



Handbook for Trauma Patients and their Families

Learning. Connecting. Coping.





Our Mission:

Above all else, we are committed to the care and improvement of human life.

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.
- We act with absolute honesty, integrity, and fairness in the way we conduct our business and the way we live our lives.

This handbook has been developed for you by Orange Park Medical Center in collaboration with the Trauma Survivor Network (TSN) of the American Trauma Society. We hope this information will help you and your loved ones during the hospital stay.

At the back of this handbook there is room for you to take notes and to write down questions for the hospital staff. You can use this to make sure you get all your questions answered.

To learn about the services this program provides, we also encourage you to visit the TSN website at www.traumasurvivorsnetwork.org. You can also use this website to keep your friends and family informed during your loved one's hospital stay.

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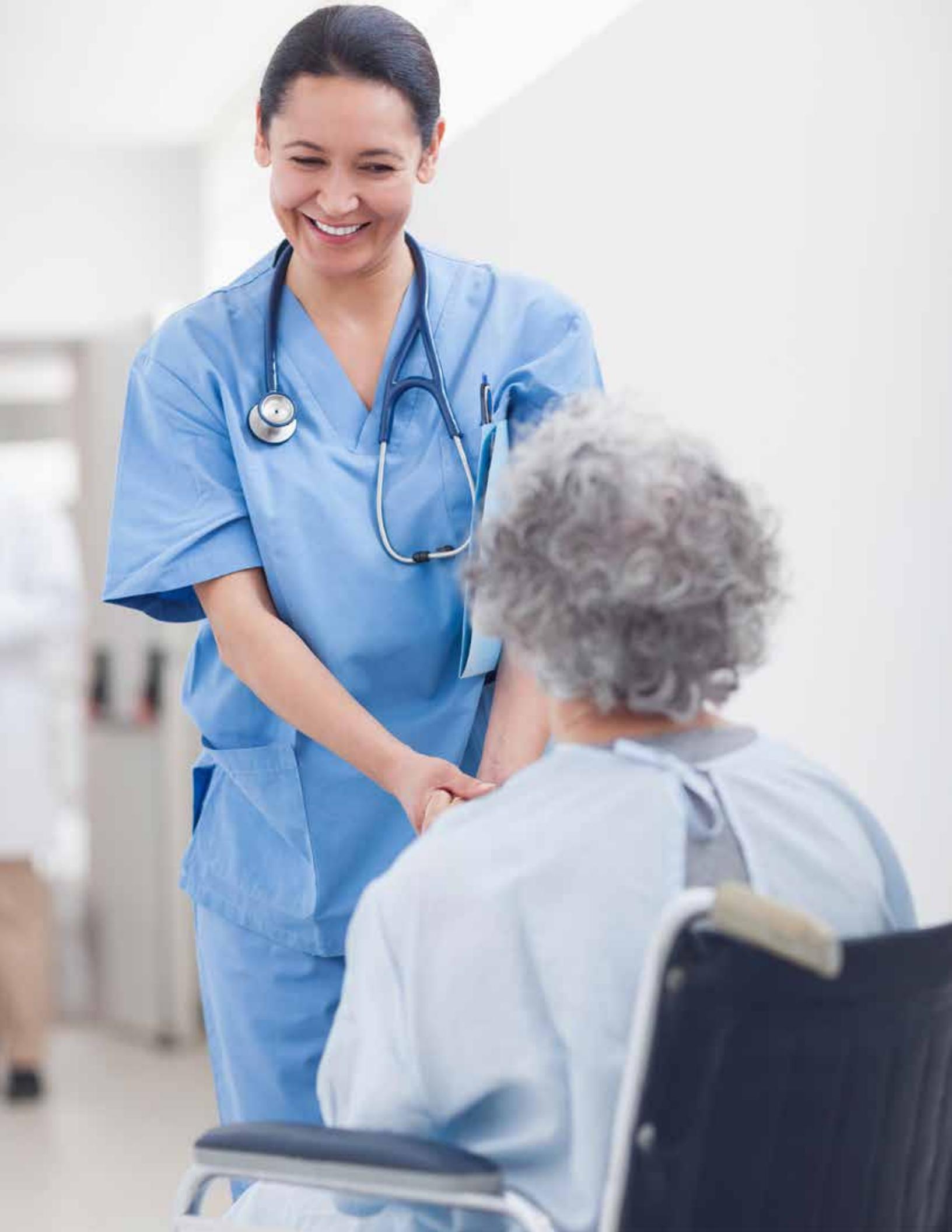
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Arrival

1. Introduction

We Are Here To Help

Trauma is an unexpected occurrence. Hardly anyone thinks, "I'm going to get hurt today." A sudden injury, being in the hospital, and going through recovery can cause anxiety, fear and frustration. You may feel confused and frightened by some things you hear and see. You may not understand some words that people use. This experience of advanced medical care may be a whole new world for you.

We hope that the information in this book will help you better cope during this difficult time. It includes basic facts about the most common types of injuries and their treatments, the patient care process, and hospital services and policies.

There is space within this book to take notes. We encourage you to write down questions that you have for the doctors and staff. **Every** member of the hospital staff is here to help you.

Orange Park Medical Center

At Orange Park Medical Center, we are committed to quality care and a heightened focus on extraordinary service. Founded in 1974, Orange Park Medical Center has grown from a small community hospital to a top healthcare provider in northeast Florida.

We are a full-service, acute-care hospital with 317 inpatient beds located in the heart of Orange Park, providing medical care to Clay County and surrounding communities. The hospital has 170 private rooms. There are nine labor, delivery and recovery room suites for new mothers and a seven-bed, Level-2 neonatal intensive care unit (NICU) for premature babies and those born with special needs. There is also a 24-bed psychiatric unit, 20-bed inpatient rehabilitation unit and 20 intensive care unit (ICU) beds.

Not every hospital is prepared to treat trauma patients, but at Orange Park Medical Center we have a specially trained team to care for your serious

emergencies. As the only Level II Trauma Center in Clay County, Orange Park Medical Center has the proven expertise to save lives within the golden hour. Being a Level II Trauma Center means we provide a higher level of care for the most critically injured patients. It also means our standards and performance are regularly reviewed by the Florida Department of Health. In an emergency, you are in good hands at Orange Park Medical Center.

2. Immediately After The Injury

ARRIVAL AT THE HOSPITAL

Here is what has happened so far...

Most likely you or your loved one was brought to the Emergency Department by an ambulance or helicopter. The trauma staff can tell you which service brought you or your loved one to the hospital.

During the transport, the rescue crew was in radio contact with the hospital. They gave information about you or your loved one's injuries. This allows the team at the trauma center to be ready to provide treatment as quickly as possible.

The trauma team typically includes the following:

- trauma surgeons
- emergency doctors
- nurses
- respiratory therapist
- X-ray staff
- Social worker

The team is ready 24 hours a day, seven days a week. Also, board-certified specialty doctors are on call to help with care.

Initial Assessment

Trauma care at the hospital begins in the Emergency Department (ED). It includes:

- An exam to find life-threatening injuries
- X-rays, ultrasound and perhaps a CT scan so that doctors can better understand the extent of the injuries

- If needed, transfer to the OR for surgery. The OR is staffed by an expert team.
- Transfer from the admitting area, ED or Operation Room (OR) to a unit in the hospital.

How The Hospital Cares For The Family

Initially the patient is evaluated in the ED. Please note that the ED is under Restricted Access. In some cases, the family may be permitted to be in the room while the patient is being assessed. Members of the medical team will keep the family and friends informed. Every attempt will be made to update the family as soon as possible. The case manager and chaplain will often be present to meet with family who may arrive with or just after the patient.

Why A Patient May Have A Fake Name

Sometimes the hospital does not know the name of the patient. To make sure that doctors can match the right lab and other reports with that patient, the hospital may give the person a fake name. These names may be "Delta OPTRA" or "Tango OPTRA." The fake name may have made it hard for you to locate your loved one at first. When hospital staff can be sure of your loved one's name, they change to the real name. If the patient is a victim of crime, they may keep this fake name. This is for safety reasons.

3. Visitors Are Important

Visiting is a time to be with your loved one, ask questions, and meet with staff. Research shows that comforting visits from friends and family help most patients to heal. Family and close friends know the patient better than anyone else and can make a difference in treatment. Visiting is often a good time to begin learning how to take care of your loved one at home.

You may have to wait before you can visit your loved one. Visits are often limited for patients with brain injuries because they need quiet to recover. The nursing staff will help with explaining any limitations or additional special guidelines for visiting times.

We Are Here To Help

Feel free to ask for help finding a patient room, department, etc. **All our employees, doctors and volunteers wear ID badges.**

» Family Waiting Rooms

The **ICU Waiting Room** is located down the hall from the ICU. Once parked, use the hospital's Main Entrance and follow the main hallway to the end. Turn right and the ICU waiting room is located midway down the hall on the right. Restrooms are located across the hall from the waiting area on the



left. During the day volunteers often sit at the desk in the waiting room and can be a helpful resource for helping you navigate through the hospital and may contact the Unit to see if the patient has arrived/returned to the room.

Families in crisis may understandably want to stay close to the ICU for the first 23-36 hours. Families in crisis include those who have a loved one newly admitted, a loved one has experienced a significant decline in their status, or a poor prognosis has been given. Families outside of this 23-36 hour window are encouraged to sleep at home or make other sleeping arrangements to enable them to be alert, present, and involved in their loved one's care.

If the ICU waiting room is full, there are two additional waiting rooms a short distance from the ICU waiting area. When exiting the ICU Waiting Room, turn right and then turn left at the first hallway on the left. Follow this hallway through the double doors and enter the waiting room through the door on your right. This is the **Surgical Services Waiting Room**. To reach the **Outpatient Waiting Room**, exit the ICU waiting area and turn right. Turn right at the next hallway on your right and follow it to the end. There is a waiting area to your right.

There are waiting areas near the main elevators on the second through fifth floors. Most floors have an additional small waiting area just before the north tower.

» Additional Gathering Areas

- **Lobby** – at the hospital's Main Entrance there is plenty of seating and the front desk volunteers are easily accessible to answer questions and provide assistance.
- **Chapel**—located to the right across from the café. This is a quiet place for gathering, reflection or prayer.
- **Outdoor Patio**—covered space entered from inside the cafeteria.
- **Consultation rooms**—medical staff may briefly meet with families in this smaller area to provide updates. These rooms are located throughout the hospital on each floor.
- **Chaplain consultation/office**—the Chaplain



or chaplain volunteers may speak with family members to provide comfort and support.

