A Guide
for Patients and Families

MEMORIAL® HERMANN
Greater Heights

Memorial Hermann Greater Heights Hospital–A Guide for Patients and Families

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About Us

About Memorial Hermann Health System

A fully integrated health system with more than 250 care delivery sites throughout the Greater Houston area, Memorial Hermann is committed to delivering safe, high-quality, patient-centered care and offers clinical expertise, innovation and cutting-edge technology to all patients. With a specialized and affiliated medical staff and more than 33,000 employees, Memorial Hermann provides compassionate service while advancing health in Southeast Texas.

Memorial Hermann has been serving the community for more than 116 years and continues to evolve to meet the challenges of today's complex health care environment. Together, all care delivery sites of Memorial Hermann have built a reputation for excellence in trauma, heart and vascular, cancer, neuroscience, rehabilitation, women's and children's services, bariatrics, post-acute care, research and innovation, sports medicine and orthopedics, outpatient imaging and behavioral health.

Among its diverse portfolio is Memorial Hermann Life Flight®, the largest and busiest air ambulance service in the United States. The Memorial Hermann Physician Network, MHMD, is one of the largest, most advanced and fully integrated physician organizations in the country. Memorial Hermann's Accountable Care Organization operates a care delivery model that generates better outcomes at a lower cost to consumers, and residents of the Greater Houston area have broader access to health insurance through the Memorial Hermann Health Insurance Company.

About Memorial Hermann Greater Heights Hospital

Located in a thriving community with a small town feel in the heart of one of the nation's largest and fasting growing cities, Memorial Hermann Greater Heights Hospital brings the expertise of the Memorial Hermann Health System, including the region's top medical specialists, to families in the Greater Heights and surrounding areas. Our affiliated, board-certified physicians and other health care professionals employ advanced medical equipment and state-of-the-art technology to address the community's health care needs, from routine outpatient visits to complex inpatient procedures. Greater Heights has also received one of the highest levels of recognition for nursing excellence, earning designation as a Magnet Recognition Program by the American Nurses Credentialing Center (ANCC).

250+
care delivery sites

A fully integrated health system with more than 250 care delivery sites throughout the Greater Houston area, Memorial Hermann is committed to delivering safe, high-quality, patient-centered care and offers clinical expertise, innovation and cutting-edge technology to all patients.

Advancing Health in Greater Houston

Keeping you and your family healthy. It's your primary focus. And ours. It's why we're here. At Memorial Hermann Health System, we understand about busy families and hectic schedules. That's why we deliver health care designed around you. Your family. Your schedule. Your preferences.

Bringing together care delivery, physicians and health solutions to advance health, Memorial Hermann has created Houston's most comprehensive, integrated health system with more than 250 care delivery sites, including 17* area hospitals and numerous specialty institutes, programs and services. MHMD, the Memorial Hermann Physician Network, comprises more than 3,600 clinically integrated physicians, including Memorial Hermann Medical Group, Children's Memorial Hermann Pediatrics, UT Physicians and independent practitioners. The System's ambulatory care network includes Memorial Hermann-GoHealth Urgent Care and Memorial Hermann Convenient Care Centers as well as a comprehensive array of home health services, rehabilitation centers, outpatient diagnostic, laboratory, imaging and breast care services. Memorial Hermann's Everyday Well provides expanded access to care and innovative tools and services including Memorial Hermann-GoHealth Virtual Urgent Care and Virtual Office Visits, making it easier than ever to get well–and stay well.

At Memorial Hermann, we use our resources to make a real difference in the health of the community, contributing in excess of $464 million annually in uncompensated care and community benefit programs, including an award-winning network of school-based health centers. A trusted health care resource for more than a century, Memorial Hermann continues to deliver health care built on a legacy of caring and innovation.

Heart and Vascular Care: Memorial Hermann is one of the world's largest providers of comprehensive cardiovascular care, treating over 200,000 patients a year. Patients at the Memorial Hermann Heart & Vascular Institutes, Heart & Vascular Centers and Centers for Advanced Cardiology have access to affiliated heart specialists with extensive training and experience in the complete range of cardiac treatments, from innovative minimally invasive techniques to the most complex procedures, including open heart and vascular surgeries as well as heart transplants.

Neurosciences: Memorial Hermann Mischer Neurosciences is the largest neuroscience program in Southeast Texas and continues to draw clinicians, researchers and patients from all over the world.The world-renowned team of physicians performs the most neurosurgical procedures in Houston and is consistently ranked among quality benchmarking organizations as a leader in clinical quality and patient safety. Patients from around the world seek treatment here for rare and common diseases of the brain and spinal cord. Mischer Neuroscience Institute extends its network of care across the Greater Houston area, bringing neurological and neurosurgical expertise to patients throughout the community via Mischer Neuroscience Associates (MNA) clinics at Memorial Hermann.

Cancer Care: Patients can take advantage of cancer services close to home through Memorial Hermann's convenient cancer care network, which includes eight accredited Cancer Centers, providing a full continuum of treatment options and services, including targeted anticancer drugs, intensity-modulated radiation therapy (IMRT), image-guided radiation therapy (IGRT) and linear accelerators. We deliver cancer care that encompasses mind, body and spirit.

Orthopedics and Sports Medicine: Offering specialized care in orthopedics and sports medicine, from injury prevention and evaluation to joint replacement and post-surgery rehabilitation, Memorial Hermann operates more than 30 Sports Medicine & Rehabilitation clinics, eight Memorial Hermann Joint Centers, and six Memorial Hermann | Rockets Sports Medicine

* *Memorial Hermann Health System owns and operates 14 hospitals and has joint ventures with three other hospital facilities.*

Institute locations led by affiliated sports medicine fellowship-trained physicians who are also team physicians for the Houston Texans, Houston Rockets, Houston Dynamo FC and University of Houston.

Red Duke Trauma Institute and Memorial Hermann Life Flight®: One of the busiest Level I trauma centers in the nation, the Red Duke Trauma Institute at Memorial Hermann-Texas Medical Center carries the highest designation of any emergency care facility, treating the most complex adult and pediatric trauma cases. The Institute is home to Memorial Hermann Life Flight®, a hospital-based air ambulance service operating helicopters within a 150-mile radius of the Texas Medical Center and airplane transport worldwide.

Women's Services: Memorial Hermann is dedicated to providing quality, specialized care for women of all ages. The multidisciplinary team takes a patient-centered approach to delivering advanced heart, bone and breast care, as well as providing a broad range of obstetric and gynecology services. These include labor and delivery, high-risk pregnancy, gynecologic oncology, urogynecology, pelvic floor health, dedicated breast care and more. Memorial Hermann offers patients direct access to many of these services close to home, with hospitals and affiliated teams conveniently located across the Greater Houston area. For maternal services, many Memorial Hermann hospitals have earned a level of care designation from the Texas Department of State Health Services (DSHS), with Level IV denoting the ability to care for the most complex, high-risk patients. All Memorial Hermann hospitals with a maternal level of care designation have obstetric providers in-house 24 hours per day, seven days a week.

Children's Services: Children's Memorial Hermann provides comprehensive children's care within our extensive network across Houston. From pediatric primary care to urgent care to treating the most complex conditions, Children's Memorial Hermann has the advanced services to support families, including

over 40 sub-specialties. Children's Memorial Hermann Hospital, located in the Texas Medical Center, is home to the region's leading Level I pediatric trauma center and renowned for excellence in fetal surgery, neonatology, pediatric heart surgery and pediatric neurosurgery. With three community hospital locations providing dedicated, 24/7 pediatric ER care in Katy, Sugar Land and the Texas Medical Center, as well as pediatric specialty services provided at our hospitals in Memorial City and The Woodlands, we deliver quality health care to children throughout the community. All Memorial Hermann hospitals with a neonatal level of care designation have neonatology providers in-house 24 hours per day, seven days a week.

Surgical Services: The surgical specialists affiliated with Memorial Hermann perform over 200,000 traditional, laparoscopic and robotic-assisted surgeries a year. From diagnostic procedures to transplants, Memorial Hermann offers our community access to specialty care to improve their quality of life and address chronic health issues utilizing the latest in surgical techniques.

Primary Care: Memorial Hermann has a vast network of primary care providers throughout the Greater Houston area, offering in-person and virtual appointments for personalized, integrated health

care. Our primary care network provides a continuum of care, including wellness care and prevention as well as chronic disease management and referrals to specialists when needed. Additionally, in-person and virtual urgent care are available to further advance the health of our patients.

Rehabilitation: Ranked among the top rehabilitation hospitals in the nation by *U.S. News & World Report*'s list of America's Best Hospitals, TIRR Memorial Hermann** is world renowned for excellence in research and treatment for traumatic brain injury, stroke, spinal cord injury, amputations, cancer rehabilitation, and other neurological diseases and disorders as well as offering cancer rehabilitation. Additionally, patients can receive care close to home at multiple locations in the Memorial Hermann Rehabilitation Network.

Additional Services: To provide patients with a full continuum of care, Memorial Hermann offers a variety of post-acute care services, including rehabilitation, home health, hospice, sleep medicine, durable medical equipment, skilled nursing and senior living.

*** TIRR is a registered trademark of TIRR Foundation.*

During Your Stay

Code of Conduct

Memorial Hermann is committed to safety and to providing a healing environment. All forms of disruptive and violent behaviors are prohibited. Incidents of disruption, aggression and violence may result in removal from the facility. Examples of prohibited behaviors include but are not limited to: threats, verbal harassment, demeaning behavior and comments and failure to follow facility policies and procedures.

Amenities

ATM

For your convenience, ATMs are located on the first floor of the North and South Tower lobbies.

Notary

Notary public services are available during regular business hours at the hospital campus. Ask a staff member for assistance.

Wi-Fi

Limited wireless access is available throughout the hospital campus. Under wireless connections, select MH_Guest. For access, you must read and accept the Guest Wireless Terms of Service and Acceptable Use Policy when prompted.

Dining Options

Your Diet

While you are here, your physician will write a diet order for you that will determine the types of foods you will be served. Common diets include low fat, liquid, heart healthy, and low sodium. Your physician may order one of these diets or a combination of them. Alert your physician if you follow a diet at home or have any dietary restrictions that you would like to continue during your stay. Foods that comply with Kosher or Muslim diets may be available upon request. Substitutions will be made based on availability for menu requests that do not meet your physician's orders.

Greater Heights Café

The Café offers a variety of meal service options, including hot breakfast, continental breakfast items, entrées, homemade pizza, soups, specialty sandwiches, baked goods, assortment of beverages and a variety of prepackaged items for those in a hurry.

Greater Heights Cafe is open daily for breakfast from 7 to 10 a.m. Lunch and dinner are served from 11 a.m. to 7:30 p.m., Monday through Friday and 11 a.m. to 6:30 p.m. on weekends and holidays. For your convenience guest meals are available for purchase when a patient meal is ordered and will deliver at the same time.

