Patient Guide

List of Important Numbers

Hospital Main Number
602-1000

Billing Information
308-1956

Dietary
602-1732

Gift Shop
602-1348

Housekeeping
602-1702

HOPE Program
308-1956

Medical Records
602-1200

Pastoral Care
602-1123

Patient Safety Hotline
308-7233

Security
602-1500

Lost and Found
602-1500

ICU
602-2100

2 North
602-2200

3 North
602-2000

K13
602-2100

L13
602-1100

Floor and Pond Security
602-1100

Patient Safety Hotline
308-7233

Health Records
308-1956

Floor and Pond Security
602-1100
On behalf of the entire staff at St. Vincent’s Medical Center Clay County, it is my pleasure to welcome you.

Our Mission can be felt the moment you walk through our doors. We are committed to providing safe, high-quality care with a compassionate and healing touch. Rooted in our Catholic identity, we are focused on faith-based care for the entire family. Your health is our number one priority as we focus on healing the mind, body and spirit.

If there is anything we can do to make your stay more comfortable, please don’t hesitate to tell one of your nurses or physicians. We value your feedback and we thank you for trusting us with your care. It is our sincere pleasure to serve our community and our neighbors.

Sincerely,

Blain Claypool, President
St. Vincent’s Medical Center Clay County

NOTICE OF NON-DISCRIMINATION

As a recipient of Federal financial assistance and in accordance with our Core Values, St. Vincent’s HealthCare (SVHC) does not exclude, deny benefits to or otherwise discriminate against any person on the basis of race, color, national origin or on the basis of disability or age in admission to, participation in or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by SVHC facilities directly or through a contractor or any other entity with whom SVHC arranges to carry out its programs and activities.

MISSION & VALUES

MISSION

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually-centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

VALUES

Service of the Poor: Generosity of spirit, especially for persons most in need
Reverence: Respect and compassion for the dignity and diversity of life
Integrity: Inspiring trust through personal leadership
Wisdom: Integrating excellence and stewardship
Creativity: Courageous innovation
Dedication: Affirming the hope and joy of our ministry
St. Vincent’s Clay County is growing and because of that we ask that you pardon our dust. We are embarking on a year-long construction project to double the size of our hospital.

**Expansion Plans**

The construction will add maternity and women’s services, 30 inpatient beds, 13 treatment rooms in the Emergency Department and a shell to add 30 additional beds in the future.

**J. Wayne & Delores Barr Weaver Women & Infants Pavilion**

The Weavers have generously given the lead gift for this project. St. Vincent’s Clay County’s new 3-story patient tower will be named: The J. Wayne & Delores Barr Weaver Women & Infants Pavilion.

St. Vincent’s hopes to raise more than $17 Million through gifts from good friends, donors and a variety of sources in support of this important project.

If you would like to support our efforts contact our Foundation at 904.308.7306.

**Completion Date**

The 33.1 million dollar project is expected to be complete in the late Summer of 2016.

We know that construction noise and debris are not ideal. For that reason we are providing each of our patients ear plugs so they may rest more soundly during daylight hours. Thank you for your patience as we work to improve and expand our services at St. Vincent’s Clay County.
J. Wayne and Delores Barr Weaver Women and Infants Pavilion

Opening Summer 2016
PATIENT BILL OF RIGHTS

At St. Vincent’s HealthCare, we recognize your rights as a patient. We also ask that you carry out certain responsibilities. A family member or substitute can represent you if necessary.

PATIENT RIGHTS

• A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

• A patient has the right to receive care in a safe setting that protects his or her privacy and confidentiality.

• A patient has the right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

• A patient has the right to formulate advance directives and designate a surrogate to make healthcare decisions on behalf of the patient.

• A patient has the right to participate in the consideration of ethical issues that arise in his or her care.

• A patient has the right to a prompt and reasonable response to questions and requests.

• A patient has the right to know who is providing medical services, who is responsible for his or her care and what patient support services are available, including whether an interpreter is available if he or she does not speak English.

• A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.