» Dining

- **The Grove Café Hours** –the hospital cafeteria is located off the main hallway. There are directional signs that will aid in locating the cafeteria.

Mon - Fri: 6:30am - 10:00am

Mon - Fri: 11:00am - 6:30pm

Sat - Sun. 7:30am - 5:30pm

- **QuickFire Café Hours** –located in the main lobby

Mon - Fri: 6:30am - 10:00pm

Sat - Sun: 7:30am - 5:00pm

*Call 904-639-8500 Ext. 5757 to order by phone

» Gift Shop

The Orange Park Medical Center Auxiliary operates the Hospital Gift Shop 7 days a week. A variety of items are available, including greeting cards, magazines, newspapers, flowers, baby gifts, stuffed animals, fine gifts, candy, toiletries and more. You may call the Gift Shop by dialing (904) 639-8559 ext. 8184.

- **Gift Shop Hours**

Mon - Fri: 9:00am - 5:00pm

Sat - Sun: 11:00am - 5:00pm

4. The Health Care Team Needs A Family's Help

The primary job of the trauma unit team is to treat patients. We need your help in taking care of your loved one and making sure they get the best care possible. Here are things you can do to help us and your loved one.

» Take Care of Yourself

Worry and stress are hard on you, and you need strength to offer support to your loved one. The trauma unit team understands that this time can be just as stressful for family and friends as it is for patients.

Be sure to continue taking any medicines that your doctor has prescribed for you. Take breaks. Go for a walk around the hospital campus. Getting plenty of sleep and eating regular meals helps you think better, keep up your strength and prevent illness so you can be there for your loved one when you are needed.

» Ask for Help from Your Family and Friends

Do not hesitate to ask for help. Make a list in the back of this book so you will be prepared to accept help when friends offer. Friends often appreciate being able to help and be involved in the patient's care.

Visit the Trauma Survivors Network Website at www.traumasurvivorsnetwork.org and find out how you can create your own "CarePage". This makes it easy for you to connect with friends and family.

» Ask Questions and Stay Informed

The trauma team knows how important regular updates are to family and friends. The family is an important part of the health care team. It helps if you choose one person from your group to represent the family. This allows staff to focus on caring for the patient instead of repeating the same updates.

When you think of questions during the day, write them down. Be sure to ask your doctor these questions when you see them. You will want to ask questions until you understand the diagnoses and options for treatment. It's alright to ask the same question twice. Stress makes it hard to understand and remember new information. Ask until you understand. Write down what you are told so you can accurately report the information to other family members. We have provided space throughout this handbook to write down your questions and the answers.

» Help Maintain a Restful and Healing Place

When you are visiting, please talk in a quiet voice. Patients need quiet and families deserve your courtesy. To help maintain a healthy environment for patients and their families, the hospital counts on your help. Please:

- Observe the visiting hours for the area you are visiting.
- Do not sleep in patient rooms or waiting rooms unless you have permission.
- Respect other patients' right to privacy.
- Leave the patient room or care area when asked by hospital staff.
- Knock or call the patient's name softly before entering if a door or curtain is closed.
- The medical record is a private document.
- Wash or sanitize your hands before you go into a patient's room and when you come out.
- Do not visit if you are not feeling well or have an illness that could be transferred to our patients.
- Talk with the patient's nurse before bringing any children under the age of 16 into a patient's room.
- For the safety of young children, provide adult supervision in all areas of the hospital.
- Respect the property of other people and of the hospital.
- Do not ask other patients and families about private details of their care.
- Respect the rights of all patients and hospital staff.

VISITATION GUIDELINES

Critical Care Units (ICU and PCU)

- Two visitors at time
- Visitors under the age of 12 must receive special permission to enter critical care units
- Visitation is restricted from 6:30 - 8:30 during the morning and evening.

Our medical team uses this time to ensure a smooth transition between shifts. This is vital to supporting continued patient care.

Medical/Surgical Care Units

- There are no restrictions on the number of visitors; however, medical staff need to have easy access to both your loved one and other patients in the area
- Children under the age of 12 must be supervised by an adult visitor at all times
- Visiting hours are from 8:30 am - 8:30 pm

Note: All visitors are expected to dress appropriately which includes shirts and shoes

We are committed to the care and safety of all patients and may request visitors to leave at staff's discretion.



A Patient's Stay

5. Where Patients Stay While In The Hospital

After patients are evaluated by doctors they are moved to another unit in the hospital. Where they are moved depends on their injury.

Patients may first go to the intensive care unit. When they are ready, they may then move to a step-down unit. They may also go to another unit in the hospital. Patients are only moved from one unit to another when the trauma team believes they are ready.

The hospital staff does its best to let family and friends know when a patient is moved from one unit to another. If your loved one has been moved and you do not know where he or she has gone, please call the hospital operator at (904) 639-8500.

These are the hospital units that care for trauma patients:

» Trauma Intensive Care Unit (ICU)

Patients in the ICU receive care from a team of doctor and nurses. They trained to take care of seriously injured patients. The first step is to make sure the patient is medically stable. Medically stable means that all body systems are working. As the patient is being treated, the team begins to plan with the patient and family. This plan will help the patient return to as normal a life as possible, as quickly and as safely as possible.

A TYPICAL DAY IN THE ICU

Most patients are attached to equipment that gives doctors and nurses important information. This allows them to make the best decisions. The equipment;

- Monitors patients
- Delivers medicine
- Helps patients breathe.

Do not worry if you hear alarms. Some alarms do not need immediate attention. The staff knows which alarms require a response.

In the morning, the trauma team "rounds" to each patient's bed to do exams, check progress and plan the patient's care. This time is valuable for everyone involved in the care of your loved one.

» Progressive Care Unit (PCU)

As patients in the ICU improve, they are often moved to a step down unit called the Progressive Care Unit (PCU). Patients may also go straight from the admitting area to this type of unit. This happens if they do not need the care provided in the ICU.

» Medical and Surgical Care Units

Less injured patients may be moved to another unit in the hospital. Also, those who no longer require the care found in ICU or PCU may be moved to these units.

Caring For Children

As level II Trauma Center, we treat trauma patients over the age of 15. Children under the age of 15 may be treated at **Wolfson Children's Hospital**, the only state-designated Pediatric Trauma Referral Center in NE Florida.

Wolfson Children's Hospital
800 Prudential Drive; Jacksonville, FL 32207
(904) 202-8000

"In your darkest day, know that it is only temporary."

-Jen, Trauma Survivor

Family members are encouraged to be involved in the patient's plan of care.

Physical therapists, occupational therapists and nursing staff work together to help patients begin to move normally and regain strength. For instance, they may;

- raise the head of the bed,
- turn a patient every two hours,
- and help a patient sit on the bed or in a chair.

The ICU can be a very busy place. Patients may be moved to other areas of the hospital for tests and additional patients may be brought to the unit. Sometimes, the staff may ask visitors to leave the unit to preserve a patient's privacy.



6. Who Takes Care Of The Patient

Many types of caregivers may take care of your loved one while he or she is in the hospital. Different patients will need different types of care. Here is a list of the kinds of doctors, nurses and other caregivers you may meet or hear about.

» Anesthesia and Pain Management Specialists

These specialists are specially trained to work with patients who have pain. They create a plan to ease pain and improve quality of life. Treatments may include;

- Medications
- Implanting pumps or nerve simulators
- Physical therapy or behavioral programs.

» Case Manager

All admitted patients have a case manager. Case managers have experience to help you through your stay in the hospital.

Your case manager can:

- Work with your insurance company to ensure appropriate management of your benefits
- Get supplies you will need at home if covered by your insurance provider
- Refer you to a home health agency if you need it
- Help you get continued care with a specialist
- Coordinate your transfer to a rehabilitation facility

» Chaplain

Chaplains have special skills to help people during times of illness. They meet the spiritual needs of

patients and families from many different religions. Chaplains visit all who want spiritual support.

This department provides:

- Pastoral care visits
- Pastoral counseling
- Memorial services

Pastoral Care can be contacted by phone at (904) 639-2689. You can also make a request through the medical team.

» Clinical Technician

Clinical technicians help nurses with a patient's care. They have advanced technical skills and draw blood and remove catheters. They also may help get the patient out of bed or help with feeding. Clinical technicians work under the direction of a nurse or a doctor.

» Dietitian

Dietitians are the food and nutrition experts. They work closely with the trauma team in caring for patients. For example, dietitians provide recommendations to aid patients in reaching nutritional goals which helps the healing process.

» Geriatrician

Geriatricians are doctors that treat older adults.

» Neurosurgeon

Neurosurgeons are doctors who are trained in surgery for the brain or spinal cord.

» Nurse Practitioners

Nurse practitioners are nurses who have advanced training and manage patients along with the doctor.

Trauma nurse practitioners do:

- Physical exams
- Order and interpret tests
- Prescribe medications and other treatments
- Refer patients to other specialists
- Assist in surgery
- See patients in outpatient clinic after discharge from the hospital

» Occupational Therapist

Occupational therapists help the patients regain strength for daily events. This includes:

- Getting out of bed
- Eating
- Dressing
- Using the toilet and bathing.

They also recommend equipment that can help patients.

» Orthopedic Surgeon

Orthopedic surgeons are physicians who have specialized training in repairing broken bones.

» Patient Transport

Patient transporters are members of the health care team that assist with the physical transportation of patients between departments. They are skilled in handling patients during transitions.

» Pediatrician

Pediatricians are doctors who have specialized training in treating children and adolescents.

» Pharmacist

Pharmacists are medicine experts. They work closely with nurses and doctors. They provide information and help with choosing medicines.

» Physiatrist or Rehabilitation Medicine Physician

Physiatrists are doctors who use a number of tests and exams to plan a patient's rehabilitation. They prescribe devices including wheelchairs, braces and artificial limbs. Their goal is to help the patient live independently.

» Physical Therapist

Physical therapists help patients regain their strength and movement. They also help with stiff joints and other problems with moving and wound healing.

» Physician Assistant

Physician Assistants have advanced training and manage patients along with the doctor and do the following:

- Order and interpret tests
- Prescribe medications and other treatments
- Refer patients to other specialists
- Assist in surgery
- See patients in outpatient clinic after discharge from the hospital

» Psychologist

Psychologists are licensed mental health professionals. A psychologist is not a medical doctor but has advanced training at the doctoral level (a Ph.D. or Psy.D.) to treat mental and emotional disorders. At Orange Park Medical Center, we offer access to a Trauma Psychologist who provides evaluations, counseling, referrals, and support groups.