The Healing Brew

Starbucks® hot and cold specialty drinks as well as an assortment of gourmet bakery products are available at the Healing Brew on the first floor, open Monday through Friday from 6:30 a.m. to 3 p.m.

Patient Meal Service

All inpatients will be offered At Your Request Room Service as the primary meal and delivery system. Meal orders are placed over the phone or at bedside and delivered within 45 minutes or requested delivery time during hours of operation: 7 a.m. to 6:30 p.m. Should you have any food requests after hours, please contact your nurse. Various snacks and meals are available in the food pantries housed on most units.

Vending Machines

Vending machines are located in the South Tower on the first floor near the elevators and outside of the entrance to the Greater Heights Café.

Parking and Transportation

Onsite Parking

All surface lot and garage parking is available to patients and visitors, with the exception of designated physician parking areas. Memorial Hermann Greater Heights Hospital charges up to $6 per day for parking in the main surface lot in front of the hospital, Garage I and Garage II.

Television and Telephone

Television

We offer a variety of patient education programs in English and Spanish, in addition to local TV channels and premium channels. The control buttons for your TV are located on the same remote as your nurse call button.

Telephone

To use your telephone for local calls, dial 9 + the area code and phone number. For long-distance calls, dial 9 to get an outside line and then dial 0. The hospital operator will assist you in placing the call with a calling card or credit card. To make an inside call, please dial the four-digit extension.

Friends and family may also call the main line to the hospital at 713.867.2000 and ask to be transferred to your room, or you may give them your direct extension. TTY telephones may be available for hearing-impaired patients upon request.

Visiting Hours and Information

Visiting Hours

Memorial Hermann believes strongly in including patients' loved ones in the healing process. When friends, family members and caregivers work together, patients often experience a higher level of safe, quality care that leads to a faster recovery process and a shorter hospital stay.

Visitors are designated by the patient and may include, but are not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member, or a friend, and the patient has a right to withdraw or deny such consent at any time. Memorial Hermann will not restrict, limit, or otherwise deny visitation privileges on the basis of age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. Your religious counselor may visit at any time.

While each unit may have specific visitation guidelines appropriate for its level of care, hospital visitation guidelines are as follows:

- In order to provide an optimum healing environment for our patients, hospital visiting hours are from 8 a.m. to 9 p.m. daily, and are further limited in some areas such as critical care units and maternity. After 9 p.m., visitors will check in with security, as entry into the facility will be limited.
- For the safety of our patients, no sick visitors are allowed at any time.
- Children under the age of 17 are not permitted in patient care areas, waiting rooms or lobbies without adult supervision.

Visiting guidelines may be changed due to community health and safety needs.

Primary Support

Primary support is defined as the individual(s) who normally provide the patient with physical, psychological or emotional support. A primary support is assigned by the patient, parent or surrogate decision maker, and is usually a relative, but may also be a close friend, neighbor or clergy member. These individuals are different than a visitor and can be here 24 hours a day, even outside of visiting hours, as they are designated to provide support to the patient as well as the health care team throughout the patient's stay. Primary supports will be issued identification, which must be worn at all times. For more information regarding primary supports, please ask your nurse.

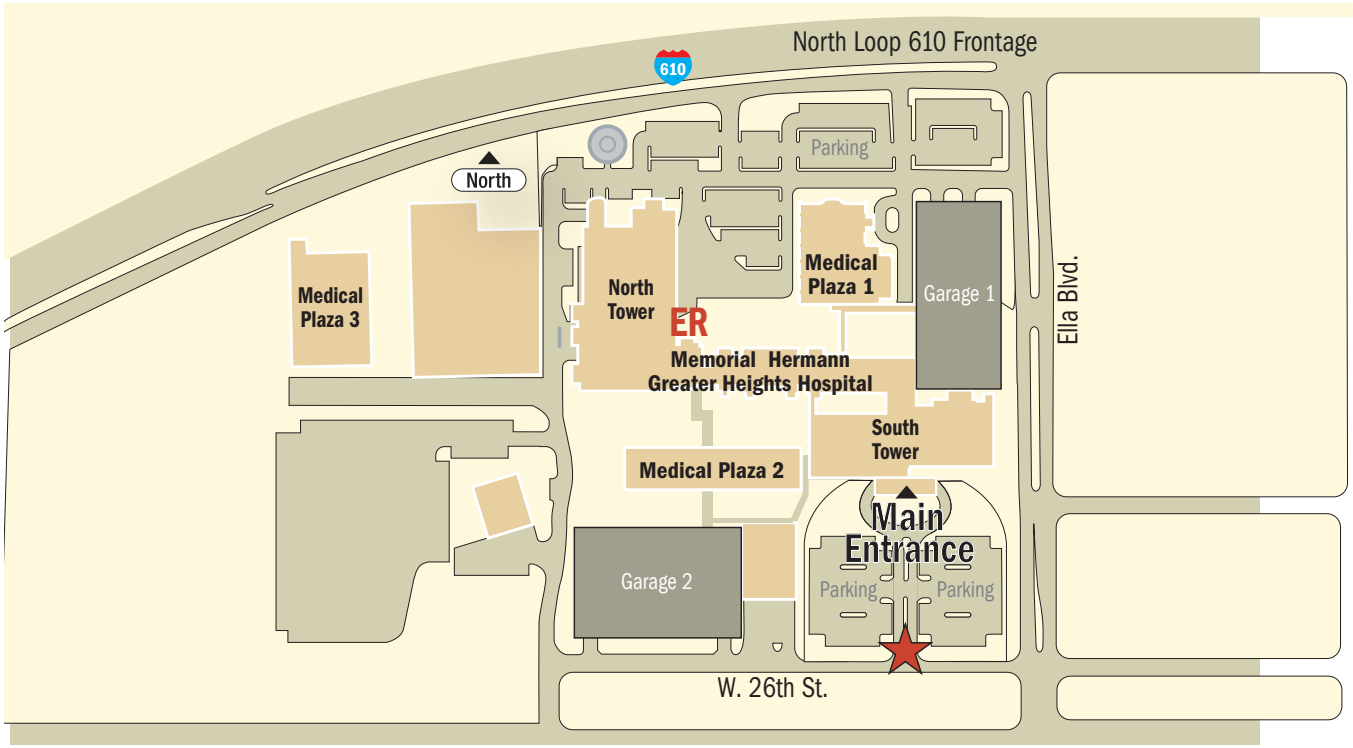
Greater Heights

has been serving the community for more than 50 years. The hospital opened on January 5, 1966.

Family Spokesperson

Protecting the health and privacy of our patients is important to us and required by law. Memorial Hermann may communicate information regarding your care to a spokesperson designated by you. During your visit, you will receive a patient privacy code number that you may share with the spokesperson to receive an update on your care during your visit. The patient privacy code number is required to obtain patient information.

Finding Your Way



Frequently Called Numbers

Patient Registration
713.867.4464

Business Office, Cashier
713.867.2938

Chaplaincy Services
713.867.4463

Environmental Services
713.867.4310

Financial Counselor
713.867.4431

Patient Relations
713.867.4459

Security
713.867.3361

Volunteer Services
713.867.4460

Important Resources/Services

Spiritual Services

Memorial Hermann recognizes the importance of an individual's spiritual life when dealing with an illness or injury. Each individual's expression of spirituality is respected and supported by staff members. Please tell your caregiver if you have any special requirements, such as designated times for prayer during the day.

Your religious counselor of your faith is welcome to visit; however, it is the responsibility of the patient or family to notify the religious counselor.

Hospital chaplains are available to listen, to help in crisis situations, and to offer grief counseling, prayer support, and other devotional needs. They also assist with ethical issues and advance directive (living will) counseling.

Hospital chapel services may be available depending on your campus.

Patient Relations

As the patient's advocate, Patient Relations representatives help patients and families solve problems, facilitate communication among departments, and deal with concerns and unmet needs. Please reach out to us while you are still at the hospital to allow us to address any concerns you may have as quickly as possible. We aim to resolve concerns as close to the time they are reported and would like the opportunity to resolve anything that may concern you prior to your discharge. If you need assistance from Patient Relations, please email GreaterHeightsPatientRelations@memorialhermann.org or call 713.867.4459.

Special Accommodations

Language Resources

Memorial Hermann is committed to providing free medical interpretation and translation services 24 hours per day, seven days a week for patients and visitors who communicate in a language other than English, or those who are visually or hearing impaired.

Memorial Hermann offers these services through various modalities such as: video remote, in-person, over the phone, Texas Relay Services and qualified readers. While Memorial Hermann will do its best to provide effective communication in the patient's preferred modality of choice, the availability of in-person interpretation services may vary, cannot be guaranteed and may require the use of another medically certified interpretation service.

For the Hearing Impaired

The following telecommunication devices for the hearing impaired may be available:

- Telephone amplifiers
- Closed captioning (CC) TVs
- Dual handset phones
- TDD/TTY phone devices
- Live interpretation

Service Animals

Service animals will be allowed into Memorial Hermann facilities as required by the Americans with Disabilities Act (ADA) of 1990 unless the animal poses a direct threat to the health or safety of others. Memorial Hermann will allow service animals to accompany people with disabilities in all areas of the facility, where the public is normally allowed to go. However, animals will be prohibited from areas where sterility is required, including but not limited to operating rooms, recovery rooms, catheterization and endoscopy suites, and food and medication preparation areas. They may also be prohibited from intensive care units, units where patients are immunocompromised, isolation rooms and other units where the animal's presence may compromise the environment or the welfare of other patients. **Service animals DO NOT include animals used for emotional support, well-being, comfort or companionship**.

Pet Therapy

Memorial Hermann will allow animals to enter hospitals as a part of animal-assisted activities. Animals and handlers must be certified through an organization that provides formal training programs. Animals permitted for visitation will be restricted to adult dogs, unless a specific exception is given for an animal-assisted visit. Pet therapy providers must be able to provide information as to their organization's policies and procedures for veterinarian visits, routine exams, copies of the animal's records, and documentation of their liability policies and coverage upon request.

Your Health Care Team

During your stay, you will come into contact with many people. One physician will oversee your care, but you may also receive treatment from many others, including specialists, hospitalists, intensivists, fellows, residents and interns. Memorial Hermann is affiliated with McGovern Medical School at UTHealth Houston. The Memorial Hermann-Texas Medical Center campus is the primary teaching site for UTHealth Houston; however, residents, UT physicians and other providers may practice at other Memorial Hermann campuses.

Physicians are independent practitioners and may be affiliated with UTHealth Houston, privately employed or employed by Memorial Hermann Medical Group or Physicians of Memorial Hermann.

