask you to rate your pain on a scale of zero to 10, where zero means no pain and 10 means the worst possible pain. Once we understand your pain, we can work with you to agree on the best plan to make you more comfortable. Remember, tell the staff about any pain that won't go away.

Preventing Falls

While you are in the hospital, you may be at greater risk for falling. This may be due to unfamiliarity with your surroundings, medications, altered sleep patterns, or cords, tubes, and machines that make movement difficult. Because falls can cause a new injury or setbacks in your recovery, we want to do everything possible to prevent them. You can help by following these precautions:

- Ask for help to get out of bed
- Move slowly to get up
- Wear non-skid footwear
- Report any spills
- Use a night-light
- Avoid leaning on your bedside table or stand for support
- Use handrails in bathroom and halls
- Learn proper use of hospital equipment such as walkers and canes





Swedish Health Channel

Patients at any of Swedish's five hospital campuses can access the Swedish Health Channel 24 hours a day. Available on the closed-circuit television system, the channel includes more than 100 different health-education videos ranging in topics from heart disease to breastfeeding to smoking cessation.

To view a program on the new channel, follow these steps:

- Turn on your television
- At the Ballard campus, pick up your phone and dial 16311; for the First Hill or Cherry Hill campuses, pick up your phone and dial 66500
 - Follow the voice prompts that correspond with the television menus
 - When prompted, enter the last five digits of your patient room phone number
 - Select your video from the television screen list
 - When your video begins, hang up the phone
- At the Issaquah campus, choose "Health Videos" from the television home menu

For more information or additional health education information, contact the Douglas Health Education Center at 206-386-2502.

Using the Internet to Connect and Learn

Free Internet Access and Educational Materials

Swedish offers you and your family a number of ways to connect to the internet. Using your personal computer or wireless device, you and your family can connect to the public Swedish network so you can stay connected during your care. In addition to updating your friends and family on your status, you can also access health information online to learn about your care or other health-education topics that interest you.

Health-information materials and videos are available at www.swedish.org and you can read and comment on our Swedish blog, written for patients by physicians and staff by visiting www.swedish.org/blog.

CaringBridge

Swedish also offers access to CaringBridge — a service that provides free, private and personalized websites that help you and your family stay connected with the people you love. Oftentimes, your support system lives too far away to visit during your hospital stay and they can't lend the same support they could if they were able to visit. It can also be very time consuming to keep lots of people up-to-date regarding your progress. With CaringBridge, you or your family can communicate through a secure web site so friends and family can stay informed without waiting for a phone call.

To learn more about CaringBridge and to set up your free, personalized page, visit www.caringbridge.org/swedish.

Social Media

If you'd like to engage and stay up-to-date with Swedish via social media, you can find all of our social media sites listed at www.swedish.org/ engage. Please keep in mind that all social media sites are public, and carefully choose how much personal health information you share online. You can read Swedish's social media policy for more guidance by visiting www.swedish.org/socialmediapolicy.

If you choose to connect online during your stay, please remember to respect the privacy of others. Taking and/or posting pictures or videos of other patients, visitors or employees is prohibited without the express written consent of that individual.

Transfers Within Swedish

During a hospital stay, it may be necessary for you to transfer from one campus to another. This happens when your physicians determine that you need access to the best experts and resources for your care. Those experts may not always be available at the campus where you were first admitted. If you are transferred, the staff at Swedish will ensure that your family knows about the transfer and has the correct information to reach you.

Receiving Visitors at Swedish

Your health and healing is our top priority at Swedish. Often, receiving visitors can help you get better faster and feel more comfortable during your stay. Swedish does not discriminate against any visitor or deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability. If there is someone you do not want to receive visits from, we will help prevent that person from visiting.

Staff may limit visits because you need to rest or we need to conduct care. We may also limit visits based on the needs of the patient you are sharing a room with. Please speak with your nurse about the best time and length for visits — and ask your family and friends to plan their visits so that not everyone is visiting at the same time. If necessary, we will ask the same on your behalf.

For safety reasons, after-hours visitors in the hospital will be issued a temporary badge so they can be identified. Please tell your guests they will need to ask the nurse on the unit to get a visitor I.D. badge if there is a continued need for their stay. Those visitors without I.D. badges will be questioned by Security. You can get visitor badges from Security staff after-hours by visiting the late entrance points in the hospital.

If you have a visitor we feel may present a safety risk to you, staff, other patients, or visitors, we may conduct a reasonable search of that visitor upon entering your hospital unit. We will follow the same search process for visitors as we do for patients. This process is outlined in the Conditions of Admissions form you signed when you first arrived at the hospital.

If your friends or family members have an illness that is easily spread to others (a cold or cough, the flu, chicken pox, measles, mumps), please tell them not to visit, and to stay home and get well.