• A patient has the right to refuse any care, treatment and services except as otherwise provided by law and to be informed of the medical consequences of this action.

• A patient has the right to know what rules and regulations apply to his or her conduct.

• A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care. If eligible for Medicare, the patient has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.

• A patient has the right to receive, upon request and prior to treatment, a reasonable estimate of charges for medical care, a clear and understandable itemized statement and explanation of charges.

• A patient has the right to access, request amendment to and receive an accounting of disclosures regarding his or her own health information as permitted under law.

• A patient has the right to impartial access to medical treatment or accommodations regardless of race, national origin, religion, handicap or source of payment.

• A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

• A patient has the right to be free from mental, physical, sexual and verbal abuse, neglect, and exploitation, to be free from seclusion or restraints that are not medically necessary or to protect the patient or others from harm.
A patient has the right to access protective and advocacy services.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the healthcare provider or healthcare facility which served him or her and to the appropriate state licensing agency.

PATIENT RESPONSIBILITIES

A patient is responsible for providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health.

A patient is responsible for reporting unexpected changes in his or her condition to the healthcare provider.

A patient is responsible for reporting to the healthcare provider whether he or she understands a course of action and what is expected of him or her.

A patient is responsible for following the treatment plan recommended by the healthcare provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.

A patient is responsible for his or her actions if he or she refuses treatment or does not follow the healthcare provider’s instructions.

A patient is responsible for assuring the financial obligations of his or her healthcare are fulfilled as promptly as possible.

A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.
Taking An Active Role In Your Own Care

At St. Vincent’s Clay, patient safety is our first priority. During your stay, you will meet many healthcare workers including doctors, nurses, care managers and support staff. We require all physicians and employees of the hospital to wear their ID badges to better help you recognize who is taking care of you.

Since you are the center of the healthcare team we ask you take an active role in your care. There are a few specific steps you can take to help us better serve you:

• Tell your doctors and nurses as much as you can about your medical history. Let them know about any allergies to food or medicine you may have.

• Tell them about any medication you are taking including over-the-counter medicine, eye-drops as well as herbal and vitamin supplements.

• Before you take a test or receive any medication, make sure your caregiver either checks your patient wristband or refers to you by name.

• If you are scheduled for surgery, make sure you know what surgery you are going to have. You should confirm this with the doctor and/or those involved in prepping you.

• If you don’t understand why you are taking certain medicines, ask. If you are given a new medication that you were not informed about, it’s okay to ask questions. We encourage all patients to ask for information, and we are happy to provide it.

For concerns related to care, treatment, service or patient safety, please ask to speak to the Nurse Manager or call (904) 308-SAFE (7233).

Filing a Complaint or Grievance

The law states you have a right to make a complaint or express concerns about anything you think is unfair or wrong. You have the right to expect your complaint or grievance to be reviewed in a way that is timely, correct and confidential.

Local Contacts

St. Vincent’s HealthCare is committed to resolving patient concerns. If you have one, you may contact the unit/area manager or supervisor. If your concern is not resolved you can call the Administrative Concern Hotline at (904) 308-8791. St. Vincent’s HealthCare’s goal is to respond to any issue in a timely manner. If you have any concern about patient care or safety in the hospital that has not been resolved by the hospital, you may contact the Joint Commission at (800) 994-6610 or email: complaint@jointcommission.org.

If you have a complaint against a hospital or ambulatory surgical center, call the Consumer Assistance Unit at (888) 419-3456 or write to the address listed below:
Agency for Health Care Administration
Consumer Assistance Unit
2727 Mahan Drive/BLDG. 1
Tallahassee, FL 32308

If you have a complaint against a healthcare professional and want to receive a complaint form, call the Consumer Assistance Unit office at (888) 419-3456 or write to the address below:
Agency for Health Care Administration
Consumer Services
P.O. Box 14000
Tallahassee, FL 32317-4000
Joint replacement expertise means more backyard touchdowns.