» Psychiatrist

Psychiatrists are medical doctors (MDs) who treat mental and emotional disorders. Psychiatrists can prescribe medication.

» Resident

Residents are licensed physicians who are getting more training in a specialty. They provide patient care under the supervision of the attending physician.

» **Respiratory Therapist**

Respiratory therapists provide breathing support and treatments. Respiratory therapists are specially trained and state licensed.

» **Registered Nurse**

Registered nurses (RNs) are specially trained and state licensed practitioners who are responsible for the daily care of patients including duties such as medication administration, starting IVs, drawing blood, monitoring patient output, reviewing labs and communicating with physicians throughout the day. They are patient and family advocates.

» **Social Worker**

Social workers serve as our complex case managers. They fulfill all the duties of the case manager for patients with complex social concerns. The social worker helps manage the discharge process.

» **Speech and Language Therapist**

Speech therapists work with patient on language, memory and swallowing problems, often under the direction of a psychiatrist. They may also evaluate cognition and hearing.

» **Student Nurses**

Student Nurses are present on the medical floors and assist with direct patient care under the direction supervision of a Registered Nurse.

» **Trauma Nurse Leads**

Trauma Nurse Leads (TNLs) are specially trained and state licensed nurses who have expertise in caring for trauma patients. These nurses are familiar with each trauma patient and can provide one-on-one education to both patients and families regarding diagnosis and care management. TNLs also support the work of RNs.

» **Trauma Surgeon**

Trauma surgeons are doctors who have years of training in trauma surgery. A trauma surgeon is



in the hospital 24 hours a day. They will oversee the total care of you or your family member in the hospital. They regularly visit patients to check on their progress and coordinate with other members of the trauma team.

» **Trauma Survivors Network Coordinator**

The Trauma Survivors Network (TSN) Coordinator helps coordinate support throughout your recovery. The TSN Coordinator is specially trained by the American Trauma Society the Johns Hopkins Bloomberg School of Public Health to provide helpful resources and support during recovery from major injury.

» **Trauma Survivors Network Peer Visitors**

All Peer Visitors have received hospital training as volunteers, and specialized training as peer visitors. Although Peer Visitors are not trained counselors and will not offer medical, legal, or personal advice, they understand the concerns of a new trauma patient and provide a “been there, done that” perspective. They are available upon request through the Trauma Survivors Network Coordinator.

» **Unit Secretaries/ Clerks**

Unit Secretaries/clerks assemble medical charts when patients arrive to the unit, facilitate communication between nursing staff and transporters, maintain patient location information, and answer general questions regarding the hospital.

» **Wound Care Nurse**

These nurses are certified specialist trained to treat and monitor wounds that may have been the result of injury, treatment or disease.

7. Patient Rights And Responsibilities

This hospital provides medical treatment without regard to race, creed, sex, nationality, gender or source of payment. As our patient, you are entitled to safe, considerate, respectful and dignified care at all times.

Patient Rights

Orange Park Medical Center respects the dignity and pride of each individual we serve. We comply with applicable Federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each individual shall be informed of the patient's rights and responsibilities in advance of administering or discontinuing patient care. We adopt and affirm as policy the following rights of patient/clients who receive services from our facilities:

Considerate and Respectful Care

- To receive **ethical, high-quality, safe and professional care** without discrimination
- To be free from all forms of **abuse and harassment**
- To be treated with **consideration, respect and recognition** of their individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress

Information regarding Health Status and Care

- To be **informed of his/her health status** in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment

- The right to be informed of the **names, functions and qualifications** of all physicians and other health care professionals who are providing direct care to the patient
- The right to be informed about any **continuing health care requirements** after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
- To be informed of **risks, benefits and side effects** of all medications and treatment procedures, particularly those considered innovative or experimental
- To be informed of all appropriate **alternative treatment procedures**
- To be informed of the **outcomes** of care, treatment and services
- To appropriate assessment and **management of pain**
- To be informed if the hospital has authorized **other health care and/or education institutions** to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment

Decision Making and Notification

- To choose a person to be his/her **healthcare representative and/or decision maker**. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions.
- To have a family member, chosen representative and/or his or her own physician notified promptly of **admission** to the hospital
- To **request or refuse treatment**. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate
- To be included in **experimental research** only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices

- To formulate **advance directives** and have hospital staff and practitioners who provide care in the hospital comply with these directives
- To **leave the** healthcare facility against one's physician's advice to the extent permitted by law

Access to Services

- To receive, as soon as possible, the free services of a **translator and/or interpreter**, **telecommunications devices**, and any other necessary services or devices to facilitate communication between the patient and the hospitals' health care personnel (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats)
- To bring a **service animal** into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation)
- To **pastoral counseling** and to take part in **religious and/or social activities** while in the hospital, unless one's doctor thinks these activities are not medically advised
- To **safe, secure and sanitary accommodation** and a nourishing, well balanced and varied diet
- To access people outside the facility by means of verbal and written **communication**
- To have **accessibility** to facility buildings and grounds. Orange Park Medical Center recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities. The policy is available upon request
- To a prompt and reasonable **response to questions and requests** for service
- To request a **discharge planning evaluation**

Access to Medical Records

- To have his/her **medical records**, including all computerized medical information, kept confidential and to access information within a reasonable time frame. The patient may decide who may receive copies of the records except as required by law

- Upon leaving the healthcare facility, patients have the right to obtain **copies** of their medical records

Ethical Decisions

- To participate in **ethical decisions** that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials
- If the healthcare facility or its team decides that the patient's refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the **relationship with the patient** may be terminated

Protective Services

- To access **protective and advocacy services**
- To be **free from restraints** of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- The patient who receives treatment for **mental illness or developmental disability**, in addition to the rights listed herein, has the rights provided by any applicable state law
- To all **legal and civil rights** as a citizen unless otherwise prescribed by law
- To have upon request an impartial review of **hazardous treatments** or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve one's life
- To an impartial review of alleged **violations of patient rights**
- To expect **emergency procedures** to be carried out without unnecessary delay
- To receive treatment for any **emergency medical condition** that will deteriorate from failure to provide treatment
- To give **consent** to a procedure or treatment and to access the information necessary to provide such consent
- To not be required to perform **work for the facility** unless the work is part of the patient's treatment and is done by choice of the patient

- To file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if he /she has a concern about **patient abuse**, neglect, about misappropriation of a patient's property in the facility or other unresolved complaint, patient safety or quality concern

Payment and Administration

- To examine and receive an explanation of the patient's **healthcare facility's bill** regardless of source of payment, and may receive upon request, information relating to the availability of known financial resources
- If uninsured, to receive, before the provision of a planned nonemergency medical service, a reasonable **estimate of charges** for such service and information regarding any discount or charity policies for which the uninsured person may be eligible.
- A patient who is eligible for **Medicare** has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate
- To receive, upon request, prior to treatment, a reasonable **estimate of charges** for medical care

- To be informed in writing about the **facility policies and procedures** for initiation, review and resolution of patient complaints, including the address and telephone number of where complaints may be filed

Additional Patient Rights

- Except in emergencies, the patient may be **transferred to another facility** only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution
- To initiate their own contact with the **media**
- To get the **opinion of another physician**, including specialists, at the request and expense of the patient
- To wear appropriate personal clothing and **religious or other symbolic items**, as long as they do not interfere with diagnostic procedures or treatment
- To request a **transfer to another room** if another patient or a visitor in the room is unreasonably disturbing him/her
- To request **pet visitation** except where animals are specifically prohibited pursuant to the facility's policies (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation)



Patient Responsibilities

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect.

- To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/her health
- To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner
- To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding
- To follow the plan of care established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders
- To keep appointments or notifying the facility or physician when he/she is unable to do so
- To be responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders
- To assure that the financial obligations of his/her healthcare care are fulfilled as promptly as possible
- To follow facility policies, procedures, rules and regulations
- To be considerate of the rights of other patients and facility personnel
- To be respectful of his/her personal property and that of other persons in the facility
- To help staff to assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain

management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication

- To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in their condition

Visitation Rights

Orange Park Medical Center recognizes the importance of family, spouses, partners, friends and other visitors in the care process of patients. We adopt and affirm as policy the following visitation rights of patients/clients who receive services from our facilities:

- To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights
- To designate visitors, including but not limited to a spouse, a domestic partner (including same sex), family members, and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation or disability. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that facilities may need to place on such rights
- To receive visits from one's attorney, physician or clergyperson at any reasonable time
- To speak privately with anyone he/she wishes (subject to hospital visiting regulations) unless a doctor does not think it is medically advised
- To refuse visitors
- Media representatives and photographers must contact the hospital spokesperson for access to the hospital

“My deep commitment to the Trauma Survivors Network is a way for me to make sure that trauma survivors everywhere finally receive the resources that few, if any of us, had before”

-Steve, Trauma Survivor



8. Medical Information: What Is Kept, Why, And Who Has Access?

When you come to the hospital, we will ask for information related to your care. We may keep this information as paper records or in a computer file. We keep the following:

- Name
- Address
- Date of birth
- Next of kin
- Information about your medical conditions and treatments

We also keep any X-rays and test reports on file for a limited period.

There are very strict laws about who may see this information:

- You can see your own medical records.
- Your own medical caregivers can see them.
- Some other members of the hospital staff may see the information for other reasons, such as teaching purposes or to monitor care in the hospital.
- Your family and friends are not allowed to see your records unless you give permission.
- Your legal representative can see the information.

Authorization For Access To Medical Records

A patient may give someone else permission to see his or her medical records. To do this, a patient completes a Medical Records Release Form. In some cases, you may need an attorney.

For instance, you will need an attorney if:

- Your loved one is over 18 years of age
- Is unable to sign and no one has Power of Attorney for him or her

Your trauma team can help you choose a person for direct communication and updates.

If you would like to obtain a copy of your medical records, there are two methods: 1. Access the Patient Portal -MyHealthyOne or 2., complete the Medical Records Release Form available on the Orange Park Medical Center website (orangeparkmedical.com) and send to:

**Parallon Business Performance Group
Attn: Ciox Release of information Plaza II
335 Crossing Blvd
Orange Park, FL 32073**

For Urgent Requests (Records for your Physician), the physician's office may request records via fax at (855) 668-0697. Requests must be on an office fax cover sheet or letterhead and include the following:

- Patient Name
- Date of Birth
- Date of Visit
- Facility Name
- Specific Documentation/Reports Requested

Indicate "STAT" for all urgent requests. If you or your doctor have questions, please call 1-888-616-5721 and select option 6.