Allied Health Professionals

Allied health professionals, such as clinical nurse specialists, certified nurse-midwives, and nurse anesthetists, are registered nurses with advanced training, education, and certification, most with master's degrees in nursing, allowing them to initiate aspects of medical care and prescribe medications.

Attending Physicians

An attending physician is responsible for overseeing your care during your stay and will work with you and other members of the health care team, including specialists, to make all decisions about your treatment. If residents, fellows, interns and allied health professionals are involved in your care, the attending physician will teach, supervise and oversee the care provided.

Case Managers
Case managers are professionals typically licensed as registered nurses who will work with you to plan and facilitate options to meet your health care needs in a cost-effective manner. They will also work with your insurance company to authorize hospitalization and help you with discharge planning and home care needs.

Child Life Specialists
Our specially trained staff members from the Child Life department work collaboratively with other health care team members to help children, adolescents, and families understand and cope with hospitalization. They provide important information to help prepare children and their families for medical and surgical procedures, and to provide emotional support through therapeutic play, positive interactions, developmental interactions, and recreational opportunities. The Child Life team may be limited to certain campuses.

Dietitians
Registered dietitians are licensed professionals trained to evaluate nutrition status and make recommendations for special diets and supplements based on each patient's plan of care. They also keep caregivers updated on current nutrition information and work to ensure patient satisfaction with food served.

Fellowship Physicians (Fellows)
A physician who has completed training as an intern and resident may become a fellow, allowing further development of a particular expertise in a specialty. The training, known as a fellowship, typically lasts more than one year. Fellows continue to practice under the supervision of an attending physician. Upon completion of the fellowship, physicians are able to practice without direct supervision.

Hospitalist Physicians
A hospitalist is a physician who masters the specific skill set and knowledge required to treat and care for patients in the hospital. His/her practice is dedicated to caring for patients throughout their hospitalization, 24 hours a day, seven days a week. He/she is trained to manage very ill patients and to provide high quality, evidence-based and efficient patient and family-centered care in hospital settings.

During your stay,

you will come into contact with many people. One physician will oversee your care, but you may also receive treatment from many others, including specialists, hospitalists, intensivists, fellows, residents and interns.

Intensivist Physicians
Intensivists are physicians who specialize in managing the care of patients who are critically ill, or require monitoring in an intensive care environment. Both hospitalists and intensivists work together with other specialists to coordinate care for patients, and are available on the unit 24 hours a day, seven days a week.

Intern Physicians
After graduating from medical school, physicians are required to complete a year of training in a hospital as an intern, gaining valuable patient care experience under direct supervision.

Medical Students
Students currently enrolled in medical school observe and participate in some aspects of patient care in the hospital under the supervision of residents or other physicians. Medical students are not licensed physicians. They are unable to perform procedures or provide direct patient care without supervision.

Nursing Staff
A registered nurse is a professional who has received a degree in nursing and met the Texas Board of Nurse Examiners' requirements to hold a license as a registered nurse. Registered nurses provide direct patient care to you along with other licensed and unlicensed personnel such as licensed vocational nurses and patient care assistants (unlicensed personnel).

Occupational Therapists
Occupational therapists are licensed professionals who address physical, cognitive, psychosocial, sensory and other aspects of performance to support engagement in everyday life activities that affect health, wellbeing, and quality of life. They work with patients and other health care providers to develop or restore all the components of daily performance.

Patient Access Representatives
Patient Access, also referred to as the Business Office, provides assistance with your account information, registration, scheduling of outpatient visits, cashier services, financial counseling assistance, insurance questions, and other business needs.

Patient Care Assistants
Patient care assistants are unlicensed nursing personnel who assist you with activities of daily living and provide direct patient care to you under the supervision of a registered nurse.

Patient Transporters
Individuals with patient transport provide assistance in moving patients throughout the hospital. Your care team will contact patient transport to arrange for moves during your stay and for discharge assistance.

Pharmacists
Pharmacists are licensed professionals who provide information about medications, monitor treatment that involves drug therapies, and dispense hospital medications. Working in conjunction with other health care professionals, they play a vital role in ensuring patient safety.

Phlebotomists
A phlebotomist is a health care worker trained and certified in drawing venous blood for testing.

Physical Therapists
Physical therapists are licensed professionals who provide physical therapy services. Physical therapists perform and interpret tests, and develop therapy programs focused on improving posture, movement, strength, endurance, cardiopulmonary function, coordination, joint mobility, flexibility, and functional abilities in daily living skills.

Physical Therapy Assistants
Physical therapy assistants are licensed to provide physical therapy services under the direction and supervision of licensed physical therapists. Both physical therapists and physical therapy assistants may also be assisted by a physical therapy aide or technician; these individuals receive on-the-job training and are not licensed.

Physician Assistants
Physician assistants are advanced practice practitioners who are licensed to initiate some aspects of medical care, including prescribing certain drugs under the supervision of one or more supervising physicians.

Physician Specialists
A specialist is a physician who has chosen to study and practice in a certain field of medicine. Depending on your condition, you may be seen by one or more specialists in a particular area, such as ear, nose, and throat; heart and vascular; neurology (cerebral); and ophthalmology (eye).

Resident Physicians (Residents)
A resident physician, also referred to as a house staff member, has received a medical degree, completed an internship, and is now training and practicing medicine under the supervision of an attending physician. This training period is called a residency. The length of the residency varies depending on the specialty.

Respiratory Therapists
Respiratory therapists are licensed professionals who are specially trained in the treatment, management, control, diagnostic evaluation, or care of a patient who has a respiratory problem.

Social Workers
Social workers are professionals who advocate for our patients and connect them with the resources they need both in the hospital and after discharge. They are available to provide you and your family members with counseling, education, and help coping with the psychological and social difficulties that can accompany complex health issues.

Speech-Language Pathologists
Speech-language pathologists are professionals who provide prevention, screening, consultation, assessment, diagnosis, treatment, management, counseling, and follow-up services for patients with a range of swallowing, communication, and language disorders.

Supportive Medicine Staff
Supportive medicine, sometimes referred to as palliative care, is a health care specialty focused on improving quality of life for patients and their families by reducing the physical and emotional burdens of illnesses through the use of symptom management, supportive counseling, advance care planning, and communication. Your attending physician may consult supportive medicine at any time to coordinate care, including the coordination of palliative care.

Technician
A technician is an individual who provides direct patient care with or without direct supervision of a licensed professional. The technician's primary role is to assist medical staff to complete assigned tasks and accommodate patient needs.

Discharge

When it is time for you to leave the hospital, your attending physician will write discharge orders. It is our goal for your discharge process to be complete as early as possible. Before you leave, your nurse will talk with you about follow-up care, including medications, diet, and how to care for yourself at home. If you have questions or concerns about your discharge, please ask. A staff member or volunteer will help you to your car.

Managing Pain at Home

Pain after an operation, injury, or medical procedure is normal and expected. The following recommendations will help you stay as comfortable as possible:

- Take your prescribed medications as ordered by your physician. Do not take more than prescribed.
- Take only the medications your doctor prescribes or recommends.
- Take pain medications with food to avoid an upset stomach.
- Do not drink alcohol or drive while using pain medications.
- If your pain worsens and is uncontrolled by pain medication, call your physician or return to the Emergency Center.

Recovery

An important part of your recovery is making sure you get the care you need to get better after you leave the hospital. A nurse, social worker, or discharge planner should help plan your follow-up care. If no one is assigned to help you with your discharge plan, tell your physician or nurse.

You will be given important directions about your follow-up care, including written instructions. The following tips provide you with the information you need for the best recovery possible.

Find Out About Your Condition

- Ask about your condition, how soon you should feel better, and the signs and symptoms you should watch for.
- Find out about your ability to do everyday activities, such as walking, climbing stairs, going to the bathroom, preparing meals, driving, returning to work, and other activities that are important to you.
- Find out how much help you will need during your recovery. For example, whether someone should be with you 24 hours a day.
- Write down any questions you have and ask them before you leave the hospital.

Before you leave,

your nurse will talk with you about follow-up care, including medications, diet, and how to care for yourself at home. If you have questions or concerns about your discharge, please ask.

- Ask a family member or friend to be with you when discharge plans are being made, or to go through the discharge process with you. He or she can help get written instructions and ask questions.
- If you are not confident about how to care for yourself after leaving the hospital, or if you have doubts about getting the care you need at home, please speak up. Ask to speak to your nurse, a social worker, the discharge planner, or a charge nurse.

Find Out About New Medicines

- Ask for a list of all the medications you will be taking at home. The list should include all of your medicines, not just new ones started in the hospital. Check the list for accuracy. You or your physician should also share the list with anyone who is providing follow-up care.
- Ask for written directions about your medications. Ask if there are any foods and drinks–such as alcohol–that you should avoid.
- Tell your physicians, nurses, and pharmacists about all the medicines, vitamins and herbs you usually take. Ask if you should stop taking any of these with your new medicines.
- Ask about the side effects of your new medicines. Find out what you should do if you experience any side effects.

Find Out About Your Follow-Up Care

- Ask for directions about physical exercises that may be helpful. Ask your physician, nurse or physical therapist for written instructions.
- If you have a wound, ask for directions on how you should take care of it.
- If you need special equipment, make sure you know how to use it, where you can get it, and whether it is covered by your insurance, Medicare or other health plan.
- Ask about any tests you may need after you leave the hospital and who you should contact to get the results.
- Find out about any follow-up visits with your physician or other caregiver. Make sure you have transportation. Many cities provide transportation for the elderly or disabled.
- Review your insurance to find out what costs are covered and not covered after you are discharged (like medicines and equipment).
- If you need home care services, or if you need to stay in a nursing home or assisted living center for follow-up care, make sure the facility or service is covered by your insurance, Medicare or other health plan, and that it is licensed or accredited. The Joint Commission accredited organizations and programs are listed at www.qualitycheck.org.

Your Health, Safety and Security

Patient Rights and Responsibilities

Memorial Hermann recognizes the rights of human beings to independence of expression, decision and action, and will protect these rights of all patients, regardless of age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression to ensure their needs for privacy and personal dignity are considered and preserved. Memorial Hermann prohibits discrimination based on age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Patient Rights

Access to Care: The right to treatment regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Respect and Dignity: The right to be treated with dignity and respect, participate in the development and implementation of your plan of care, and make informed decisions regarding your care.

Notification of Admission: The right to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.

Communication: The right to effective communication. Interpreter services are available to assist you with communication to ensure information is provided in a manner that you can understand.

Pain Assessment and Management: The right to have your pain appropriately assessed and managed.

Privacy, Safety and Confidentiality: The right to have treatment provided in a setting that is safe, affords privacy and is free of all forms of abuse or harassment. You have the right to confidentiality, privacy and the security of your clinical record and obtaining information contained in your record within a reasonable time frame.