We’re one of the nation’s leading joint replacement programs and get more knee patients back in the game than any other health system in North Florida. Learn more at jaxhealth.com/ortholeaders.
ADVANCE DIRECTIVES, LIVING WILLS, DURABLE POWER OF ATTORNEY AND HEALTHCARE SURROGATE

At St. Vincent’s HealthCare we support your right to make certain decisions concerning your medical treatment. Federal law also allows for your rights and personal wishes to be respected even if you are too sick to make decisions yourself. It is your right, under certain conditions, to decide whether to accept or deny medical treatment, including termination of treatment that would prolong your life artificially. These rights may be spelled out by you in the form of advance directives.

Advance directives allow individuals to indicate to their family members and physicians their choices regarding life prolonging medical treatments and other pertinent issues. Examples of Advance Directives include living wills, durable powers of attorney, or a healthcare surrogate. These documents will allow you to make legally valid decisions about your future medical treatment even when you are no longer able to communicate your wishes.

What is a Living Will?
A living will is a document which states your wishes regarding whether or not you want life-prolonging treatments or procedures administered to you if you are in a terminal condition, a persistent vegetative state or have an end-stage condition(s). It gives you the chance to make decisions about things like breathing machines and feeding tubes.

What is Durable Power of Attorney (DPOA)?:
A DPOA is a document by which you give authority to another person to make decisions about financial or health related issues. You can change or revoke this document at any time before you become incapacitated to make decisions.

What is a Healthcare Surrogate?
A healthcare surrogate is a person you have selected to speak for you and make healthcare decisions when you lack the ability to do so. Your surrogate is expected to make the decisions you would make if you were able to do so, therefore it is important for your surrogate to understand what you would and would not want. Before deciding which choices about your medical care are best, you should discuss the issues involved with your family and physician.

At the time of admission to the hospital, you should have been asked whether you have executed an Advance Directive. If you have executed one please provide a copy to the hospital. Your admission and care will not be affected if you have not completed an Advance Directive. You are under no obligation to execute one. However, if you are interested, notify your nurse.

Palliative Care Team
There may be times when you and your family will be faced with difficult treatment choices or need clarification about your options. Our palliative care team is available as a resource or can be an additional layer of support if you are facing a chronic or serious illness. If you would like someone from the palliative team to talk with you, ask your doctor for this service.

Ethics Advisory Committee
The Ethics Advisory Committee guides, educates and assists members of the hospital, family, patients and caregivers as they confront difficult and in many cases, painful decisions. The members of the committee can be consulted when families or caregivers feel the need for clarification of ethical issues. Requests for committee interaction can be made through your physician or healthcare providers. If you have any concerns, please notify your nurse or social worker.

Patient Privacy and HIPAA
All patients at St. Vincent’s Clay are provided with a four-digit code, or PIN number, when they are admitted or come into the Emergency Department. This PIN is very important because only those individuals who have it can get information about you while you are in the hospital. You should only share this PIN number with family members or friends with whom you are comfortable sharing information about your condition and treatment. This helps us make sure that only the people you choose can get information about your care. Without a PIN, only a one-word condition (critical, good, fair or poor) will be provided to anyone asking about you while you are a patient. If a friend or family member calls the hospital while you are a patient, they will be asked to give the PIN number before a nurse will provide any information other than your one-word condition.
As a leader in minimally invasive heart treatments, we offer catheter ablation to patients suffering from atrial fibrillation without making chest incisions. This means healthier hearts and less recuperation time. Learn more at afibjax.com.

Non-surgical heart procedures mean more happy homecomings.
If you wish additional privacy, you can “opt out” of our patient listing completely. That means that no one, other than those involved in your care, will be able to get any information at all, including whether you are even a patient. Please contact your nurse if you wish to make any changes in your privacy status during your stay.

**Consent Forms**

When you are admitted, you will be asked to sign a consent form giving us permission to perform routine care. We are required to make sure you fully understand all the risks and benefits associated with any procedures you may have to undergo. If you are too ill to sign or the patient is a minor, we will ask the appropriate next of kin to sign. In an extreme emergency, in order to protect the patient and to provide the best possible care, we may have to proceed without permission.