Hand Hygiene

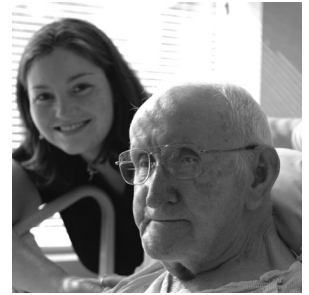
Everyone, including visitors and your health-care team, should use alcohol gel or wash their hands when entering and leaving your room. You may hear staff remind your family to “gel in and gel out,” which refers to the alcohol gel outside your door. We also expect that you will ask your health-care provider, “Did you use alcohol gel or wash your hands?” before they provide care.

Pet and Service Animal Policy

We know that pets can be a part of your family. But due to general health issues, only licensed service and therapy animals may come to visit. We will screen for the health and safety of the pet in our surroundings and around our staff.

Photography or Video

Please respect the privacy of others. Taking pictures or video of other patients, visitors or employees is prohibited without the express written consent of that individual.





Late Entrances and Exits

The hospital doors are locked to protect patients, physicians and other staff who work at Swedish during nighttime hours. During the following hours, please have your visitors use the Emergency Department entrance to access the hospital:

Ballard, Cherry Hill and First Hill:

Between 9 p.m. and 7 a.m.

Issaquah:

Between 8 p.m. and 5:30 a.m.

Personal Belongings

Swedish is committed to ensuring a safe and secure place to work and to receive care. You can bring a purse and one bag with you for essential personal belongings, plus any luggage that you may need as part of your medical treatment such as a childbirth bag. As a condition of admission, Swedish may inspect your personal belongings in an effort to prevent prohibited items such as weapons, illicit or illegal drugs or contraband, and other hazardous items or substances from entering the hospital.

If You Smoke

Our mission at Swedish is to improve the health and well-being of each person we serve, including patients, families, visitors, staff, physicians, volunteers and others. Part of that mission is to provide a safe and healthy environment. A healthy environment includes a smoke and tobacco-free facility, something Swedish is proud to say we are. Swedish is smoke and tobacco-free inside and out, at all campuses and in all clinics. This includes the use of electronic cigarettes (e-cigarettes) or any other similar device, as well as chewing-tobacco products.

During your stay in the hospital, you are not allowed to leave the building to smoke. If you are dependent on a nicotine product, we offer nicotine-replacement therapies; these are readily available and billed as part of your insurance benefits.

Visitors who choose to smoke must not be on Swedish property or in parking garages, and be at least 25 feet from building entrances, exits, windows that can open, air conditioners, vents or other air-intake systems, as outlined by state law.

Swedish supports a program to help you or any of your friends, family or visitors quit smoking. If you would like information about the program, please call 1-800-QUIT-NOW.

Candles, Incense and Open Flames

You may not burn items like candles or incense in any Swedish building. We understand that many of these items have cultural/religious meaning, but the potential for fire risk and air-quality issues prevents their usage in all buildings. Candles are allowed in chapels under special permit from the fire department.

Scents

Please do not wear fragrant perfume, cologne or lotion to the hospital. Many people are sensitive to these scents. We ask the same of our staff and physicians, as well as your visitors.

Personal Electronic Equipment

In the hospital, the use of any electronic equipment — cell phone, personal digital assistant (PDA), pager, laptop computer, iPads, video games or anything with an on/off switch — is limited for you and your visitors. If you must use these items, you and/or your visitors must be at least 10 feet from any medical equipment. This means that use of electronic devices are prohibited in most hospital rooms; hallways and waiting rooms are the best places to use these devices.

Patient Rights

Swedish wants you to be aware of your rights as a patient. We believe your patient rights are important, and therefore we state them here for you and your family or loved ones to review. We will do everything possible to make sure that your rights are respected.

As a patient at Swedish, you have the right:

- To be treated with courtesy, dignity and respect by all hospital staff.
- To have your personal, cultural and spiritual values and beliefs supported when making a decision about treatment.
- To have someone of your choice and your physician notified promptly of your admission to the hospital.
- To talk about any complaints you have about your care without fear of getting poor treatment. To have your concerns reviewed in a timely manner with assistance or advocacy as required and, when possible, resolved in a timely manner. You have the right to be informed in writing of the response to your concerns.
- To know the physician who is mainly in charge of your care, as well as any physicians who might be consulting on your case.
- To know the name and title of your caregivers.
- To know if your care involves the training of health-care providers. You have the right to agree or refuse to participate.
- To receive complete and current information about your diagnosis, treatment and prognosis in terms you can understand. All explanations should include:
 - a description of the procedure or treatment and why it would be done
 - the possible benefits
 - the known serious side effects, risks or drawbacks
 - problems during recovery
 - the chances of success
 - other procedures or treatments that could be done
- To an interpreter or communication aid if you do not speak English, English is your second language, or you are deaf, hard of hearing, have vision issues, cognitive impairment, or have speech disabilities. Communication will be tailored to your age and your needs.
- To help your physicians and other health-care givers in the planning of your plan of care.
- To be informed of the results of treatment, positive and negative, expected or unexpected.
- To be able to receive and read your medical records in a reasonable period of time and to a description of everything in your records.
- To refuse any procedure, drug or treatment and to be informed of the possible results of your decision.
- To be free from restraint or seclusion imposed as a means of coercion, discipline, convenience or retaliation. Restraint or seclusion will only be used to ensure the immediate physical safety of the patient, staff or other people in the hospital, and will be discontinued as soon as your behavior no longer poses a safety threat.
- To involve family members or significant others in your care decisions, such as a legal designee or decision-maker identified through a Durable Power of Attorney, Living Will, or Physician Order for Life Sustaining Treatment (POLST). Caregivers must provide care based on your wishes. Additional information is available upon request.
- To a safe and secure environment that is supported by infection-control, safety and security services.





- To personal privacy. Case discussion, consultation, examination and treatment will be conducted to protect each patient's privacy.
- To have all communications and records related to your care kept confidential.
- To not to be discriminated against — and to not have your visitors be discriminated against — because of race, color, religion, sex, age, national origin, sexual orientation, disability or source of payment and other factors in admission, treatment or participation in Swedish's programs, services, activities and visitation. This statement is in accordance with the provisions of the Title VI of the Civil Rights Act of 196, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of the Federal Regulations Parts 80, 84 and 91.
- To supportive care, including appropriate assessment and management of pain, treatment of uncomfortable symptoms and support of your emotional and spiritual needs, regardless of your medical status or treatment decisions.
- To be free of all forms of abuse, harassment, exploitation, retaliation, humiliation and neglect.
- To a second opinion, at your own expense.
- To request help with ethical issues surrounding your care from the Swedish Ethics Committee. This includes patients, staff, families and visitors.
- To be moved to another facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation about why you need to be moved and if there are other options. The facility to which you will be moved must first accept you as a patient.
- To know if your care involves research or experimental methods of treatment, and to be protected during research and clinical trials. You have the right to agree or refuse to participate. Refusing to participate will not prevent access to any care at Swedish.
- To be informed during your hospital stay of patient-care options when hospital care is no longer needed. You have the right to participate in planning for when you leave the hospital.
- To examine your bill and receive an explanation of the charges regardless of how you pay for your care.
- To know about hospital policies, procedures, rules or regulations applicable to your care.
- To have you or your representative make informed decisions regarding your care.
- To include family members or significant others in your care decisions.
- To have access to, request to make amendments to, and obtain information on disclosures of my health information, in accordance with applicable law.
- To be informed about unanticipated outcomes of care, treatment and services.
- To assign someone, legally, to exercise the rights listed above on your behalf, if you are unable to exercise them.

Patient Responsibilities

At Swedish, we want you to play an active role in your health care. As a patient, you have a responsibility to:

- Provide complete and accurate information about your medical history and communication needs to those involved in your care.
- Take part in decisions about your care and treatment.
- Ask questions about unfamiliar practices and procedures.
- Inform your physician or nurse of any changes in your health.
- Follow your treatment plan of care.
- Be considerate of other patients and ensure that your visitors are equally thoughtful.
- Respect hospital policies and staff.
- Arrange payment methods prior to your hospitalization.
- Be respectful of your caregivers and obey hospital regulations; this will help us provide you with a safe environment where we can give you the best care possible. In rare instances where patients jeopardize our safe environment and can't respect our employees, the physician is notified and discharge may occur.

Partners in Your Care

Patients, family, visitors and health-care providers can make each hospital visit safer. Below are many safety and health suggestions that you may find applicable while you are here:

- Designate one family member or other identified person to be a contact for health-care updates. This will eliminate the need for nursing staff to repeat information to numerous persons and allow them to focus on patient care. It is also helpful to have this person ask questions and understand the answers so you are not overwhelmed by information while you are in the hospital. Make sure this person understands your preferences for health care.
- Utilize your family and friends to assist you in preparing for discharge by asking them to make necessary arrangements for care at home if necessary. These tasks may include obtaining special equipment, food, medications or transportation home from the hospital.
- Remind visitors that no food should be brought to you during your stay unless you have previously checked with the nurse.





Comments or Concerns

There is a complaint procedure in which patients may participate without fear of jeopardizing their care. If you have concerns or complaints about any part of your care at Swedish, please feel free to speak with any manager or staff member on the unit or in your clinic. For most sites, you may also contact Clinical Patient Relations to discuss clinical care concerns. Clinical Patient Relations is responsible for First Hill, Ballard, Cherry Hill, Issaquah, and the Ambulatory Care Centers (Mill Creek, Redmond and Lake Sammamish). You may contact them at:

Clinical Patient Relations

747 Broadway
Seattle, WA 98122-4307
206-386-2111
Or, ext. 62111 (from an in-house phone)

For Swedish Edmonds, contact the Patient Advocate:

Swedish Medical Center/Edmonds Campus Patient Advocate

21601 76th Ave. W.
Edmonds, WA 98026
425-640-4365
DL-PatientAdvocate-EDM@swedish.org

For Swedish Medical Group Clinics, contact:

Clinic Manager for Direct Concerns
Nurse Executive for concerns that cannot be addressed by the Clinic Manager: 206-320-4924

In addition, you also have the right to contact the Washington State Department of Health or The Joint Commission Office of Quality Monitoring.

Washington State Department of Health

HSQA Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857
1-800-633-6828 or 360-236-7400

Office of Quality Monitoring

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
complaint@jointcommission.org

If you are a Medicare beneficiary and have a complaint regarding quality of care, your Medicare coverage or premature discharge, you may contact Qualis Health at the following address:

Qualis Health

10700 Meridian Ave. North
Seattle, WA 98133
1-800-445-6941

Advance Directives for Medical Care

We want you to make decisions about your medical care and we encourage you to make your treatment wishes known ahead of time.

Advance Directives are papers that state your choices for medical treatment, or name someone to make those choices for you, if you become seriously ill and can't make decisions. It is important that you discuss these kinds of health-care decisions with your physician and family or friends. They should also have a copy of the written document you have signed. Bring a copy of your Advance Directives to the hospital so it can be included in your medical record.

Cardiopulmonary Resuscitation (CPR) Policy

Swedish Medical Center's policy is to provide cardiopulmonary resuscitation (CPR) for all patients when they stop breathing or their heart stops beating, when it is deemed medically reasonable. CPR involves pressing on the chest and placing a tube into the throat and pushing air into the lungs. Additional treatment may be needed, such as ventilator machines (machines that help with breathing) or pacemakers (a device that keeps the heart beating). There is a risk of injury to the ribs or internal organs from pressing on the chest. Also, if blood flow stops due to heart failure, there is a risk of additional injury, including brain injury. There is no guarantee that CPR will be successful.

If you do not want CPR, please let your health-care team know so that they can assist you in obtaining a written doctor's order for your request. A doctor's order is required to prevent CPR.

If you tell us you do not want CPR, we will follow your wishes and do our best to make sure you are comfortable while in the hospital.

Physician's Order for Life Sustaining Treatment (POLST)

This is a document which is provided by your physician in his or her office. It helps you tell us about your wishes when a health-care emergency occurs. It is signed both by you and your physician.

If you have this document and give it to the staff at Swedish, we will copy it and honor its contents for up to 24 hours until your hospital physician can discuss its contents with you and write these care decisions into our patient-care orders.

Medications

Medications are an important part of your hospital experience. We expect you to bring an up-to-date list of all medications you are currently taking including prescriptions, vitamins, herbals and over-the-counter products. While you are at the hospital, use of your own prescriptions is limited to only those that our Pharmacy does not have. You may only take these medications with permission from your physician. During your stay with us, as many medications as possible are dispensed in individual packages to help to provide the best environment for medication safety.





Difficult Decisions (Ethics Consults)

The hospital has an ethics committee available for consultation if you or your family is having difficulty making decisions about your treatment. Please ask your nurse for assistance.

Donate Life

Organ donation is one of the greatest gifts that you can give. Often, donor families find comfort knowing their donation helped others and the donation often saves the life of the person who receives it. Please visit these websites for valuable related information:

Life Center Northwest – www.lcnw.org
Donate Life Today – www.donatelifetoday.com
or 1-877-175-5269

Confidentiality of Your Personal Health Information

We want to let you know that we protect your privacy by not sharing your personal health information or other information about you unless required for treatment. You can find

this and other details in our *Notice of Health Information Practices*. We provide this notice upon request, so if you did not request a copy at the time of your admission or registration, you may request a copy from your caregiver or by calling the Patient Registration office. They can be reached through the hospital operator.

Support Swedish

Many patients and families ask how they can thank the staff for excellent care. One great way is via a donation to the Swedish Foundation. As a nonprofit health system, Swedish relies on community contributions to ensure our ability to deliver world-class service and provide state-of-the-art facilities and technology to our patients. Donations can help physicians find new ways to treat patients, build training labs to teach the next generation of caregivers, provide charity care for uninsured patients and support many other exciting developments in patient care. To learn more, please contact the Swedish Medical Center Foundation at 206-386-2738 or visit www.swedishfoundation.org.



For a free physician referral:
1-800-SWEDISH (1-800-793-3474)
www.swedish.org