All other third party requests for records (attorney, disability, insurance, etc) should be mailed to the Parallon Business Performance Group (see address listed on the previous page).

To check the status of your request, please call 1-888-616-5721 and select options 6. Records will be shipped within 5-7 business days.

Notes:

9. If A Patient Cannot Make Decisions

Ideally, patients would always be able to make their own health care choices; however, a patient's injuries can leave them unable to make decisions for themselves. There are a number of measures that can be put in place to clarify what decisions need to be made and who can make them.

Prior to injury, some patients may have completed an **Advance Directive**, a document that clearly outlines the health decisions they wish to make if they become unable to make health decisions in the future. Two examples of Advance Directives include a **Living Will** and **Durable Power of Attorney**. A Living Will is a witnessed (possibly notarized) document that typically instructs the attending physician to withhold or withdraw medical intervention should the patient's condition become terminal and the patient is unable to make decisions for themselves. This directive is to be interpreted by the attending physician and not the family.

The Power of Attorney for Health Care is a person the patient has chosen to make decisions that are in keeping with the patient's wishes. This type of power of attorney only applies to health care. In some cases a patient may have a court-appointed guardian. This is a person named by the court, not the patient, to make choices about the patient's health care.

When there is no Advanced Directive, Power of Attorney for Health Care, or a court-appointed guardian, the trauma team will consult a backup decisions maker.

Do-Not-Resuscitate

A **Do-Not-Resuscitate** order or **DNR** is a medical order written by the physician that allows for natural death to take place. The patient or designated person making decisions for the patient signs a statement saying that if the patient stops breathing or their heart stops beating, CPR will not be started. This means the patient will not be connected to a breathing machine, chest compression will not be started, and the heart will not be shocked in an attempt to restart it. Choosing to sign a DNR does not mean the team will stop treating you or your loved one's injuries or illnesses. This is an important decision. Please talk with the attending physician if you have questions or concerns.

10. Common Traumatic Injuries And Their Treatment

Injuries may be due to blunt or penetrating forces. Blunt injuries occur when an outside force strikes the body. These injuries occur as a result of a motor vehicle crash, a fall or an assault. Penetrating trauma occurs when an object, such as a bullet or knife, pierces the body. Sometimes, patients have both types of injuries.

In this section of the handbook, we describe some of the common types of injuries people have and how they are typically treated. The trauma staff can give you more details about your loved one's injuries. At the end of the book there is a place for you to list these injuries.

Head Injuries

A traumatic brain injury, sometimes called a TBI, is an injury to the brain due to blunt or penetrating trauma. There are many types of brain injuries:

- **Cerebral concussion:** brief loss of consciousness after a blow to the head. A head scan does not show this injury; a mild concussion may produce a brief period of confusion; it is also common to have some loss of memory about the events that caused the injury.
- **Cerebral contusion:** contusion means bruising, so a cerebral contusion is bruising of the brain; this can occur under a skull fracture. It can also be due to a powerful blow to the head that causes the brain to shift and bounce against the skull.
- **Skull fracture:** cracks in the bones of the skull caused by blunt or penetrating trauma; the brain or blood vessels may also be injured.
- **Hematomas:** Head injuries and skull fractures may cause tearing and cutting of the blood vessels carrying blood into the brain. This may cause a blood clot to form in or on top of the brain. A blood clot in the brain is referred to as a hematoma. There are several types of hematomas:
 - **Subdural hematoma:** bleeding that occurs when a vein on the outside of the brain is damaged; a blood clot slowly forms and puts pressure on the outside of the brain.

- **Epidural hematoma:** bleeding that occurs when an artery on the outside of the brain is injured; a blood clot can occur quickly and put pressure on the outside of the brain.
- **Intracerebral hematoma:** bleeding inside the brain itself; it usually happens when blood vessels rupture deep within the brain.

A traumatic brain injury that is described as “mild” implies that there was little or no loss of consciousness at the time of injury. These types of injuries often are not reported or treated. Neurological exams may appear normal, which makes it hard to diagnose the injury, but symptoms often show up later. Such symptoms may include foggy memory, a hard time solving problems, headaches, dizziness, nausea, fatigue, mood swings, anxiety, depression, disorientation and delayed motor response.

Diagnosis and Evaluation

The trauma team watches patients with a head injury very closely, including:

- Checking the patient’s pupils with a light
- Checking the level of consciousness. They use the Glasgow Coma Scale (GCS) to find out how badly the brain has been injured. The GCS includes testing for eye opening, talking and movement. Scores range from a high of 15 (normal) to a low of 3 (coma from injury or drugs).
- Checking to see if patients react to touch or if they feel dull, sharp or tingling feelings.

When doctors think that a patient has a brain injury, they often order a scan of the brain (CT scan). This scan can find out if there is swelling, bleeding or a blood clot.

When the patient is more stable, doctors may evaluate the patient’s level of functioning using the Rancho Los Amigos Scale, often called the Ranchos Scale. The Ranchos Scale has eight levels that describe how well patients can think and how they act. It ranges from level 1 (lowest level of functioning) to Level 8 (highest level of functioning). It also gives better information about the severity of the brain injury.

Treatment

Doctors base treatment for a brain injury on the type and location of the injury. Treatments may include:

- **Drugs** to lower brain pressure, drugs to lower anxiety and drugs that change the fluid levels in the brain
- **Intracranial pressure monitor (ICP)**, which measures pressure in the brain. There are two types of monitors: a tube placed in the brain that only measures brain pressure, and a tube placed into a small space in the brain that measures brain pressure and also drains fluid from the brain to lower the pressure on the brain.
- **Craniotomy**, which is an opening in the skull to remove a clot and lower brain pressure. This is done in the operating room.
- **Shunt**, which is a tube placed to drain excess fluid in the brain. This is done in the operating room.
- **Craniectomy**, which involves removing a part of the skull bone to give the brain more room to swell. This type of surgery may also be done when a clot is removed. The skull bone is replaced when the patient is better (usually several months later).

Chest Injuries

Chest injuries may be life threatening if the lungs are bruised. The goal of early trauma care is to protect breathing and blood flow. Types of chest injuries include:

- **Rib fractures:** the most common type of chest injury; they can be very painful but will usually heal without surgery in three to six weeks.
- **Flail chest:** two or more ribs are broken in more than two places and the chest wall is not working as it should during breathing.
- **Hemothorax:** blood pools in the chest cavity, often due to rib fractures.
- **Pneumothorax:** air collects in the chest cavity due to an injured lung.
- **Hemo-pneumothorax:** both air and blood collect in the chest cavity.
- **Pulmonary contusion:** bruising of the lung; if severe, it can be life threatening because bruised lung tissue does not use oxygen well.

Diagnosis and Evaluation

Doctors often use a chest X-ray or CT scan to find out more about the injury. They can tell how the lung is using oxygen by taking some blood from an artery. They may need to open the chest to examine and treat the injury.

Treatment

The goals are to increase oxygen to the lungs, control pain and prevent pneumonia. Doctors and nurses may ask the patient to cough and do deep-breathing exercises, which help the lungs heal. They will also tell the patient to stop smoking. The doctor will order drugs to treat pain and soreness.

It is important that the patient take part in the healing process. It greatly reduces the risk of other problems, such as pneumonia or lung collapse, that may need to be treated with a ventilator (breathing machine).

Abdominal Injuries

Blunt or penetrating trauma to the abdomen can injure such organs as the liver, spleen, kidney or stomach. The injuries may be:

- Lacerations (cuts)
- Contusions (bruises)
- Ruptures (severe tearing of the tissue)

Diagnosis and Evaluation

There are many ways to diagnose an abdominal injury, including:

- physical examination
- CT scan

- a blood count to check hemoglobin and hematocrit, two measures of blood loss
- ultrasound
- surgery called a laparotomy in which the surgeon makes an incision in the abdominal area

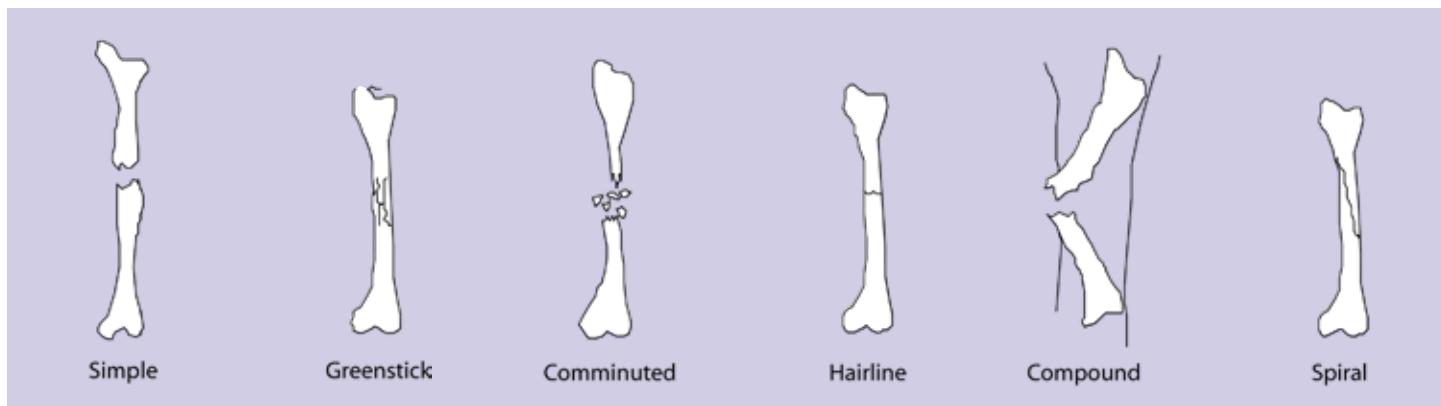
Treatment

Treatment depends on the organ that is injured and the severity of the injury. It may range from watching the patient closely to surgery. Many injuries to the kidney, spleen or liver can be treated without surgery. Often, however, severe injuries to the abdomen require a number of surgeries.

Bone, Ligament And Joint Injuries

Blunt and penetrating trauma can harm bones, ligaments and joints. Types of fractures or broken bones include:

- **Open or compound fracture:** a broken bone pushes through the skin; it is serious because the wound and the bone may get infected.
- **Closed fracture:** the broken bone does not pierce the skin.
- **Greenstick fracture:** a bone is partly bent and partly broken; occurs most often in children.
- **Spiral fracture:** a break that follows a line like a corkscrew.
- **Transverse fracture:** a break that is at right angles to the long axis of the bone.
- **Comminuted fracture:** a bone that is broken into many pieces.
- **Hairline fracture:** a break that shows on an X-ray as a very thin line that does not extend entirely through the bone; all parts of the bone still line up perfectly.