We want you to feel confident about the care you receive, so please, feel free to ask questions. We will be happy to take the time to explain. There may be other consent forms you will have to sign during your admission such as a consent form for a procedure to be done.

**Pain Management**

Pain is a common feeling, and it is different for each person. It can affect how you feel physically, mentally and emotionally. Only you know when you have pain and what it feels like. Our staff is committed to pain prevention, management and education. Be sure to tell your doctor or nurse when you have pain. They will also ask you about your pain not only because they want you to be comfortable, but also because they want to know if something is wrong.

You will be asked to rate your pain on a scale of “Zero” to “10” with “Zero” being No Pain, “5” Moderate Pain and “10” the Worst Pain Imaginable. Using this scale to describe your pain helps doctors and nurses know how well your treatment is working and whether changes need to be made.

Pain that doesn’t go away, even after you take pain medication, may be an indication there is a problem. You are the key to getting the best relief for yourself. Don’t worry about being a bother, the doctors and nurses need to know about your pain. Ask for pain medications when pain first begins. Do not wait until you cannot stand it anymore.

**FOR YOUR SAFETY**

We recognize that it can be very frightening to be in the hospital. At St Vincent’s HealthCare we are committed to your safety and wellbeing. We want to make sure that you have the best possible outcome from your hospital stay. Below are some common issues that can occur during your stay. We want you to know what we are doing to keep you safe, as well as what you can do to stay safe. Your active involvement will help make sure that there are no problems.

**Prevention of Infections**

**We Will:** Clean our hands before we care for you, each and every time. We may use soap and water or alcohol based hand cleanser. Both will work to keep you infection free.

**You will:** Clean your hands, we will assist you. Help us teach your loved ones to clean their hands when they visit. If you believe that your care staff has not cleaned their hands, request that they do so. We will happily clean our hands again!

**Prevention of Falls:** All patients in the hospital have some risk for falls.

**We Will:** Work with you to judge your fall risk factors and make a plan to keep you safe. Many medications can increase your risk for falls. You are often attached to equipment that can cause you to trip. We may ask that you not get out of bed without our assistance.

**You Will:** Call for help before you get out of bed, up from a chair or commode. We want to make sure you are safe and steady on your feet. Your nurse will work with you to develop a plan that is tailored just to you.

**Prevention of Blood Clots:** Patients in the hospital are at higher risk to get blood clots. Blood clots are the most preventable cause of death in the hospital.

**We Will:** Work with your physician to figure out the best plan for you. Some patients just need to walk frequently. Others may need medicine or a machine that squeezes your legs. Each patient
has different risk factors for blood clots. Whichever plan is determined for you, we will make sure you receive it.

You Will: Follow the physician and nurse instructions for blood clot prevention. If you have questions about your medication, please ask. If the doctor has ordered the leg pump machine, please make sure it is on and working whenever you are in bed. If the machine is making an alarm noise, please let your care team know so they can make sure it is working properly.

Pressure Ulcers: These are wounds that happen from staying in one position for too long. We want to make sure this does not happen. We will: Evaluate your risk level for pressure ulcers. Your care team will put together a plan to keep your skin intact. Your plan may involve staff assisting you to turn every two hours. Sometimes special protective dressings are used if necessary. Staff will look at your skin every shift to ensure your skin is intact. You Will: If you are unable to move yourself, understand that we are turning you for your safety. Please drink fluids and eat to the best of your ability. Nutrition is very important to healthy skin.

Medication Safety: It is important to make sure you get the right amount of the right medication at the right time. We Will: Document a correct list of your current medications so the physician can determine if you need them in the hospital. We will correctly identify you before giving you any medicine. We use scanners to scan your armband and the medicine to make sure it is the right medicine for you. We will tell you about every medicine we give you. We will teach you about the side effects of any new medications you receive. When you are discharged we will give you a list of the medicines you should take after you leave.

You Will: Provide us with an accurate, current list of your medicines. Do not keep your medications in the hospital; you cannot keep them in your room. They are at risk for being lost. If you have to bring them when you are admitted so that we can write an accurate list, send them home with family. Question anything that does not sound right to you while you are in the hospital and at discharge.