Identity: The right to know the identity and professional status of individuals providing service.

Restraints: The right to be free from the use of any form of restraints, including physical restraints and drugs that are not medically necessary.

Protective Services: The right to have protective services offered to you (for example, guardianship), or child or adult protective services through county agencies.

Consent and Advance Directives: The right to reasonably informed participation in health care decisions, and the right to prepare advance directives (medical decision-making tools that assist you to communicate your wishes regarding medical treatment in the event you cannot communicate with your physician).

Visitation: The right, subject to your consent, to receive the visitors whom you designate, and the right to withdraw or deny such consent at any time.

Transfer: If your physician decides that you should be transferred to another facility, you will be moved only after you have received a complete explanation of the need for transfer and of the alternatives of transfer and you have agreed to transfer. The receiving facility must agree to the transfer before it occurs.

Continuity of Care: The right to expect reasonable continuity of care and that you are informed by your physician of continuing health care needs following discharge.

Hospital Charges: The right to receive an itemized bill upon request, unless you have voluntarily waived this right under a special billing agreement.

Complaints: You have a right to register complaints about care or treatment and receive a response to those complaints by informing your direct caregiver or management, or by contacting the Hospital's Patient Relations department. Outside agency that may be contacted or to register concerns is: Texas Health and Human Services.

Patient Responsibilities

Consideration: All patients are responsible for following hospital rules and regulations and being considerate of the rights of others while in the hospital. Please help us by controlling noise, observing our no smoking policy and limiting the number of visitors.

Giving Information: You are responsible for providing accurate and complete information about your health and reporting changes in your condition.

Following Instructions: You are responsible for following the treatment plan recommended by your physicians, nurses, and other caregivers, and reporting the side effects of any treatment. If you refuse treatment or fail to follow directions from your physician or hospital personnel, please understand that you are responsible for your own actions.

Advance Directives

Advance medical directives are legal documents that allow you to give directions for your future medical care. As an individual and a patient, you have the right to accept or refuse treatment. An advance directive will help you protect your rights and communicate your choices if you become physically and mentally unable to do so.

There are three (3) types of advance directives:

Directive to Physicians, Families or Surrogates

Also known as a Living Will, this document records your wishes for withholding or withdrawing life-sustaining procedures. The Directive to Physicians must be signed, dated, and witnessed by qualified witnesses. If you would like more information about Living Wills, ask your nurse.

Medical Power of Attorney

This document allows you to name another person as your agent to make medical decisions for you, if you become unable to do so. A signed Medical Power of Attorney can prevent confusion by ensuring that your wishes are known.

Out-of-Hospital Do Not Resuscitate Order

If you do not wish to be resuscitated at your home or an out-of-hospital health care setting, you and your physician can complete this form.

Greater Heights

earned designation as a Magnet Recognition Program® - recognizing the nursing staff at Memorial Hermann Greater Heights Hospital among the nation's elite.

Supportive Decision-Making Agreement

This agreement allows an adult with a physical or mental impairment that limits one or more major life activities to voluntarily enter into an agreement with a supporter to do a number of activities, including: (1) assistance in understanding responsibilities of adult's life decisions; and (2) assistance in collecting/obtaining information relevant to a given life decision regarding medical, psychological, financial, educational or treatment records for any individual.

Ethics Committee

Treatment decisions can be complex and difficult to make. For assistance or support, the Ethics Committee is available for consultation to help resolve ethical conflicts that develop related to patient treatment plans. An Ethics Specialist may be available at your hospital.

Confidentiality of Your Health Information

Memorial Hermann recognizes the importance of protecting patient privacy and has developed policies and procedures to maintain confidentiality of your health information. Memorial Hermann operates in compliance with the Health Insurance Portability and Accountability Act (HIPAA), and other Federal and State statutes, which protect the security and confidentiality of patient health information on paper, in computers, or in oral communications. Except as specifically authorized by law, you have the right to determine the health information Memorial Hermann may release about you. Unless you request otherwise, your name is added to the hospital's patient directory when you are admitted. This allows you to receive telephone calls, flowers, mail, and visitors.

You also have the right to request that no health information be released. For patients who are minors, the parent or legal guardian has the authority to make these decisions.

Your Role in Your Care

At Memorial Hermann, you play a vital role in making your care safe. Research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

Speak Up

Memorial Hermann encourages patients and families to help us in our efforts to ensure patient safety. The Speak Up Program, sponsored by The Joint Commission, urges patients to get involved in their care by speaking up to their nurse, physician, case manager or any other team member if something does not seem right. It is better to address questions and concerns immediately and directly.

Speak up if you have questions or concerns, and if you do not understand, ask again. It is your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you do not understand something that your physician, nurse, or other health care professional tells you.
- Do not be afraid to ask about safety. If you are having surgery, for example, ask your doctor to mark the area that is to be operated on so there is no confusion in the operating room.
- Do not be afraid to tell the nurse or the physician if you think you are about to receive the wrong medication.
- Do not hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Do not assume anything.

- Tell your nurse or physician if something does not seem right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Do not be afraid to gently remind the physician or nurse to do this.
- Know what time of day you normally receive a medication. If it does not happen, bring this to the attention of your nurse or physician.
- Make sure your nurse or physician confirms your identity by checking your identification band or asking your name before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Ask your physician about the specialized training and experience that qualifies him or her to treat your illness, and be sure to ask the same questions of those physicians to whom he or she refers you.
- Gather information about your condition. Good sources include your doctor, your nurse, your library, respected websites and support groups.
- Write down important facts your physician tells you so that you can look for additional information later. And ask your physician whether he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, as a primary support when you are hospitalized. You will be able to rest more comfortably and your advocate can help make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure your advocate understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is worse, and who to call for help.

Know what medications you take and why you take them. Medication errors are among the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about
  oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate.

- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it does not seem to be dripping properly (too fast or too slow).
- Whenever you receive a new medication, tell your physicians and nurses about the allergies you have or negative reactions, if any, you have had to medications in the past.
- If you are taking multiple medications, ask your physician or pharmacist whether it is safe to take those medications together.
  This also holds true for vitamins, herbal supplements and over-the-counter drugs.
- Ask whether there are any foods, drinks or activities that you should avoid while taking these medications.
- Make sure you can read the handwriting on any prescriptions written by your physician. If you cannot read it, the pharmacist may not be able to either.

Participate in all decisions about your treatment. You are at the center of the health care team.

- You and your physician should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your physician what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Do not be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They can also tell you what to expect and what worked best for them as they recovered.

Identification Bands

All patients must wear an identification band at all times from admission to discharge from the hospital. Patient safety guidelines require that staff members utilize two identifiers before administering medications or performing procedures. Identifiers such as your name, date of birth and medical record number are on the identification band; please do not remove it during your stay. Notify a staff member if an identification band is removed and not reapplied. Staff members will check your identification band to verify your name and patient number before administering medications or performing procedures. This practice is proven to help reduce medical errors.

You may be given a color-coded identification band to communicate important information to your health care team, such as patient-specific risk factors or special needs based on assessments, wishes, and medical status.

- Red indicates an allergy;
- Green indicates a latex allergy;
- Purple indicates a Do Not Resuscitate (DNR) order;
- Pink indicates a restricted extremity;
- Yellow indicates a fall risk;
- Orange indicates the parent of a pediatric patient; and
- White indicates a pediatric patient.

Calling Your Nurse

Each room is equipped with a nurse call system; please call a member of the nursing staff any time you need assistance. When you press the call button, the unit secretary or member of the nursing team will respond over the intercom or in person. For your safety, our bathrooms are equipped with emergency call systems.

Fall Prevention

Individuals in unfamiliar surroundings are at a greater risk of falling. Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures or because they have been sitting or lying down for too long. Staff members will assist you to take standard safety precautions during your stay.

- Remember to use the call button whenever you need assistance. When you press the button, tell the individual answering what you want and then wait for the assistance you require.
- Assist us in keeping a clean and clutter-free pathway to the bathroom.
- Keep the bed in the lowest position (closest to the floor) and the brakes on the bed locked at all times.

If your nurse determines that you are at an even greater risk of falling, you will be requested to assist in providing extra safety measures, including the following:

- Call for assistance whenever you need to get out of bed, go to the bathroom, retrieve items from the closet or drawers, or transfer to a chair or bedside commode.
- Keep the door to your room open at all times, except when someone is with you.
- Wear the non-skid footwear provided by your caregivers when you are out of the bed.
- Keep personal items located within reach.
- Leave a night light or bathroom light on during your stay.

- Bed side rails may be raised to assist in preventing you from falling. Do not try to get out of the bed by climbing around or over them–call for assistance.
- Leave the yellow identification band that identifies you to the caregiver team as a patient at risk of falling visible and intact during your stay.

Infection Prevention

Bacteria, viruses, and other infectious organisms can be found on the skin and in the saliva, urine, feces, and blood. Most germs will not harm you. However, there are some bacteria and viruses that can make you sick. Therefore, it is important to work together with your health care team to reduce the spread of infections.

Hand Hygiene

Handwashing is the single most important way to prevent the spread of disease. It is critical to wash your hands when they are visibly dirty, before eating, and after using the restroom. To effectively remove germs from your hands, follow these simple steps:

1. Wet hands with water, keeping hands lower than the elbows;
2. Apply hospital-approved soap or hand antiseptic. Liquid soap dispensers are available at every sink;
3. Use friction to clean between fingers, palms, backs of hands, wrists, forearms, under nails, and around jewelry for a minimum of 15 seconds;
4. Rinse hands with water and dry thoroughly with a disposable towel; and
5. Use a clean towel to turn off the faucet.

When your hands are not visibly dirty, an alcohol-based hand sanitizer is an appropriate means of hygiene. When decontaminating hands with sanitizer, apply the product to the palm of one hand and rub hands together, covering all surfaces of the hands and fingers until the hands are dry. Hand sanitizer dispensers are located throughout the hospital in the hallways, patient rooms, and recreational areas.

Cough Etiquette

Respiratory infections, such as the common cold and flu, are often spread from person to person when an individual coughs or sneezes. These germs can be spread through the air or by contaminated hands. To help prevent the transmission of respiratory infections, it is important to practice cough etiquette by:

- Covering your nose and mouth when coughing or sneezing;
- Using tissues to contain respiratory secretions and disposing of them in the nearest waste receptacle after use; and
- Performing hand hygiene after having contact with respiratory secretions and contaminated objects/materials.

Isolation

There are some cases in which additional levels of protection are required to prevent the spread of disease. Contact isolation, the most common form of isolation precautions, is often utilized to prevent the spread of antibiotic-resistant bacteria. If you have a contagious infection or an organism that does not respond well to medication, you may be placed on isolation precautions. A sticker will be placed on your door to alert visitors and staff members that additional protection is required before entering your room. An isolation cart containing gowns, gloves, masks, and other required equipment will be available.