Diagnosis

Doctors can usually see whether most bones are broken by using regular X-rays. However, for other bones, doctors may use a CT scan. To find out if there is any damage to joints or ligaments, doctors may do a magnetic resonance imaging scan (MRI).

Treatment

Treatment for a broken bone depends on the type, severity and location and whether the tissue around the bone is damaged. A doctor may choose to treat a fracture in several different ways:

- a cast, sling or splint
- closed reduction: moving the limb or joint to its normal position without open surgery. Pain or sedation drugs are used during the procedure.
- open reduction: Surgery that returns the bone to its normal position. Surgeons may use pins, wires, plates and/or screws to hold the bone together.
- external fixator: the surgeon puts pins in the bone above and below the break and connects the pins to bars outside the skin that hold the bones together to heal. The doctor takes the fixator off after the fracture heals.

Spinal Cord Injury

Blunt or penetrating trauma can injure the spinal cord. Two main types of injury can occur:

- Quadriplegia (also called tetraplegia): injury to the spinal cord from the first cervical vertebra (C1) to the first thoracic vertebra (T1) level (see section under Anatomy). This means the patient has paralysis of (cannot move) the arms and legs. Injury at or above the C4 level affects breathing and patients often need a ventilator (a breathing machine).
- Paraplegia: injury to the spinal cord from the second thoracic vertebra (T2) to the 12th thoracic vertebra (T12), causing paralysis of both legs and possibly the chest and abdomen.

Doctors may also say the patient has a complete or an incomplete injury:

- A complete spinal cord injury means that the patient cannot move and has no feeling. It does not always mean that the spinal cord has been cut in two.
- An incomplete spinal cord injury means that the patient has some movement or feeling. Incomplete injuries may be to back, front or central part of the spinal cord. With injury to the back part of the spinal cord, the patient may have movement but be unable to feel that movement. With injury to the front part of the cord, the patient may lose movement but may be able to feel touch and temperature. An incomplete injury may get better in time. It is hard to know when or if full function will return.

Diagnosis and Evaluation

Doctors use physical exams, X-rays, CT scans and Magnetic Resonance Imagery (MRI) scans to diagnose a spinal cord injury. X-rays do not show the spinal cord itself but do show damage to the vertebral column or the bones around the spinal cord. CT scans and MRIs give the best picture of the spinal cord and bones. Sometimes doctors cannot do an MRI because of other injuries the patient has, because of the patient's weight, or because the patient has a pacemaker, monitor or other metal device. In these cases, doctors use other tests to evaluate the patient.



Treatment

In the first 12 hours after a blunt spinal cord injury, doctors often give steroids to the patient to reduce spinal cord swelling and improve recovery from the injury. If the spinal cord was cut in two, no treatment can reduce paralysis.

Patients need special attention to bladder and bowel function and skin care. They may need surgery to give support to the spine. Surgery may not change paralysis but will allow the patient to sit up. Talk with the surgeon about the goals of surgery. In any case, getting out of bed improves healing and the sense of well-being and lowers the risk of pneumonia, pressure sores and blood clots.

Patients with spinal cord injuries receive special attention to prevent pressure sores and a condition called autonomic dysreflexia:

- Pressure sores (also known as pressure ulcers or decubitus) are breakdowns in the skin caused by constant pressure on one area and decreased blood flow from not moving. Pressure sores can occur on the bottom, hips, back, shoulders, elbows and heels. Skin redness is the first sign that a sore may be starting, so it is important to check the skin every day to prevent these sores. If a sore occurs, it can take many months to heal or even need surgery. Moving the patient from side to side and propping up the feet can help prevent pressure sores.
- Autonomic dysreflexia may occur when the spinal cord injury is at or above the T6 level. It means that messages about blood pressure control are not being sent as they should be. As a result, when blood pressure goes up due to pain (for instance), it may not return to normal once the pain is treated. High blood pressure can cause a stroke, so it is very important to know the warning signs and find the cause. Signs of autonomic dysreflexia include headache, seeing spots or blurred vision, sweating, or flushing (redness) of the skin.



11. Glossary Of Common Medical Terms

Procedures

Craniotomy: making a surgical incision through the cranium (the part of the skull that encloses the brain); usually done to relieve pressure around the brain.

Craniectomy: removing part of the skull bone to give the brain more room to swell. This type of surgery may also be done when a clot is removed. The skull bone is replaced when the patient is better (usually several months later).

Gastrostomy: surgery to make an opening into the stomach to place a feeding tube. This surgery is often done at the bedside. The feeding tube is usually temporary. The doctor may remove it when the patient is able to eat food.

Jejunostomy: surgery to make an opening in the small intestine to place a feeding tube. The feeding tube is often temporary. The doctor may remove it when the patient is able to eat food.

Laparotomy: surgery that opens the abdomen so doctors can examine and treat organs, blood vessels or arteries.

Suction: a procedure to remove secretions from the mouth and lungs. Doctors also use suction to remove fluid during surgery.

Thoracotomy: surgery to open the chest.

Tracheostomy: surgery that makes an incision in the throat area into the windpipe (trachea) to insert a breathing tube. When it is complete, the breathing tube in the mouth will be taken out. This surgery is often done at the bedside. The tracheostomy tube may be removed when the patient can breathe on his or her own and can cough up secretions.

Equipment

Ambu Bag: a device used to help patients breathe.

Arterial Catheter: a small catheter (similar to an IV), placed into an artery (usually in the wrist or leg) to monitor blood pressure. This catheter is usually more accurate than a blood pressure cuff and is often used in patients on life supportive medications.

Blood Pressure Cuff: a wrap that goes around the arm or leg and is attached to the heart monitor. The cuff lightly squeezes the arm or leg to measure blood pressure.

Cervical Collar (C-collar): a hard plastic collar placed around the neck to keep it from moving. Most patients have a C-collar until the doctor can be sure that there is no spine injury. If there is no injury, the doctor will remove the collar.

Chest tube: a catheter placed directly into the chest cavity between the ribs drain air or fluid trapped outside the lung tissue.

Continuous Passive Motion (CPM): a machine that gives constant movement to selected joints. It is often used in the hospital after surgery to reduce problems and help recovery.

Echocardiogram (Echo): an ultrasound of the heart that can evaluate function, strength, and structural abnormalities.

Electroencephalography (EEG): A monitoring device used to record electrical activity of the brain. This device can be used to determine if active seizure activity is occurring or if abnormal brain slowing is present.

ECG/EKG (Electrocardiogram): a painless tracing of the electrical activity of the heart. The ECG gives

important information about heart rhythms and heart damage.

Endotracheal Tube: a tube that is put in the patient's mouth and down into the lungs to help with breathing. The patient cannot talk while it is in place because the tube passes through the vocal cords. When it is taken out, the patient can speak but may have a sore throat.

Foley Catheter: a tube placed in the bladder to collect urine.

Halo: A device used to keep the neck from moving when there is a cervical spine injury. When used, a C-collar is not needed.

Intracranial Pressure (ICP) Monitor: a tube placed in the brain to measure pressure on the brain caused by excess fluid.

IV Fluid: fluid put in the vein to give the patient drugs and nutrition (food).

IV Pump: a machine that gives a precise rate of fluids and/or drugs into the vein.

Mechanical ventilation: an often life-supportive therapy that provides oxygen and assists with the expulsion of carbon dioxide. It is usually provided via a tube down or directly through the throat (endotracheal tube or tracheotomy tube) or via a mask placed over the nose and mouth (BiPAP or CPAP machine).

Nasogastric (NG) Tube: a tube put into the patient's nose to give drugs and nutrition (food) directly into the stomach. It can also be used to get rid of excess fluids from the stomach. This is helpful for patients who are unable to swallow due to an altered mental status or difficulties with swallowing and a known aspiration risk.

Orthotic: a device, such as a splint, that keeps a part of the body from moving around.

Prosthetic: a device that replaces a missing body part, such as a leg, arm or eye.

Pulmonary Artery Catheter: a line placed into a shoulder or neck vein to measure heart pressure and to tell how well the heart is working.

Pulse Oximeter: an electronic device placed on the finger, toe or ear lobe to check oxygen levels.

Triple Lumen Catheter: a line placed into a shoulder or neck vein to give IV fluids and drugs.

Tube Feeding Pump: a machine to give fluids and nutrition (food) in the stomach or small intestine using a nasogastric (NG) tube.

Ventilator: a breathing machine, sometimes called a respirator, that helps patients breathe and gives oxygen to the lungs.

ANATOMY

Bones, Skeletal

Acetabulum: the hip socket.

Carpals: the eight bones of the wrist joint.

Clavicle (Collarbone): a bone curved like the letter F that moves with the breastbone (sternum) and the shoulder blade (scapula).

Femur: the thigh bone, which runs from the hip to the knee and is the longest and strongest bone in the skeleton

Fibula: the outer and smaller bone of the leg from the ankle to the knee; it is one of the longest and thinnest bones of the body.

Humerus: the upper bone of the arm from the shoulder joint to the elbow.

Ileum: one of the bones of the pelvis; it is the upper and widest part and supports the flank (outer side of the thigh, hip and buttock).

Ischium: the lower and back part of the hip bone.

Metacarpals: the bones in the hand that make up the area known as the palm.

Metatarsals: the bones in the foot that make up the area known as the arch.

Patella: the lens-shaped bone in front of the knee.

Pelvis: three bones (ilium, ischium and pubis) that form the girdle of the body and support the vertebral column (spine); the pelvis is connected by ligaments and includes the hip socket (the acetabulum).

Phalanges: any one of the bones of the fingers or toes.

Pubis: the bone at the front of the pelvis.

Radius: the outer and shorter bone in the forearm; it extends from the elbow to the wrist.

Sacrum: five joined vertebrae at the base of the vertebral column (spine).