ROOM AND ACCOMMODATION INFORMATION

Interpreters/Special Needs
For non-English speaking persons, the hospital will provide you with a telephone interpreter in order to ensure proper communication between you, your physician and hospital staff. If you need an interpreter, please tell your nurse. There is no charge to you for this service.

If you require any specific aids because of a disability, such as a TDD telephone communications device for the deaf, or if you need a sign language interpreter or phone service that provides translation, your nurse will make the appropriate
arrangements. There is no charge to you for these services. Please notify us if you need any special considerations.

**Patient Rooms**
Your room is assigned based upon your admitting diagnosis and bed availability on the day of your admission. All our patient rooms are private.

It is our desire to make your stay as comfortable as possible and to assure all equipment in your room is working properly. If you have any problems with your bed, TV, room temperature or other equipment in your room, please tell your nurse and he/she will contact the proper individuals to correct the situation.

Please be aware there are times when the hospital will need to move patients to a different room based on changing volume and varying patient needs. In the event we need to move you, every effort will be made to ensure the transition is as easy as possible.

**Telephone**
A bedside telephone is available free of charge to patients. Dial 9 and the local number. TDD and amplified phones are available upon request. Ask your nurse for assistance.

Courtesy telephones are located throughout the medical center and can be used to make local phone calls at no charge.

**Cell Phones**
The use of cell phones is acceptable in most hospital rooms, except in cases where sensitive equipment is in use. Your nurse will advise you if your cellular phones must be restricted. There are several areas clearly marked within the hospital where cell phone use is prohibited to prevent interference with medical equipment. We appreciate your cooperation.

**Voalte I Phones**
Voalte One is an iPhone solution for caregivers. It helps improve clinical communication, reduce loud overhead paging and increases caregiver responsiveness. When our associates are texting or talking on the phone, it’s all about patient care. Our associates are using specialized iPhones to communicate patient care with less noise and more efficiency. Ask your nurse if you have any questions.

**Television**
St. Vincent’s is pleased to offer our patients a wide selection of television entertainment at no charge. In addition to commercial channels, we also provide a spiritual channel which can be found on channel 10. Catholic Mass is broadcast Monday - Friday at Noon on channel 10.

**Meals and Menus**
Your hospital diet is an important part of your recovery and at St. Vincent’s we strive to provide you with an excellent dining experience. Our daily menus offer a variety of wholesome, nourishing and well-balanced meals that will meet your prescribed nutritional needs as ordered by your physician.

Meals are prepared and delivered to each unit by our Food Services staff. A Food Service Representative will talk with you soon after your diet has been ordered by your physician. He or she will discuss your menu selection so our Nutrition team can plan meals based on your preferences. You will not receive a daily menu.

Your meal tray will arrive on the unit at designated meal times. Delivery hours are posted in your room. If you miss regular meal service hours, your nurse can arrange for a late or early tray for next meal delivery. A supply of milk, juice and crackers is available at each nurses’ station. If you need a small snack between meals, please ask your nurse.

If you have any questions or concerns, please discuss them with your Nutrition Coordinator or call the Food and Nutrition Service Department by dialing 602-1732.

Occasionally your meal may be delayed if you are scheduled for a special test or treatment. Whenever possible, you will be served your meal after your test or examination.

If you must remain on a special diet after you leave the hospital, a registered dietitian will be available to assist you with additional information.
Dr. Bala Munipalli and Dr. Deborah Weyer provide care for children of all ages.

Medical services offered include:
- Wellness checks for ages 0 - 20 years
- Immunizations
- Sports/school physicals
- Acute illness/injury
- Screening and treatment for ADHD, developmental problems and obesity

Our office is located at:
1658 St. Vincent’s Way, Suite 320
Middleburg, FL 32068

For more information or to schedule an appointment call:
(904) 602-4330
CHAPLAINS AND PASTORAL CARE

At St. Vincent’s HealthCare, taking care of each person’s mind, body and spirit is at the core of our Mission. Our Pastoral Care Department is available to you or your family members at any time for prayer, conversation or company. Our team includes Catholic priests, Protestant ministers, lay chaplains and nuns.