Medications

Home Medications

Do not bring any medications (prescription, over-the-counter, or illegal drugs) to the hospital. Instead, provide your nurse with a list of current medications you are taking, including dosage and schedule, to review with your physician. All medications you will need to take during your stay will be prescribed by your physician and administered by a trained professional. Some medications could interfere with tests or medications ordered during your treatment.

Pain Management

Memorial Hermann considers pain as a fifth vital sign and a critical driver of a patient's blood pressure, pulse, respiration, and temperature. When pain is controlled, patients tend to heal faster, feel better sooner, and get their strength back faster. While we may not be able to take all of your pain away, several methods of pain control, including medication and non-medication treatments, are available to patients.

Comfort Methods

Comfort methods may include a massage, hot or cold packs, positioning, splinting of an incision, use of electrical stimulation, relaxation, listening to music or tapes, meditation, positive thinking, and other activities that distract you from focusing on the pain.

Medication Administration

Our nursing staff gives pain medication in the following ways:

- **Oral:** Oral pain medications are taken by mouth in pill or liquid form. They may also include agents that you place under your tongue.
- **Injection:** An injection is a shot of medication usually given into a muscle.
- **Intravenous:** Medication may also be injected into a vein through an intravenous catheter.

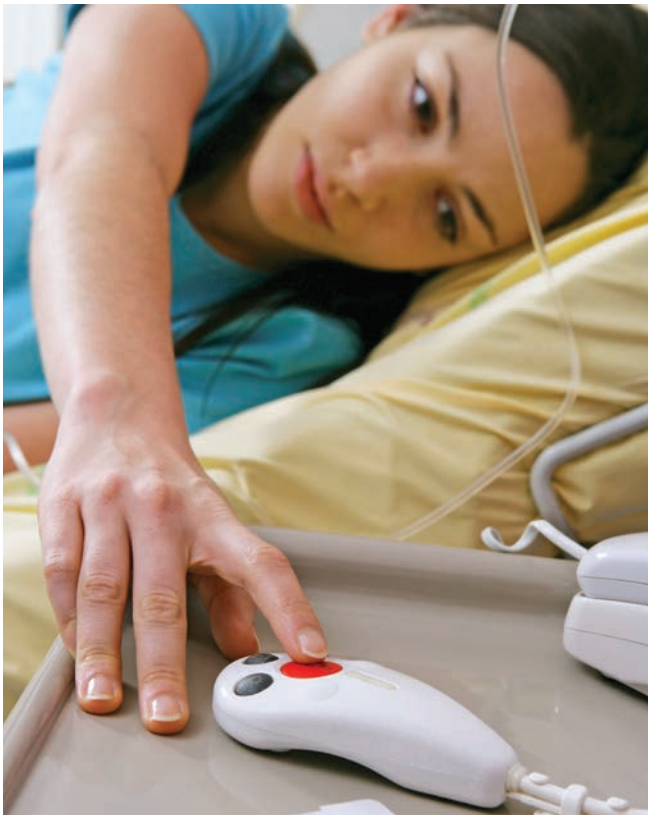
- **Skin:** Skin patches containing pain medications may be applied to the skin for longer-term pain management.
- **PCA Pump:** Patient-controlled analgesia (PCA) pumps allow you to control timing and flow of your pain medication. When you begin to feel pain, you press a button to inject the pain medication through the IV tube placed in your vein.
- **Spinal/Epidural:** For women in labor, or for cesarean delivery and certain other surgical procedures, a combination of epidural and spinal pain medications may be used to control pain.

Please note: Oral pain medication may be routinely scheduled at set intervals or on an as-needed basis within specific time frames. It is important to request pain medication when you first begin to experience pain rather than waiting for pain to become moderate or severe.

Keeping Pain Under Control

Being prepared can help you keep your pain levels under control. Consider writing down your questions about pain and pain control before you see the physician or nurse and be sure to do the following:

- Talk to your nurses and physicians about pain control methods that have worked well for you in the past and those that did not work.
- Talk with your nurses and physicians about any concerns you have about your pain medication and about any allergies you have.
- Ask your physicians and nurses what to expect. For example: Will there be much pain? Where will it occur? How long is it likely to last?



- Take your pain medication or ask the nurse for pain medication when the pain starts. This is an important step in proper pain control.
- Take your pain medication before getting out of bed, walking or doing breathing exercises if these activities worsen your pain. It is harder to ease the pain once it has taken hold.

Remember, you have the right to have your pain appropriately assessed and managed.

Being prepared

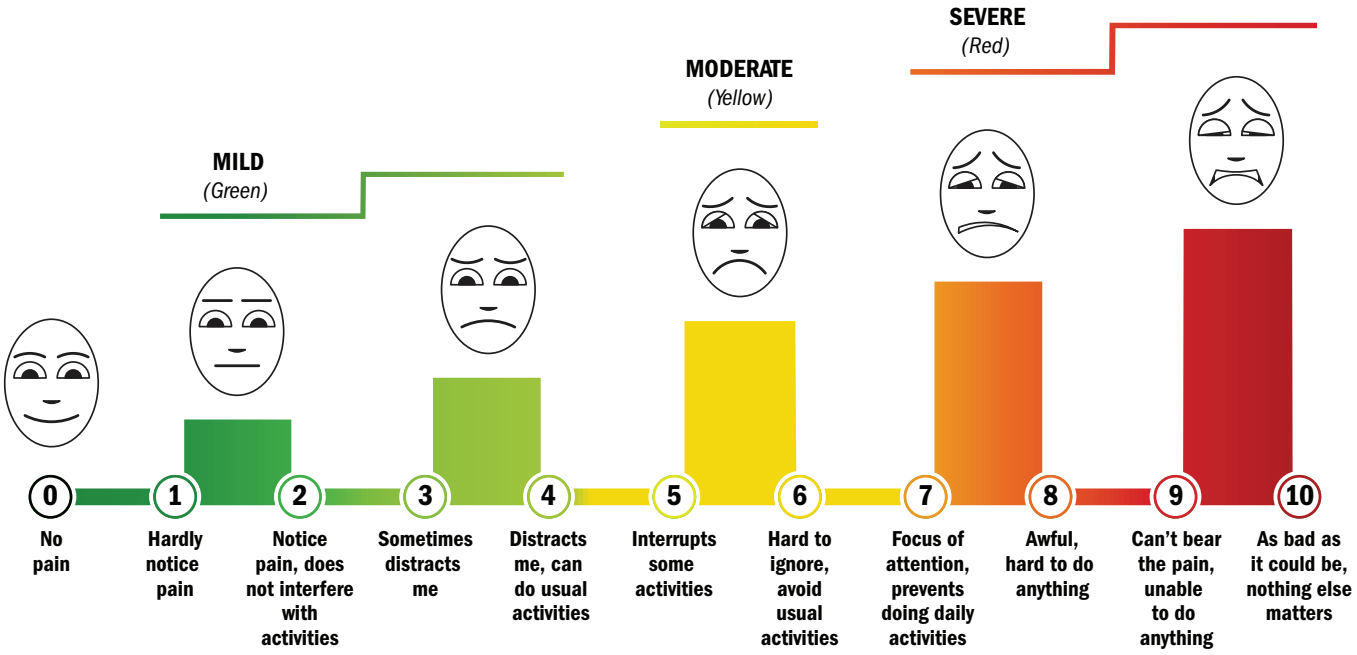
can help you keep your pain levels under control. Consider writing down your questions about pain and pain control before you see the physician or nurse.

Communicating Your Pain

If your physician has ordered your pain medication to be administered on an as-needed basis, be sure to alert your nurse when you are experiencing pain. We ask that you help your health care team measure your pain by rating it on a scale of 0 to 10, with a "10" indicating the most severe pain, and "0" indicating no pain.

Reporting your pain as a number helps the physicians and nurses know how well your treatment is working and whether to make any changes. Remember, pain may signal concerns your physicians and nurses need to know about. Don't automatically assume you need less pain medication just because your pain is under control.

Defense and Veterans Pain Rating Scale



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Security

Identification

All members of your health care team should wear name tag identification. Ask to see the name tag identification if it is not visible.

Valuables and Safekeeping

Please do not bring valuables such as jewelry, cash, or credit cards with you to the hospital. However, if you bring such items, we encourage you to store them in the Security department safe during your stay. To have items stored or to have stored items returned, please contact a member of the nursing team to make arrangements with the Security department at any time, 24 hours a day. Memorial Hermann is not responsible for articles left in rooms, so please remember to keep personal items such as dentures, hearing aids and eyeglasses with you.

Security Services

Security services are available to you 24 hours a day. We provide escorts to and from parking facilities upon request. Memorial Hermann has electronic monitoring, including cameras, door locks, and alarms that are monitored by security personnel. If you have questions or need assistance, please call the Security department at any time.

In Case of Emergency

To report a non-health care related emergency, call the Security department or call 911.

Smoking and Cessation Policy

The campuses operated by Memorial Hermann are smoke-free and tobacco-free environments. The smoking ban also includes electronic cigarettes. If you smoke, it is a good opportunity to take steps to quit. Your physicians, nurses and other health care professionals will give you the support and the help you need to take the first step.

For more information on smoking cessation, or if you want to quit smoking and need help, check with your health care provider, log on to www.memorialhermann.org, call 713.222.CARE to register for a smoking cessation class, call the toll-free American Cancer Society Quitline at 1.877.YES.QUIT (937.7848) or visit www.yesquit.org.

Nondiscrimination Policy

Memorial Hermann Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Memorial Hermann Health System does not exclude people or treat them differently because of age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Memorial Hermann Health System:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
  - Foreign language and qualified sign language interpreters
  - Information written in other languages

If you need these services, contact the System 504 Coordinator or directly contact the Memorial Hermann facility at which you will be treated.

If you believe that Memorial Hermann has failed to provide these services or discriminated in another way on the basis of age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, you can file a grievance with:

504 Coordinator
929 Gessner Road
Houston, Texas 77024
713.242.2435
crcoordinator@memorialhermann.org.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance the 504 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at https://www.hhs.gov/sites/default/files/ocr-60-day-frn-cr-crf-complaint-forms-508r-11302022.pdf. The completed complaint and consent forms may be emailed to OCRComplaint@hhs.gov.

Joint Notice of Privacy Practices

We are required by law to maintain the privacy of your medical information. We are also required to notify you about our privacy practices, our legal duties, and your rights concerning your medical information. We must follow the privacy practices that are described in this Notice while it is in effect. We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by law. We reserve the right to make changes in our privacy practices and the new terms of our Notice effective for all medical information that we maintain, including medical information we created or received before we made the changes. If we make a significant change in our privacy practices, we will amend this Notice and make the new Notice available upon request.

You may request a copy of this Notice at any time. For more information about our privacy practices, or for additional copies of this Notice, please contact us toll free at 1.800.621.4249.

Joint Notice of Privacy

This Joint Notice applies to the privacy practices of the Affiliated Entities and the entities participating in the Organized Health Care Arrangement described below for the sole purpose of complying with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), HIPAA Privacy Rule, Texas Medical Privacy Act, and Texas Health & Safety Code 181. These entities are viewed as participating in a joint arrangement for the sole purpose of using and disclosing your health information created within or received by any one or more Affiliated Entities for your treatment, entity payment, and entity operations.

Memorial Hermann Greater Heights Hospital

has received accreditation for chest pain, stroke, joint replacement, rehabilitation and breast care.

These Affiliated Entities include:
Memorial Hermann Health System (MHHS) and each of the hospitals owned or operated by MHHS
Physicians of Memorial Hermann
Memorial Hermann Medical Group
Memorial Hermann Community Benefit Corporation
Memorial Hermann Physician Network (MHMD)

The Affiliated Entities and the physicians and allied professionals who have privileges to practices at such entities participate in an Organized Health Care Arrangement (OHCA) for the sole purpose of complying with the HIPAA Privacy Rule. The Affiliated Entities participating in the OHCA may share your medical information with each other as necessary to carry out treatment, payment, and health care operations as described in this Notice. This Notice does not apply to your information in the custody of or the information practices of your physician or allied professional in his or her private office. For the purposes of complying with the Texas Medical Privacy Act, Texas Health & Safety Code 181, the following Memorial Hermann entities shall also be subject to the privacy practices described in this Notice:

Memorial Hermann Foundation
Memorial Hermann Accountable Care Organization
Memorial Hermann Physician Network (MHMD)
Memorial Hermann Professional Insurance Co., Ltd.

Use and Disclosure of Medical Information:

We use and disclose medical information about you for treatment, payment and health care operations.

Treatment: We may use and disclose your medical information to a physician or other health care provider in order to provide treatment to you. This includes coordination of your care with other health care providers and with health plans, consultation with other providers and referral to other providers related to your care.

Payment: We may use and disclose your medical information to obtain payment for services we provide to you. Payment includes our charges for, and demonstrating the medical necessity of, the care we deliver to you, determining your eligibility for health plan benefits for the care we furnish to you, obtaining precertification or preauthorization for your treatment or referral to other health care providers, participating in utilization review of the services we provide to you and the like. We may disclose your medical information to another health care provider or entity subject to the federal Privacy Rules so they can obtain payment.

Health Care Operations: We may use and disclose your medical information in connection with our health care operations, including:

- Quality assessment and improvement activities;
- Reviewing the competence or qualifications of health care professionals, evaluating practitioner and provider accreditation, certification, licensing, or credentialing activities;
- Medical review;
- Legal services and auditing, including fraud and abuse detection and compliance;
- Business planning and development; and
- Business management and general administrative activities, including management activities relating to privacy, customer service, resolution of internal grievances, and creating de-identified medical information, or a limited data set

We will not electronically disclose your medical information to another person without your authorization, except that we may electronically disclose your medical information to another person without your authorization in furtherance of treatment, payment or health care operation activities.

We may disclose your medical information to another provider or health plan that is subject to the Privacy Rules, as long as that provider or plan has a relationship with you and the medical information is for their health care quality assessment and improvement activities, competence, and qualification evaluation and review activities or fraud and abuse detection and prevention.

On Your Authorization: You may give us written authorization to use your medical information or to disclose it to anyone for any purpose. If you give us an authorization, you may revoke it in writing at any time. Unless you give us a written authorization, we cannot use or disclose your medical information for any reason except those described in this Notice. Unless you give us your written authorization, we will not use or disclose your medical information for any reason except those permitted and described by this Notice.

Psychotherapy Notes: Except as otherwise permitted by law, we will not use or disclose your psychotherapy notes without your written authorization.

To Your Family and Friends: We may disclose your medical information to a family member, friend, or other person to the extent necessary to help with your health care or with payment for your health care. We may use or disclose your name, hospital location, and general condition or death to notify, or to assist in the notification of (including identifying or locating) a person involved in your care. We may also disclose your medical information to whomever you give us permission. Before we disclose your medical information to a person involved in your health care or payment for your health care, we will provide you with an opportunity to object to such uses or disclosures. If you are not present, or in the event of your incapacity or emergency, we will disclose your

medical information based on professional judgment of whether the disclosure would be in your best interest. We will also use our professional judgment and our experience with common practice to allow a person to pick up filled prescriptions, medical supplies, or other similar forms of medical information.

Facility Directory: We may use your name, your location, your general medical condition, and your religious affiliation in our facility directories. We will disclose this information to members of the clergy and, except for religious affiliation, to other persons who ask for you by name. We will provide you with an opportunity to restrict or prohibit some or all disclosures for facility directories unless emergency circumstances prevent your opportunity to object.

Disaster Relief: We may use or disclose your medical information to a public or private entity authorized by law or by its charter to assist in disaster relief efforts.

Health-Related Services: We may use your medical information to contact you with information about health-related benefits and services or about treatment alternatives that may be of interest to you. We may disclose your medical information to a business associate to assist us in these activities.

Business Associate: We may disclose your medical information to a company or individual performing functions or activities to or on behalf of one or more of the Affiliated Entities who may have access to or be given access to your health information in order to provide the contracted services.

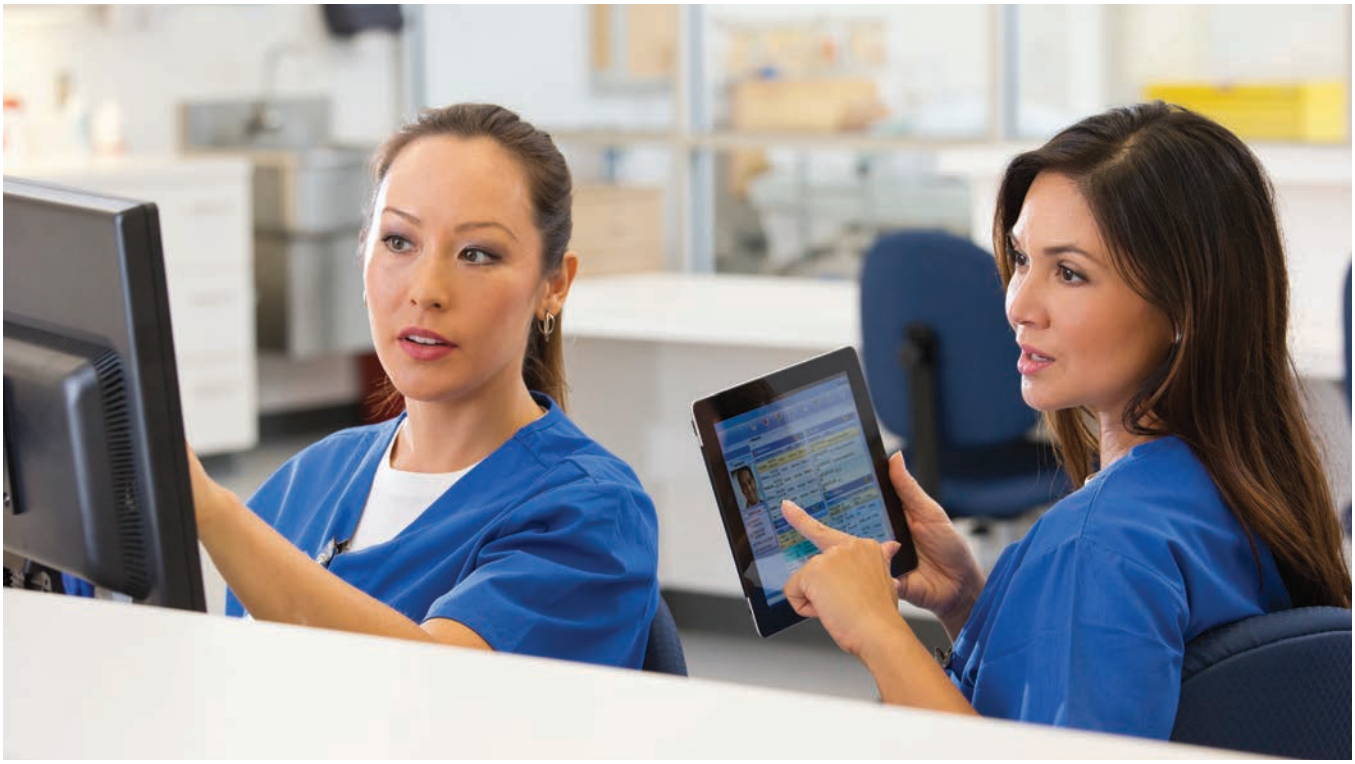
Marketing: Except as otherwise permitted by state or federal law, we will not use or disclosure your medical information for marketing purposes without your written authorization. However, we may communicate with you in the form of face-to-face conversations about services and treatment alternatives. We may also provide you with promotional gifts of nominal value. We may also communicate about certain patient assistance and prescription drug saving or discount programs.

Fundraising: We may use your demographic information, the dates of your health care, your department of service information, your treating physician, your health outcome information and your insurance status to contact you for our fundraising purposes. We may disclose this information to a business association or foundation to assist us in our fundraising activities. If you would like more information on the Memorial Hermann Foundation, call 713.222.CARE. You may opt out of any and all fundraising communications by calling 713.222.CARE and requesting an opt-out form or by following the opt-out instructions in any fundraising communication.

Sale of Your Medical Information: Except as otherwise permitted by law, we will not sell your medical information to another person without your authorization.

Public Benefit: We may use or disclose your medical information as authorized by law for the following purposes deemed to be in the public interest or benefit:

- Public health activities including disease and vital statistics, reporting, child abuse reporting, adult protective services, and FDA oversight;
- Employers regarding work-related illnesses or injury;
- Cancer Registry;
- Trauma Registry;
- Birth Registry;
- Health Oversight Registry;
- In response to court and administrative orders and other lawful processes;
- To law enforcement officials pursuant to subpoenas and other lawful processes concerning crime victims, suspicious deaths, crimes on our premises, reporting crimes in emergencies, and for purposes of identifying or locating a suspect or other persons;
- To coroners, medical examiners, and funeral directors;
- To organ procurement organizations;
- To avert a serious threat to health or safety;
- In connection with certain research activities;
- To correctional institutions regarding inmates;
- As authorized by state workers' compensation laws; and
- To the military, to federal officials for lawful intelligence, counterintelligence and national security activities, and to correctional institutions and law enforcement agencies regarding persons in lawful custody.



Individual Rights

Access: You have the right to review or receive a copy of your medical information, with limited exceptions. You may obtain a Patient Right to Access form to request access to, or a copy of, your medical information from the memorialhermann.org webpage. The completed form can be mailed to Memorial Hermann Release of Information, 7737 SWF C94, Houston, Texas 77074. There is a charge for copies of your medical information.

Accounting Disclosures: You have the right to receive an accounting of all uses and disclosures of your medical information that was not authorized by you and not disclosed for the purposes of treatment, payment, and health care operations. You must request this accounting in writing. You may request and we account for disclosures for a period of six years beginning on the date of the disclosure. You may download the Accounting of Disclosure Form from memorialhermann.org webpage and mail the completed form to 909 Frostwood, Suite 2.205, Houston, Texas 77024. You may also obtain the Accounting of Disclosure Form from the Release of Information Department located at the facility where you obtained your medical care.

Restrictions: You have the right to request that we place additional restrictions on our use or disclosure of your medical information. We are not required to agree to these additional restrictions; however, we will agree to your request not to disclose your medical information to a health plan for a particular item or service if the disclosure is to be made for payment of health operation purposes and you have otherwise paid for the service in full. If we agree to your restriction request, we will abide by our agreement (except in an emergency). You must make this request in writing.

Confidential Communications: You have the right to request that we communicate with you about your medical information by alternative means or to alternative locations. You must make your request in writing. We must accommodate your request if it is reasonable, specifies the alternative means or location, and provides a satisfactory explanation of how payments will be handled under the alternative means or location you request.

Amendment: You have the right to request that we amend your medical information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request if we did not create the information you want amended and the originator remains available, or for certain other reasons. If we deny your request, we will provide you a written explanation. You may respond with a statement or disagreement to be appended to the information you want amended. If we accept your request to amend the information, we will make reasonable effort to inform others (including people you name) of the amendment and to include the changes in any future disclosures of that information.

Electronics Notice: If you view this Notice on our website or by electronic mail (email), you are entitled to receive a copy of this Notice in written form. Please contact us as directed on page 43 to obtain this Notice in written form.

Notice of a Breach: If there is a breach involving the privacy or security of your unsecured medical information, we will notify you, government officials and enforcement authorities, as necessary and appropriate, and we will take steps to address the issue and mitigate any damages that the breach may have caused.

Security of Your Information

Memorial Hermann safeguards customer information using various tools such as firewalls, passwords, and data encryption. We continually strive to improve these tools to meet or exceed industry standards. We also limit access to your information to protect against unauthorized use. The only Memorial Hermann workforce members who have access to your information are those who need it as part of their job. These safeguards help us meet both State and Federal requirements to protect your personal health information.

Medical Record Disposal

Notice to the Patient or the Patient's Legally Authorized Representative: Memorial Hermann may authorize the disposal of the patient's medical record on or after the medical record's 10th anniversary discharge date. If the patient is younger than 18 years of age when last treated, we may authorize the disposal of medical records relating to the patient on or after the date of the patient's 20th birthday or on or after the 10th anniversary of the medical record's discharge date, whichever date is later.

Questions or Concerns
If you would like more information about our privacy practices or have questions or concerns about this Notice, please contact the Privacy Office.

If you believe your privacy rights have been violated, you may file a complaint, in writing, to the Memorial Hermann Privacy Office located at 909 Frostwood, Suite 2:205, Houston, Texas 77024, or by calling toll free at 1.800.621.4249.

Or, you may contact the U.S. Department of Health and Human Services (DHHS) at 1301 Young Street, Suite 1169, Dallas, Texas 75202, or by phone at 800.368.1019, fax at 202.619.3818, or TDD at 800.537.7697.

To email the DHHS Secretary or other Department Officials, send your message to hhsmail@os.dhhs.gov.

Photography and Video Recordings

Patients, family members and/or the patient's visitors are generally permitted to take photographs or make recordings of one another while in a private room or area where no other patients or health care team members are present. Memorial Hermann reserves the right to request the patient, family member, visitor or other third party to cease and desist photography and video recording if the activity interferes with the delivery of patient care.

Weapons

Memorial Hermann prohibits carrying or using a weapon in any Memorial Hermann facility or on any campus of Memorial Hermann Health System or its affiliates. Any individual carrying a weapon will be instructed to leave the premises. This policy applies to all employees, medical staff members, visitors and patients.

Your Medical Bill and Records

About Your Bill

As a patient receiving services at a Memorial Hermann campus, you are ultimately responsible for the charges associated with your treatment and care. We will send you a summary patient statement following your discharge. Detailed information about your charges is available by patient request. If you have a question or wish to request an itemized statement, please contact Patient Business Services/Customer Service by calling 713.338.5502.

Physician Bills

Bills from Memorial Hermann cover services provided by Memorial Hermann only. You will receive separate bills from your attending physician and any consulting physicians. As a reminder, certain radiology services, laboratory services, imaging services, and operating room procedures will include a bill from the physicians and a facility charge for the actual procedure.

Insured

Memorial Hermann will file insurance claims for most primary and secondary carriers. We will also verify your benefits and request authorization for services according to your insurance plan's requirements. You can help maximize your benefits by:

- Familiarizing yourself with the terms of your insurance plan's coverage and any policy limitations.
- Informing us by contacting our Business Office whenever your insurance carrier or coverage changes.
- Reviewing all correspondence from your insurance company, including explanations of benefits as well as any other insurance correspondence that may indicate a problem in processing your hospital or physician charges.

Most patients' insurance companies receive a bill from Memorial Hermann every 15 days. The exceptions are Medicare, Medicaid, the Department of Assistive and Rehabilitation Services (DARS), and Workers' Compensation. Medicare and Medicaid receive a bill for all the services given once the patient is discharged from inpatient care. Billing for DARS and Workers' Compensation is every 30 days.

Contact Patient Business Services at 713.448.5502 or toll-free at 1.800.526.2121 if you need a copy of a bill submitted to the insurance company or other third-party payer.

If your insurance company delays payment for more than 60 days, Memorial Hermann may be required to seek payment directly from you.

Uninsured

For elective medical treatment, you and/or your physician's office should contact our business office at 713.448.5502 or 1.800.526.2121 at least five days in advance of treatment to request a quote. Our business office representatives will collect the necessary information to provide you with a quote for the treatment you request and assist with options for payment. To prevent delays in your desired treatment date for elective procedures, please ensure that you have made arrangements with the business office regarding your financial obligations.

For emergency medical treatment, business office representatives will meet with you to provide information about options to help you meet your financial obligations. Payment options for treatment resulting from a medical emergency may include government funding for Texas residents, Crime Victims assistance, Medicare, counseling on continuation of benefits (COBRA), and/or cash pay quotes. Your business office representative will provide you with information on the Harris County Gold Card program, if you are a Harris County resident and on the Memorial Hermann Financial Assistance Policy.

Billing Questions

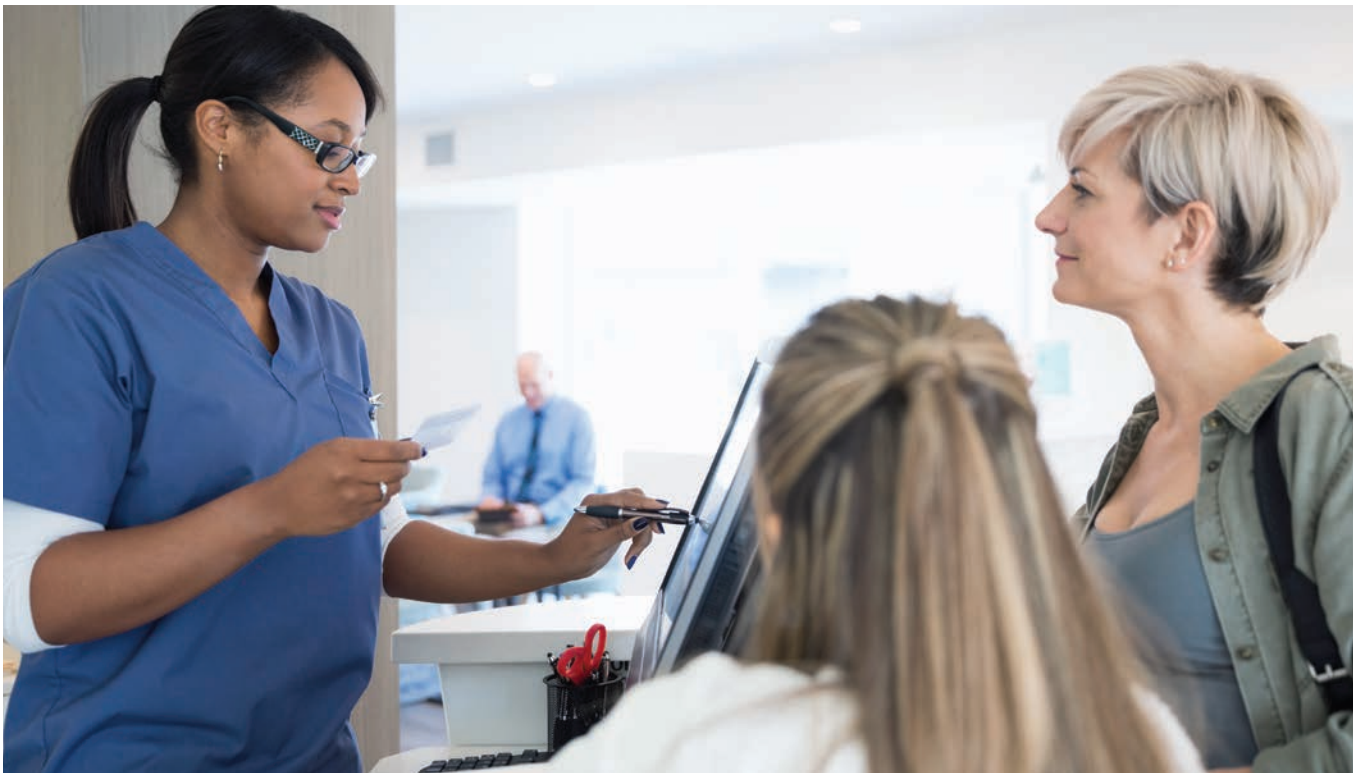
Patient Business Services/Customer Service is available to assist you by phone with in-depth financial analysis to answer any questions you may have or resolve any account issues. To speak with a customer service representative, please call 713.338.5502 or toll-free at 1.800.526.2121.