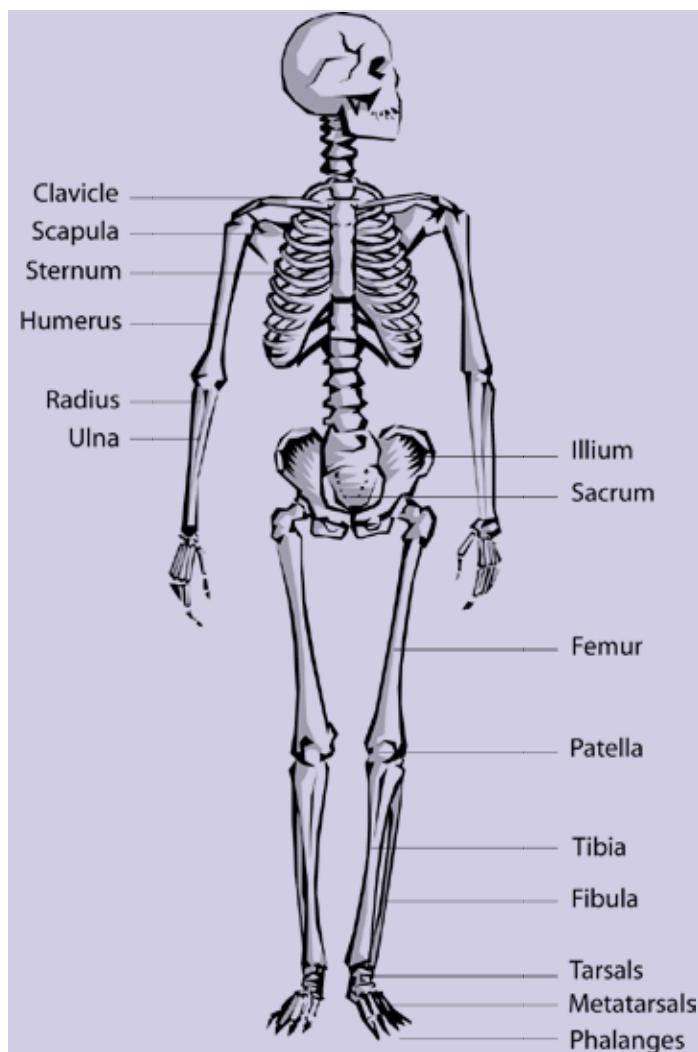
Scapula (shoulder blade): the large, flat, triangular bone that forms the back part of the shoulder.

Sternum (breastbone): the narrow, flat bone in the middle line of the chest.

Tarsals: the seven bones of the ankle, heel and mid-foot.

Tibia: the inner and larger bone of the leg between the knee and ankle.

Ulna: the inner and larger bone of the forearm, between the wrist and the elbow, on the side opposite the thumb.



Bones, Skull and Face

Frontal Bone: forehead bone.

Mandible: the horseshoe-shaped bone forming the lower jaw.

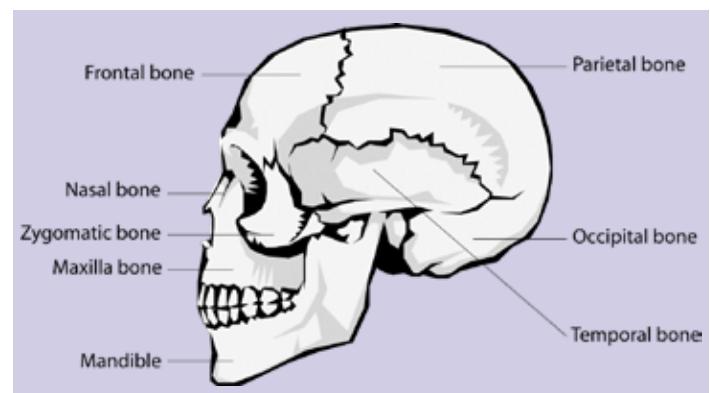
Maxilla: the jawbone; it is the base of most of the upper face, roof of the mouth, sides of the nasal cavity and floor of the eye socket.

Nasal Bone: either of the two small bones that form the arch of the nose.

Parietal Bone: one of two bones that together form the roof and sides of the skull.

Temporal Bone: a bone on both sides of the skull at its base.

Zygomatic Bone: the bone on either side of the face below the eye.



Bones, Spine

Atlas: the first cervical vertebra.

Axis: the second cervical vertebra.

Cervical Vertebrae (C1-C7): the first seven bones of the spinal column; injury to the spinal cord at the C1-C7 level may result in paralysis from the neck down (quadriplegia).

Coccyx: a small bone at the base of the spinal column, also known as the tailbone.

Intervertebral Disk: the shock-absorbing spacers between the bones of the spine (vertebrae).

Lumbar Vertebrae (L1-L5): the five vertebrae in the lower back; injury to the spinal cord at the lumbar level

may affect bowel and bladder function and may or may not involve paralysis below the waist (paraplegia).

Sacral Vertebrae: the vertebrae that form the sacrum.

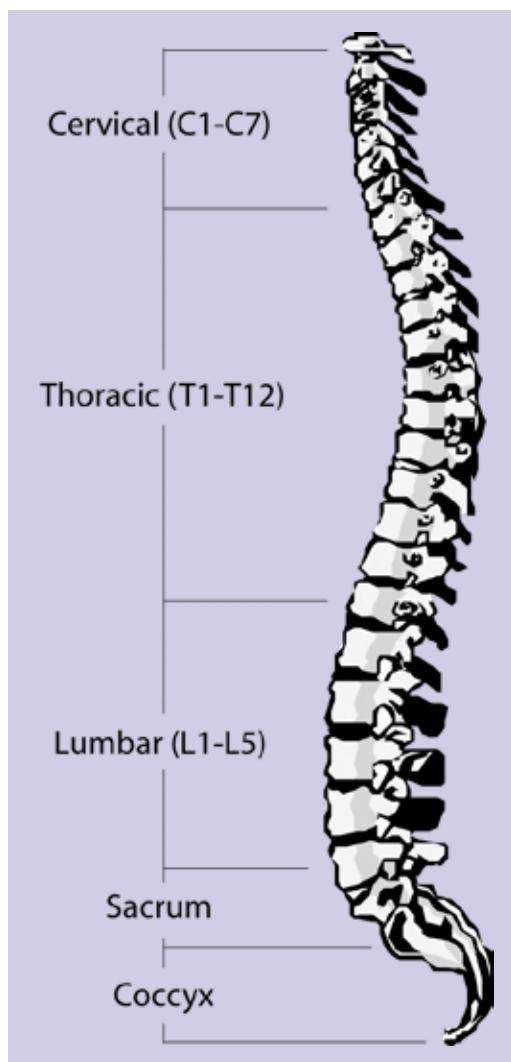
Sacrum: five joined vertebrae at the base of the vertebral column (spine).

Sciatic Nerve: the largest nerve in the body, passing through the pelvis and down the back of the thigh.

Spinous Process: the small bone that protrudes at the back of each vertebra.

Thoracic Vertebrae (T1-T12): the 12 vertebrae in the middle of the back that are connected to the ribs; injury to spinal cord at the thoracic level may result in paralysis from the waist down (paraplegia) and may affect other organs such as the liver, stomach and kidneys, and functions such as breathing.

Transverse Process: the two small bones that protrude from either side of each vertebra.



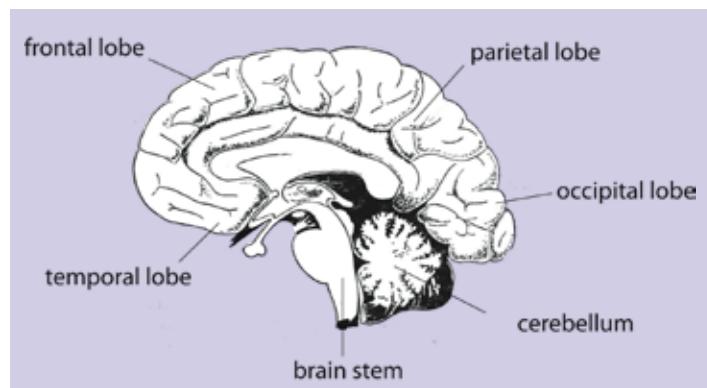
Brain

Brain Stem: the part of the brain that connects to the spinal cord; it controls blood pressure, breathing and heartbeat.

Cerebellum: the second-largest part of the brain; it controls balance, coordination and walking.

Cerebrum: the largest part of the brain, with two halves known as hemispheres; the right half controls the body's left side and the left half controls the body's right side. Each hemisphere is divided into four lobes:

- **Frontal Lobe:** area behind the forehead that helps control body movement, speech, behavior, memory and thinking.
- **Occipital Lobe:** area at the back of the brain that controls eyesight.
- **Parietal Lobe:** top and center part of the brain, located above the ear, helps us understand things like pain, touch, pressure, body-part awareness, hearing, reasoning, memory and orientation in space.
- **Temporal Lobe:** part of the brain near the temples that controls emotion, memory, and the ability to speak and understand language.



Digestive System and Abdomen

Colon: the portion of the bowels known as the large intestine; it mixes the intestinal contents and absorbs any remaining nutrients before the body expels them.

Duodenum: the first part of the small intestine; it receives secretions from the liver and pancreas through the common bile duct.

Esophagus: the muscular tube, just over nine inches long, that carries swallowed foods and liquids from the mouth to the stomach.



Gallbladder: a pear-shaped sac on the underside of the liver that stores bile received from the liver.

Ileum: the lower three-fifths of the small intestine.

Jejunum: the second part of the small intestine extending from the duodenum to the ileum

Kidney: one of a pair of organs at the back of the abdominal cavity that filter waste products and excess water from the blood to produce urine.

Large Intestine: absorbs nutrients and moves stool out of the body.

Liver: organ that filters and stores blood, secretes bile to aid digestion and regulates glucose; due to its large size and location in the upper right portion of the abdomen, the liver is the organ most often injured.

Pancreas: gland that produces insulin for energy and secretes digestive enzymes.

Pharynx (Throat): the passageway or tube for air from the nose to the windpipe and for food from the mouth to the esophagus.

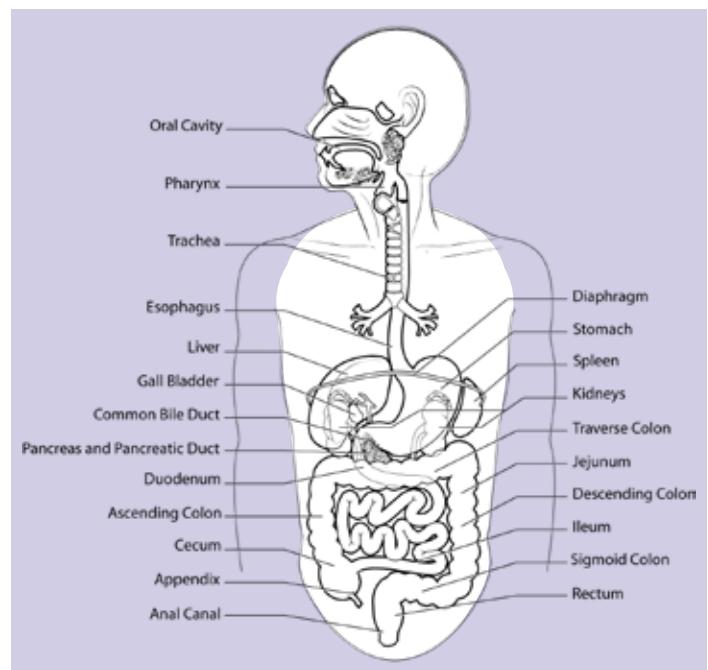
Rectum: the lower part of the large intestine between the sigmoid colon and the anus.