Clergy of all faiths regularly come to St. Vincent’s Clay and visit their parishioners. We encourage you to invite your own priest, minister, rabbi or other faith leader to visit you while you are hospitalized.

In addition, St. Vincent’s Clay offers a Prayer Team that will pray for you at your request. Many hospital associates are also happy to pray with patients and their families. We want you to feel comfortable asking any of our associates for prayer and comfort.

To speak to a member of our Pastoral Care Team or if you would like assistance contacting your priest, rabbi, minister, or pastor, please ask your nurse. Our Lady of Perpetual Help Chapel is located on the first floor and is open daily from 6am to 9pm. Catholic Mass is celebrated weekdays at noon.

MAIL

Mail and packages are delivered to your room. Be sure to provide friends and family with your room number so your mail will be delivered more quickly. The complete address is:

Your name and room number
St. Vincent’s Medical Center Clay County
1670 St. Vincent’s Way, Middleburg, FL 32068

The main hospital telephone number is (904) 602-1000.

LOST AND FOUND

If you lose something, please notify your nurse right away and he/she will make every effort to help you find it. To inquire about a lost article, contact Security at (904) 602-1500.

DISCHARGE

Discharge Planning
Discharge planning starts the moment you are admitted to the hospital. Your physician will inform you of your discharge and give you any necessary instructions about caring for yourself after you leave. Our nursing staff will go over those instructions with you before you are discharged. This is a good time to ask questions and make sure you understand any changes to your medications or routine. Please inform your nurse of your local pharmacy choice. For your convenience, we have the ability to electronically transmit prescriptions to most pharmacies.

The care management team will help you make any arrangements necessary, such as setting up home health services or ordering medical equipment. Please let one of them know if you have any needs.

Check-out time is 11 a.m. We ask that you make transportation arrangements to leave the hospital as close to the check-out time as possible. A staff member or volunteer will escort you to the patient pick-up area by wheelchair.
YOUR HOSPITAL BILL

St. Vincent’s Clay is a private, not-for-profit hospital. We depend on the payments we receive from our patients to cover the costs of providing those services. Medicare and hospital insurance may cover a certain portion of your hospital bill but ultimately, the patient is responsible for payment. The bill received at discharge contains only those charges posted to your account up to that time. You will receive a final bill listing all charges by mail after you have gone home, unless your hospitalization is being paid for by Medicaid or Worker’s Compensation. Your final bill tells you the actual cost of your hospitalization, including final room charges, nursing care, medication, meals and other fees directly related to your care.

In addition to your hospital bill, you may receive other statements from members of your healthcare team who have participated in your treatment. These may include your own physician or other physicians, such as a surgeon, anesthesiologist, cardiologist, radiologist or pathologist. Questions about these bills should be directed to those physician offices.

We depend on you for the correct insurance information and prompt payment. Please examine your bill carefully. If you have any questions about charges or the payment plan, please feel free to contact us.

Who do I contact for questions about my bill?
If you are in need of advice regarding payment of your bill, our financial counselors are available to assist you. Contact The HOPE program listed below.

CHARITY CARE

Patients are eligible for charity care at St. Vincent’s HealthCare if their income falls below 200% of the federal poverty level, based on the size of their family. Your financial counselor can help determine if you are eligible.

Patients without insurance are eligible for discounts on their bill when they agree to a payment plan. Please talk with a financial counselor about this option.

If you have not been assigned a financial counselor, or if you have not been admitted to the hospital yet, please call (904) 308-1956.

PATIENT SATISFACTION SURVEY

St. Vincent’s Clay contracts with an independent third party company to conduct a survey of patients after discharge to make sure we have met the EXCELLENT standard of care we set for our doctors, nurses and staff. Not every patient will be called, but for those who are called we encourage you to give an honest assessment of your experience while you were a patient. Our managers and hospital leadership take this information very seriously and we use it as part of our continuous quality improvement efforts. All information you provide to the survey company is confidential. We will receive your feedback anonymously unless you give them permission to share your name with us. If you have questions or concerns about your care while you are in the hospital, we urge you to contact your nurse or nursing manager on your floor.