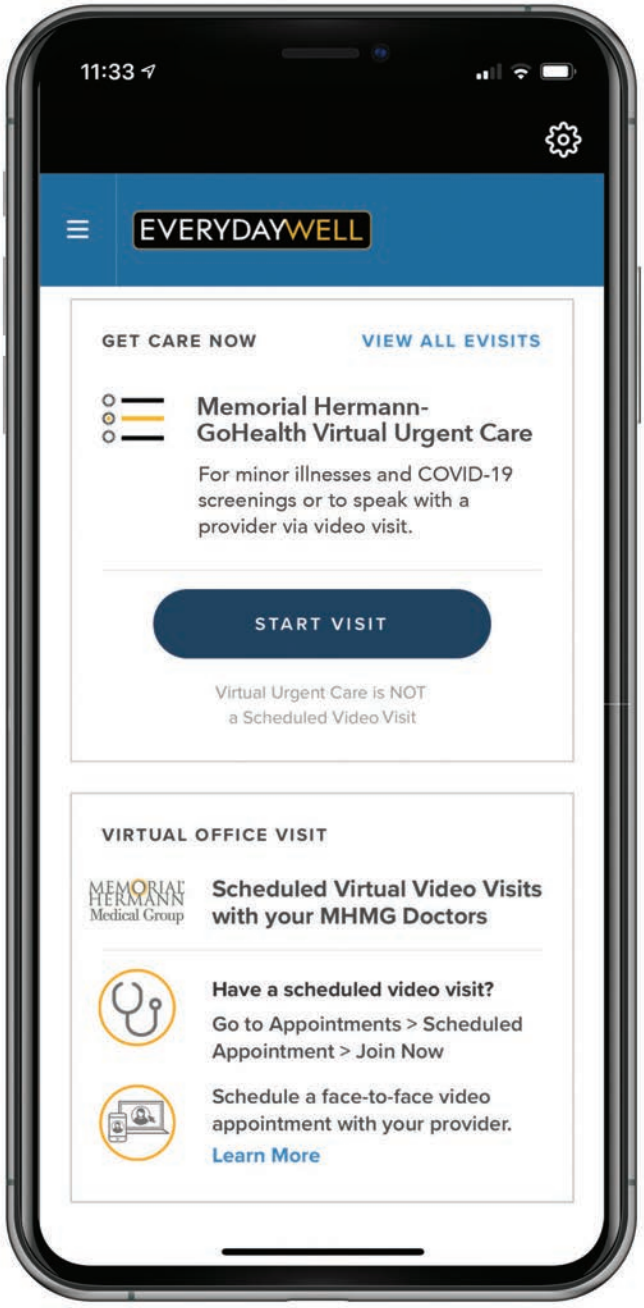
Memorial Hermann Everyday Well

Designed with you and your family in mind, Everyday Well makes it easier for you to stay connected to your health. Your online account provides you with the tools you need to stay healthy, including access to convenient locations, instant care, patient online services and health and wellness content. And it's all delivered on your terms, on your schedule and at your convenience.

What is the Everyday Well site?

The Everyday Well site is a personalized web application, which allows you convenient access to your health information. Schedule an appointment, check lab results, pay your bill, request a refill, send a message to your doctor – all with just a click. Access your account anytime, anywhere through your computer, tablet, or smartphone by downloading the Everyday Well App, or by visiting EverydayWell.com.





Stay connected to your health information with Everyday Well.

Managing your health care has never been easier. Everyday Well is an online account or patient portal that gives you access to the care and services you need to stay on top of your health.

Access your account 24/7 from your computer, tablet or smartphone by downloading the Everyday Well App or by visiting EverydayWell.com.

Through your Everyday Well account, you can use multiple convenient features to get the care you need.

EVERYDAYWELL

Everyday Well lets you:

- Find a doctor or location, and schedule appointments.
- Virtually connect with a health care provider using Memorial Hermann-GoHealth Virtual Urgent Care or Memorial Hermann Medical Group (MHMG) Virtual Office Visit.
- See a summary of your medical record.
- View your lab and imaging results.
- Send and receive secure messages with your health care team.
- Have access to select online bill pay options and much more.

Visit EverydayWell.com or download the app to log in or create an account.

Download on the App Store Download on the App Store

MEMORIAL HERMANN

Through your Everyday Well account, you can use multiple convenient features to get the care you need:

- Find affiliated physicians and locations
- Schedule appointments or check in online
- Virtually connect with a health care provider using Virtual Urgent Care or Virtual Office Visit
- See a summary of your medical record
- View your lab and imaging results
- Send and receive secure messages with your health care team
- Access select online bill pay and much more

Everything you need for managing your health is at your fingertips with Everyday Well.

How do I sign up for Everyday Well?

To get started, be sure to provide your email address at the time of your visit to a Memorial Hermann facility. After your discharge from the hospital or after your office visit, a secure email invitation will be sent to your email address. Click on "Accept Invitation" in the email and follow the steps to create your Everyday Well account. OR, sign up directly from the Everyday Well website.

The sign up process is simple, but should you encounter any problems, please call 713.222.CARE.

Price Transparency

Pricing information is posted on the Memorial Hermann website to help patients and consumers better understand their financial obligations and make meaningful and informed decisions regarding their care. By posting this information, Memorial Hermann is complying with a Federal law requiring all U.S. hospitals to make their standard charges for inpatient and outpatient services available to the public online.

Financial Assistance

Memorial Hermann's financial assistance and admission policies govern how financial assistance is provided. A determination will be made regarding a patient's eligibility on the basis of these policies. Payment from all other possible payment sources must be exhausted before a patient can be considered for the financial assistance program. Financial assistance applications are available online or by calling 713.448.5502 or toll-free at 1.800.526.2121.

Everyday Well

from Memorial Hermann is an online account or patient portal that gives you access to the care and services you need to stay healthy. Access anytime, anywhere to manage your health, schedule appointments and more.

Medical Records

The Memorial Hermann Release of Information department is dedicated to processing your requests for patient-protected health information in a timely manner, while maintaining patient confidentiality. Hours of operation are Monday through Friday from 8 a.m. to 4:30 p.m. For your convenience, we have one central mailing address for all Memorial Hermann hospitals and outpatient centers:

Memorial Hermann Release of Information
7737 SWF C94
Houston, TX 77074
713.867.4335

Additional information can be found online by accessing memorialhermann.org.

Governmental Reporting

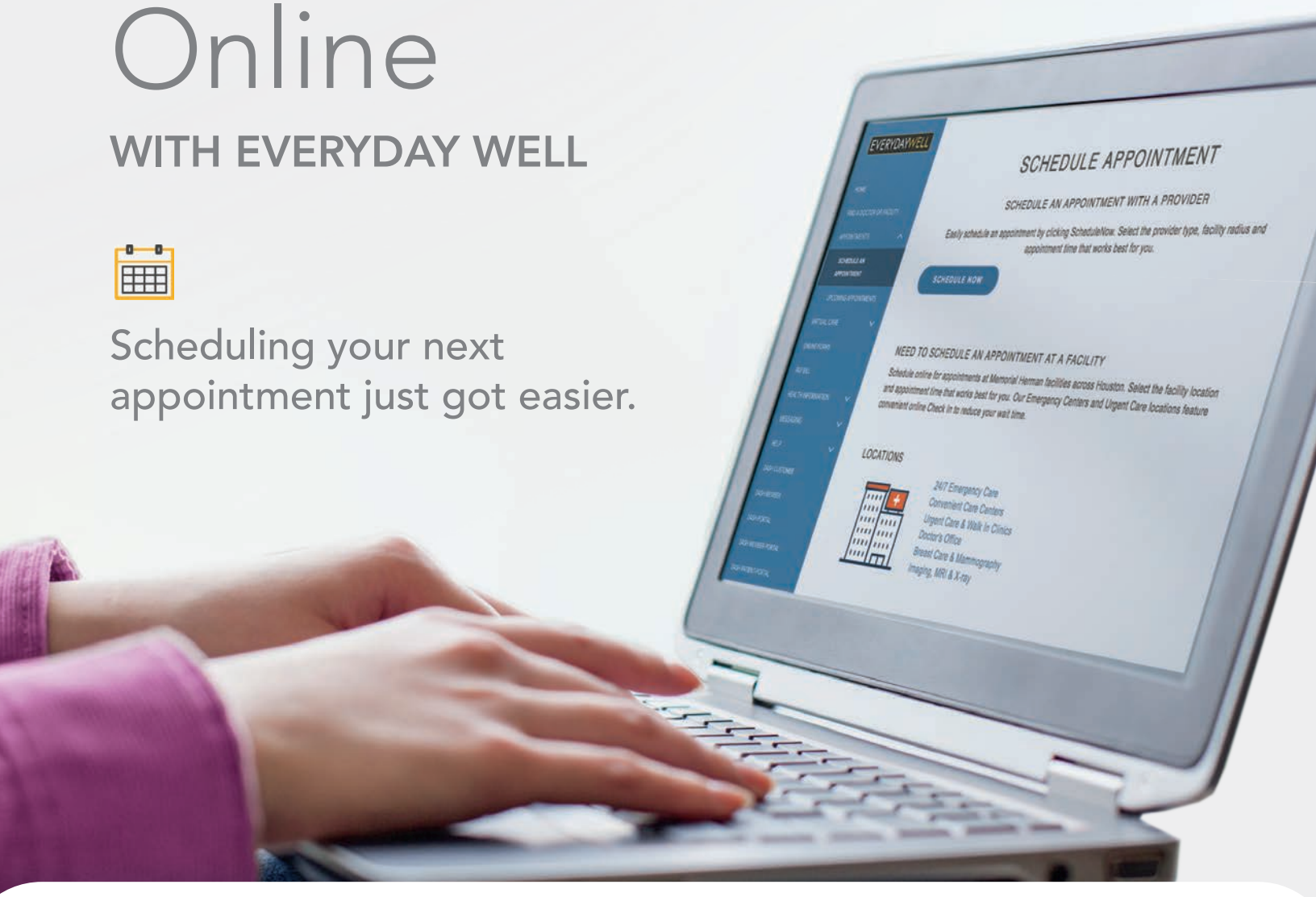
Memorial Hermann's annual report of the community benefits plan is public information, is filed with the Texas Department of State Health Services and is available on Memorial Hermann's Community Benefit Corporation website (http://memorialhermann.org/community-reports). Individual Memorial Hermann Hospital Community Health Needs Assessments and Implementation Plans are available within the "About Us" section of each licensed hospital's webpage (http://memorialhermann.org).

EVERYDAYWELL

Book Your Time Online

WITH EVERYDAY WELL

Scheduling your next appointment just got easier.



Memorial Hermann's online scheduling tool, ScheduleNow from Everyday Well, lets you schedule and confirm your appointment with just a few clicks. It's just one of the many ways we're making it easier to get and stay well.

USE SCHEDULENOW TO MAKE APPOINTMENTS ONLINE FOR:

PCPs • Specialists • Mammograms • Imaging • Colonoscopies • Physical Therapy

Learn more at EverydayWell.com or download the app today.

MEMORIAL® HERMANN

Advancing health. Personalizing care.

1635 North Loop West
Houston, TX 77008
memorialhermann.org

MEMORIAL® HERMANN
Greater Heights

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