Sigmoid Colon: the S-shaped part of the colon between the descending colon and the rectum.

Small Intestine: the part of the digestive tract that breaks down and moves food into the large intestine and also absorbs nutrients.

Spleen: organ in the upper left part of the abdomen that filters waste, stores blood cells and destroys old blood cells; it is not vital to survival but without it there is a higher risk of infections.

Stomach: the large organ that digests food and then sends it to the small intestine.



Respiratory System

Diaphragm: dome-shaped skeletal muscle between the chest cavity and the abdomen that contracts when we breathe in and relaxes when we breathe out.

Epiglottis: a flap of cartilage behind the tongue that covers the windpipe during swallowing to keep food or liquids from getting into the airway.

Larynx (Voice Box): part of the airway and place in the throat where the vocal chords are located.

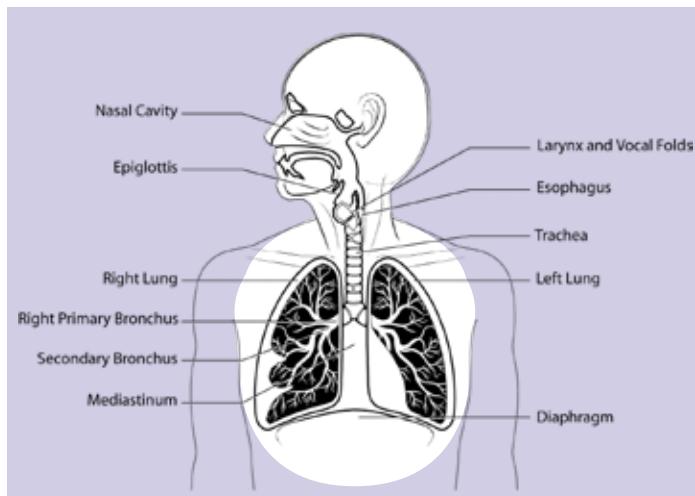
Lung: one of two organs in the chest that delivers oxygen to the body and removes carbon dioxide from it.

Mediastinum: the part of the body between the lungs that contains the heart, windpipe, esophagus, the large air passages that lead to the lungs (bronchi) and lymph nodes.

Nasal Cavity: a large air-filled space above and behind the nose in the middle of the face where inhaled air is warmed and moistened.

Trachea (Windpipe): the main airway that supplies air to both lungs.

Vocal Cord: either of two thin folds of tissue within the larynx that vibrate air passing between them to produce speech sounds.



12. For Your Comfort

Hospital Resources

» Banking (ATMs)

For your convenience, an ATM is located in the front lobby near the restrooms.

» Chaplain

There is a Chaplain on campus 24 hours a day. If you would like a visit from one of our chaplains, call (904) 639-2689 or make request to nursing staff.

» Environmental Services

Our EVS staff work diligently to maintain the cleanliness of our facility. If you see an area of concern, please notify staff who will contact EVS for service.

» Interpreter Service

Language Services Associates 1-877-274-9745. An access code will be required. In most situations, a member of the hospital staff will initiate use of this services.

» Public Benefits Office

To discuss your bill, billing questions, or ask about support options call 904-267-8574.

» Security

To help create and maintain a sense of safety, our security staff is on-campus 24/7.

If you need assistance, please ask a staff member to contact security or dial the main hospital line 904-639-8500 and ask for support.

Note: There are many built in resources that will be made available to you and your family during the hospitalization period, for example, case manager or social worker case manager.

13. Insurance And Disability Information

Insurance And Disability

Insurance coverage for trauma patients can be very complex. A financial counselor can help with insurance and payment questions.

Financial Assistance

If you do not have health insurance and would like to seek financial assistance, contact our Public Benefits Office at 904-639-8715. If you are concerned that you may not be able to pay for your care in full, we may be able to help. To discuss your bill or billing questions, call 904-267-8574.

Medicaid

To apply for Medicaid, contact the Department of Social Services (DSS) in the city or county where you live. You can find the phone number in the blue pages of your phone book. You do not need a face-to-face interview. The Public Benefits Office may also be of assistance and can be reached at 904-639-8715.

Disability Payments

Payments to help a patient through long-term or short-term disability are different. Patients or family members are responsible for applying for these payments. Your case manager can answer basic questions.

Applying For Short-Term Disability

Your loved one may be entitled to short-term disability through an employer. If you are applying

for short-term disability, please remember:

- Sign everything on the form that needs to be signed, and identify the fax number at work where the forms should be sent (usually the Human Resources or Personnel Services office).
- Ask the nurse where to leave the forms so the doctor can get them. It is best to submit these forms while your loved one is still in the hospital.
- Doctors complete the forms in their offices. The office staff returns the papers to you to submit to the employer, or the doctor may choose to fax the forms directly to the employer.
- For questions about your forms, contact the Trauma offices at 216-778-4979 or your physician's office number. Completion of these forms typically takes 7-10 business days.

Social Security

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death. The Social Security Web site (www.ssa.gov) is easy to use if you apply for Supplemental Security Income (SSI). You can call 800-772-1213 or call your local Social Security office. It takes many months to process an application, so it is a good idea to get started quickly.

Letters For Employers, Schools And Others

The hospital has letters to send to employers, schools or courts to inform them that you and your loved one are in the hospital. Your nurse can tell you how to get these letters. They are available only while you are in the hospital. After discharge, you will need to contact your doctor's office directly.





Discharge

14. After The Hospital: Planning For Discharge

Many people need specialized care after they leave the hospital. This can include:

- Special equipment
- Nursing care
- Physical therapy
- Occupational therapy
- Speech therapy

A case manager will work with you to make a plan. They may talk with your insurance company to see what it will pay. They can also help you arrange for care. If you do not have health insurance, the social worker or financial counselor can help find out where you can apply for assistance.

Levels Of Care In The Community

Each person, injury and path to recovery is different. Your trauma team will tell you which level of care is best. Your social worker or case manager will help you find the care you need. They will take into account your insurance and your ability to pay. Here are the levels of care:

» Rehabilitation hospital

People who can do three hours or more of therapy each day may be able to go to an acute rehabilitation

hospital. Patients have freedom of choice when deciding upon a rehabilitation hospital.

» Skilled nursing facility

People who are not well enough to do three hours of therapy each day but who still need therapy may benefit from a short stay at a skilled nursing facility. Such care is available at many local nursing homes and can be arranged by your case manager.

» Home care

Some people can live at home with nurses and therapists coming to them. The case manager will arrange for these types of services. They can also give you the name and phone number of a home health agency.

» Outpatient care

People who are able to go out of their home for therapy will be given a prescription when they are discharged. This is what you will need in order to make your own appointments. The case manager can give you the names of providers near your home. To contact Orange Park Medical Center Trauma Outpatient Clinic, Envision Physician Services, call 904-276-2549.

» Longterm Acute Care (LTAC)

Many people do not need home care from a nurse or therapist. They are discharged to the care of family. The trauma doctor may tell you to come back to see him or her or to see your own doctor after you are discharged. You will need to make your own appointments with the physician's office.

Notes:

Skilled Nursing Facility Preferences

1. _____
 2. _____
 3. _____
 4. _____
 5. _____

Rehabilitation Preferences

1. _____
 2. _____
 3. _____
 4. _____
 5. _____



15. Some Practical Information And Resources

» If you are not from the Orange Park area, you may find the list of the closest pharmacies, hotels, car rental facilities, airport, and supermarkets helpful. This list focuses on locations near the hospital and is not an exhaustive list of all related businesses in the area:

Pharmacies:

- Walgreens Pharmacy (609 Kingsley Ave)
904-213-8083
- Atkinson's Pharmacy (1994 Kingsley Ave)
904-298-0875
- Orange Park Pharmacy (1992 Kingsley Ave)
904-00579-3027
- Pointe Med Pharmacy (1996 Kingsley Ave)
904-272-1919
- Publix Pharmacy (410 Blanding Blvd)
904-276-6016
- CVS Pharmacy (1952 Park Ave)
904-264-0202

Hotels

- InTown Suites Extended Stay (442 Blanding Blvd)
904-272-7299
- Astoria Hotel Suites (335 Eldridge Ave)
904-458-4299
- Holiday Inn & Suites (620 Wells Rd)
904-562-7400
- Courtyard by Marriott (610 Wells Rd)
904-854-1500
- Hilton Garden Inn (145 Park Ave)
904-458-1577
- Stay Suites of America (1656 Wells Road)
904-264-4616
- Fairfield Inn & Suites (450 Eldridge Ave)
904-278-7442

Car Rentals

- Enterprise Rent-A-Car (1249 Park Ave Hwy 17)
904-269-8111
- Avis Car Rental (1910 Wells Rd)
904-269-8897
- Budget Car Rental (311 Blanding Blvd)
904-272-7033
- Hertz Care Rental (664 Blanding Blvd)
904-272-8228

Nearest Airport

- Jacksonville International Airport
904-741-4902

Nearby Grocery Stores

- Publix (410 Blanding Blvd.)
904-276-6016
- Walmart (899 Blanding Blvd.)
904-272-0036
- Aldi (661 Blanding Blvd.)
855-955-2534
- Winn-Dixie (1900-1 Park Ave.)
904-278-2691

Orange Park Mall (1910 Wells Rd)

- » The climate of the hospital is cool. Consider dressing for warmth with a jacket or sweater and closed toe shoes. There is free coffee located in the ICU family waiting room.
- » The gift shop carries some toiletries and over the counter medications that are often forgotten at home.
- » If you have difficulty ambulating, consider asking for a courtesy ride to your car at the front desk in the main lobby. Please be aware that this courtesy may not be available at certain times or holidays.

16. Personal Health Information

Use the following pages to list:

- Names of the doctors, nurses and others who are caring for your loved one
 - Injuries and procedures
 - Questions you may have
 - Things you need to do and get

There is also space at the end of this booklet for you to write down anything else you may want to note.

Names Of Providers

Many doctors, nurses and others will be taking care of your loved one. They are all part of the trauma team, led by the trauma surgeon.