HOPE

The Hospital Outreach Patient Eligibility (HOPE) program aims at improving access to medical care for individuals who are experiencing financial hardships by enrolling those that qualify into financial assistance programs. The HOPE program provides services that meet the needs of patients who are unable to pay for their care. These services include:

- Medicaid, including Medicaid PSN and Medicaid HMOs
- Florida KidCare, Healthy Kids
- Charity Applications

- Financial counseling and payment arrangements
- Other State and Federally funded programs
- Finding a physician

Call (904) 308-1956 for more information.
VISITOR INFORMATION

Visitors are welcome any time at St. Vincent’s Clay. General visiting hours are determined by what is best for each patient in partnership with the physician, care team and the patient’s family. On a case-by-case basis, there may be more restrictive hours imposed as a means to assure a patient gets the rest and quiet time he or she needs to fully recover.

• Visitors are asked not to sit or lay on the patient’s bed.
• Visitors with colds, flu or other contagious diseases are asked not to visit patients.
• Visitors and patients should be respectful of other patients and keep noise to a minimum.
• Visitors must check with the nursing unit before bringing food or gifts to the patient’s room. Patients may be on special diets and certain foods may be restricted.
• Visitors are asked to not touch equipment or change the position of a patient or their bed without consulting the nurse.
• The patient has the right to give consent to receive the visitors he or she wants, including, but not limited to spouse, partner, another family member or a friend. The patient has the right to withdraw or deny the consent at any time.
• Children under 12 must be accompanied by an adult. Children may not be left unattended anywhere in the hospital. Children under the age of 18 may not stay overnight with the patient.

To ensure the privacy of our patients, we may ask visitors to step outside the patient’s room whenever a doctor or nurse is providing treatment.

For patients with many concerned family members, please designate a single spokesperson for contact with the healthcare team. They can then relay information to the rest of the family.

VISITING HOURS

Tests and procedures are scheduled often so it is best to call ahead and make sure the patient will be in the room at the time of the visit.

We know how important the presence of loved ones is to the healing process. We will work with the patient to coordinate a plan that promotes excellent outcomes. Below are some general guidelines for visitors.

• Visitors should use the main entrance to enter and exit from the hospital until 8:30 p.m.; after that time please use the Emergency Room (ER) entrance.

General visiting hours are 7:30 a.m. to 8:30 p.m., daily. Some specialty areas, such as Critical Care units, have more restrictive visiting hours to assure patients get the rest they need. Be sure to ask your nurse for information about these locations. After 8:30 p.m., all visitors must enter and leave the hospital through the emergency room entrance. All other doors are locked at this time.
PARKING

Patient and visitor parking is available in multiple surface lots around the hospital.

GIFT SHOP

The St. Vincent’s Gift Shop is located in the medical mall. It is open from 9:00am - 4:00pm, Monday - Friday. The Gift Shop offers a wide variety of items, such as personal gifts, fresh flowers, plants, greeting cards, candies, books and magazines.

AUTOMATIC TELLER MACHINE (ATM)

For your convenience, VyStar has an ATM located on the first floor of the hospital outside the Café.

CAFÉ LOCATION & VENDING MACHINES

The Café is located on the first floor by the visitor elevators. The Café is open from 6:30am - 2:30pm for breakfast and lunch 7 days a week. The Coffee Shop is located in the medical mall by the gift shop. The Coffee Shop is open from 8am-7pm Monday - Friday. Vending is located in the waiting room of the emergency room (ER) and outside the Café.

VOLUNTEER INFO

Our volunteers are those special members of the community who give of their time, energy and talents to enhance the quality of services provided to the patients of St. Vincent’s Clay. Volunteering can enrich your life and provide you with many rewards. Why not join our team of volunteers? For more information, please call 602-1345.

A SMOKE-FREE CAMPUS

St. Vincent’s Clay is a smoke-free and tobacco-free facility. Cigarette smokeless tobacco products and electronic devices are also prohibited on this campus. We seek your help in abiding by our healthy lifestyle practices with respect to a smoke-free facility and campus. This includes sidewalks, lawn areas and the parking lots. If you are a smoker, we encourage you to take advantage of our QuitSmart smoking cessation classes. If interested, please call (904) 482-0189.

SHORT TERM REHABILITATION/ LONG TERM CARE

Located on the St. Johns River and the campus of St. Vincent’s Riverside, St. Catherine Labouré Manor provides physical, occupational and speech therapies. The Manor features beautiful outdoor gardens, a serenity fountain, a chapel and a full range of medical and social support for residents and their families. For your short term rehab needs or for long term residency call (904) 308-4700 for more information.

St. Vincent’s Southside offers orthopedic patients a skilled nursing unit for short-term rehabilitation. The St. Vincent’s Total Joint Rehabilitation Unit Managed by Brooks is devoted to the rehabilitative needs of total joint replacement and other orthopedic patients. Our dedicated gym space is filled with state-of-the-art equipment. We also have a simulated kitchen and laundry room to teach patients adaptive techniques for a safe and functional return home. A case manager will coordinate your rehabilitation and help plan your continued care after discharge. For further information about this unit, please call 296-5645.

GIFTS OR DONATIONS TO ST. VINCENT’S CLAY OR ST. VINCENT’S HEALTHCARE

In 1982, the St. Vincent’s HealthCare Foundation was formed to provide financial support for the Mission of the Daughters of Charity in Jacksonville. The St. Vincent’s HealthCare Foundation is committed to raising funds through philanthropy to provide excellent medical care for all people in our community, with special emphasis on the poor and underserved. Together we can build a healthier community.

During your stay, you may notice plaques in rooms, on equipment, wheelchairs and other property. These plaques recognize generous gifts from friends of
St. Vincent’s. The St. Vincent’s HealthCare Foundation welcomes gifts of appreciation and gifts in memory of loved ones. All gifts, whether cash, securities, bequests, real estate or trusts are cherished and help support our Mission. Gifts may be made to specific areas that are of interest to the donor.

Gifts may also be made to special funds that help those who are unable to help themselves such as our Mobile Health Outreach Ministry, School Nurse Program, Seton Center for Women and Infants Health, Emergency Pregnancy Services and the Good Samaritan Fund. These community outreach programs, supported by the Foundation, focus on providing equal access to medical care for children and families in this region. Donors also help perpetuate the St. Vincent’s HealthCare Mission through their gifts to St. Vincent’s HealthCare Foundation’s Endowment Fund. We are happy to provide information on the many gift opportunities and no-cost estate planning services.

Our donors become partners with us in a Mission of care for the sick and poor. Gifts to St. Vincent’s HealthCare Foundation are tax deductible as allowed by law. Your gift, no matter what size, will give you satisfaction of knowing you have made a meaningful tribute as well as a real contribution to the health of this community.

Guardian Angel is a Foundation program that gives patients, their family members and visitors the opportunity to pay tribute to an individual healthcare worker or physician who made a difference in their visit or stay. Through the Guardian Angel program, patients and their families can say “thank you” to the people who offered direct care during their stay or visit by simply filling out the Guardian Angel response form and returning it to the Foundation with their gift. The gifts received will be used to support our Mission of providing care to the sick and poor. Without specifying the amount, the Foundation will present a note of appreciation and a custom-crafted Guardian Angel lapel pin to the honored recipient. Forms can be found at the nurses’ stations and inpatient admissions packets.

For more information on gift giving opportunities, please call the St. Vincent’s HealthCare Foundation at (904) 308-7306 or visit www.StVincentsFoundation.org.
St. Vincent’s HealthCare is proud to be part of the Clay County community. We have convenient locations to serve you throughout the county. Look no further for compassionate care close to home.
Joint replacement expertise means more time to practice your footwork.

We’re one of the nations leading joint replacement programs. We get more people back on their feet than any other health system in North Florida. Learn more at jaxhealth.com/ortholeaders.