Our board-certified trauma surgeons provide 24-hour coverage of the trauma center. They are called the attending trauma surgeons. We also train future surgeons. They are known as surgical residents. Other members of the trauma team and their roles are listed at the beginning of this handbook.

Who are the attending trauma surgeons and advance practice providers?

Who are the physician consultants? These are doctors who help with the diagnosis and treatment of specific types of injuries.

Orthopedic Surgery _____

Neurosurgery

Spine Surgery

Plastic Surgery

Rehabilitation

Other _____

Other _____

Other _____

Who are the nurses who are taking care of your loved one?

Who is the Trauma Survivor Network (TSN) coordinator?

Who else in the hospital is helping in the care of your loved one?

Physical Therapist

Occupational Therapist

Speech Pathologist

Psychologist

Psychiatrist

Social Worker

Financial Counselor

Other

Other

Other

Injuries And Procedures

List of major injuries:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____

Injuries And Procedures

List of major procedures:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____

Questions To Ask The Doctors And Nurses

17. Things To Do And Get

Remember, ask for help.

18. Additional Notes

Recovery

19. Your Response To Your Loved One's Injury: Grief & Loss

Just as our bodies can be traumatized, so can our minds. Trauma can affect your emotions and will to live. The effect may be so great that your usual ways of thinking and feeling may change. The ways you used to handle stress may no longer work.

Patients may have a delayed reaction to their trauma. In the hospital, they may focus on their physical recovery rather than on their emotions. As they face their recovery, they may have a range of feelings, from relief to intense anxiety. Family members also may go through a range of emotions between first hearing the news of the injury and on through the patient's recovery.

Trauma patients and their families often feel loss on some level. The loss may relate to changes in health, income, family routine or dreams for the future. Each person responds to these changes in their own way. Grief is a common response. When it does not get better, it can delay recovery and add to family problems. Knowing the early signs of depression and post-traumatic stress syndrome (PTSD), is important.

Coping With Loss

The stress that goes with trauma and grief can affect your health. It can also affect your decision making

during the first several months after the trauma. It is important for you to try to eat well, sleep and exercise. If you have any long-term health problems, such as heart disease, be sure to stay in contact with your doctor.

Part of recovery involves using the help of others. You can also find a support system. This can be a friend, family member, a member of the clergy, a support group, or another person who has experienced similar loss. Not everyone knows what to say or how to be helpful. Some people avoid those who have experienced a trauma in their family because it makes them uncomfortable. It may take some time to find friends or family who can be good listeners.

Helping Children

When talking with children, be direct, simple and honest. Explain what happened in terms that the child can understand. Encourage the child to express feelings openly. Crying is a normal reaction to loss.

Accept the child's emotions and reactions; be careful not to tell the child how he or she should or should not feel. Maintain as much order and security in the child's life as possible. Be patient. Know that children need to hear "the story" and ask the same questions again and again.

Ask to speak with our Trauma Psychologist if you have questions or would like additional support for helping your children. There are resources available in the community that can provide ongoing support to your child.





When A Loved One Dies

Few things in life are as painful as the death of a loved one. We all feel grief when we lose a loved one. Grief is also a very personal response. It can dominate one's emotions for many months or years. For most people, the intensity of initial grief changes over time. It may take both time and help to move from suffering to a way of remembering and honoring the loved one.

When Is It A Good Idea To Seek Professional Help?

Sometimes grief overwhelms us. This is when professional help is useful. You may need help if:

- The grief is constant after about six months
- If there are symptoms of PTSD or major depression
- If your reaction interferes with daily life

Your doctor can help you identify local services available for support, including the Trauma Survivors Network.

20. Is It Stress Or Post-Traumatic Stress Disorder?

Going through a traumatic injury can cause a range of strong emotions. For example, it is common for people to feel or experience the following right after the injury:

- Sadness
- Anxiety
- Crying spells
- Sleep problems
- Anger or irritability
- Grief or self-doubt

These emotions are perfectly normal and for some people, distress resolves over time. For others, emotions may hold steady or even increase. In about one out of four people, the emotional distress is so severe that it is called post-traumatic stress disorder, or PTSD.

What Is PTSD?

Post-Traumatic Stress Disorder (PTSD) is a type of anxiety that occurs in response to a traumatic event. It was first described in combat veterans, but now

we know PTSD occurs in everyday life. PTSD has defined symptoms that are present for at least four weeks. After a trauma, people may experience PTSD symptoms, but that does not mean they have PTSD. **Only a mental health professional can diagnose PTSD, but if a friend or family member notices any of the symptoms, it may be a sign that help is needed (see list of symptoms below). If you would like to be connected to a mental health professional, you can talk with the Trauma Psychologist at the hospital or contact one of the mental health resources listed in the Orange Park Medical Center Trauma Survivor Network webpage.**

Symptoms of PTSD:

Recurrent, distressing, involuntary memories or dreams; acting or feeling as if the event is happening again; psychological/physiological distress when reminded of events; avoiding thoughts, places, and people who remind you of the event; inability to remember important parts of the event; exaggerated negative beliefs about self or others, including blaming self; decreased interest in important activities; feeling detached from others; difficult experiencing positive emotions; increased irritability; engaging in reckless or self-destructive behavior; feeling constantly on alert; easily startled; and difficulty concentrating.

Getting Help If You Are A Victim Of Violence

If you or a loved one has been the victim of violence, there are community resources available to support you. Your hospital case manager can provide community resource information in addition to those listed in this table. You do not have to manage this alone. Please ask for help.

Victim Advocates

State Attorney's Office Victim Advocate (904) 255-2500

***Contact County Sheriff's Office for local victim advocate information**

Local County Sheriff's Offices

Baker County	(904) 259-2231
Clay County	(904) 264-6512
Columbia County	(386) 752-9212
Duval County	(904) 630-0500
Flagler County	(386) 313-4911
Putnam Count	(386) 329-0800
St. Johns County	(904) 824-8304

Domestic Violence and Abuse Resources

Domestic Violence Information (Injunctions)	(904) 255-2000
City of Jacksonville Victim Service Center	(904) 630-6300
Florida Domestic Violence Hotline	(800) 500-1119
FCASV Sexual Assault Crisis Hotline	(888) 956-7273
Florida Abuse Hotline (Adult and Child)	(800)-96-ABUSE or (800-96-22873)

Local Domestic Violence Shelters

Hubbard House (Baker & Dual) ..	(904) 354-3114
Micah's Place (Nassau).....	(904) 225-9979
Quigley House (Clay)	(904) 284-0061
Another Way (Columbia).....	(386) 719-2700
Family Life Center (Flagler)	(386) 437-7747
Lee Conlee House (Putnam) ...	(386) 325-4447
Safety Shelter of St. Johns County..	(904) 824-1555



21. Wisdom From Other Trauma Patients And Their Families

- » **Dates and times for medical procedures, tests or even discharge from the hospital are not set in stone.** There are usually many factors or people involved, and things do not always work out as planned. If you are scheduled for an MRI, for instance, but an emergency case comes in to the unit, they must handle the emergency first. Dates and times are targets, not guarantees.
- » **Don't be afraid to ask for pain medicine.** But keep in mind that the staff must follow a process, and it may take a while to fill the request. Your nurse must get your doctor's OK before you receive any medications.
- » **Get involved in your treatment.** You have the right to know about your options and to discuss them with your doctor. If you are told that you need a certain test, feel free to ask for an explanation of the test and what that test will show.
- » **Get a person's name at your insurance company and try to always talk to that person.** The social worker or case manager at the hospital may be able to help you find this person. It is easier for you and easier for the insurance person too. Having someone who knows your case can be very helpful when the bills start rolling in.
- » **Physical therapy can be very important.** Muscles weaken very quickly, and any activity that you can handle will help you recover more quickly. Try to arrange for pain medication about 30 minutes or so before you have physical therapy. If you do this, your therapy won't hurt so much and you will be able to do more and make more progress.
- » **Plan ahead.** Your discharge from the hospital may come more quickly than you expect, even before you feel really ready to go. The best way to be ready is to make plans early. Ask your nurse about what kind of help is available to arrange for rehab, home care, equipment or follow-up appointments. Even if you plan ahead, you may find that you need other equipment or devices after you return home. Don't panic! Your home care provider or doctor's office can help you once you are home.
- » **Be patient with yourself.** Your recovery may not always follow a "straight line." You may feel fairly good one day, then really tired and cranky the next. It can be frustrating to feel like you're losing ground, but you'll need to be patient and focus on your progress over time.
- » **Take notes.** Ask a family member or friend to keep a journal of what happens during your hospital stay. These notes may be interesting to you in the future.
- » **Ask for help.** Being in the hospital disrupts every bit of your life - routines, schedules, relationships and plans. You are probably used to being very independent, but you now rely on other people for help. Your family and friends probably want to help out in any way they can. They only need your invitation.





Unfortunately, this is the only image I can find like this :(Similar images are more heavily romance themed. There are individuals making the hand hearts tho, if that would work.

22. About The American Trauma Society & The Trauma Survivors Network

The American Trauma Society (ATS) is a leading group for trauma care and prevention. We have been an advocate for trauma survivors for the past 30 years. Our mission is to save lives through improved trauma care and injury prevention. For details, go to www.amtrauma.org.

The ATS knows that a serious injury is a challenge. To help, the ATS has joined with your trauma center to help you through this difficult time. The goal of the TSN is to help trauma survivors and their families connect and rebuild their lives.

The TSN is committed to:

- Training health care providers to deliver the best support to patients and their families
- Connecting survivors with peer mentors and support groups
- Enhancing survivor skills to manage day-to-day challenges
- Providing practical information and referrals
- Developing online communities of support

The TSN offers its services together with local trauma centers. These services can include:

- A link to Carepages which helps you talk with friends and family about your injured loved one
- An online library where you can learn from about common injuries and treatments
- This Patient & Family Handbook
- An online forum where trauma survivors and their families can share experiences
- Trauma Support Groups for survivors
- Family Class to support family members
- NextSteps Classes. NextSteps is an interactive program to help survivors manage life after a serious injury
- Peer Visitors who provide support to current Trauma Survivors while they are hospitalized

Please take a moment to explore the TSN programs and services by visiting the Website at www.traumasurvivorsnetwork.org. If you think we can help you—or if you want to help support and inspire others—join the TSN today! Joining takes only a minute of your time and is **completely free**.

The content in this booklet is provided as a public service by the American Trauma Society and Orange Park Medical Center. The booklet is based on a Trauma Handbook developed by the Inova Regional Trauma Center at the Inova Fairfax Hospital and Inova Fairfax Hospital for Children in Falls Church, Virginia.

Notes:



