



2101 Pease Street  
Harlingen, Texas 78550  
956.389.1100  
[www.valleybaptist.net](http://www.valleybaptist.net)



**VBMC** *Harlingen*



Betty Marlow Friedman  
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- Accredited Mammography
  - Accredited Sonography
  - Family Planning
  - Infertility Evaluation and Treatment
- Major Gynecology Surgery
  - Major Operative Laparoscopy
  - Normal and High Risk Obstetrics
- Office GYN Surgery
  - Prevention
  - Urinary Incontinence
  - Robotic Surgery

1717 Ed Carey Drive • Harlingen, Texas 78550  
**(956) 423-4030 (tel) • (956) 423-9188 (fax)**

## BEST NURSING HOME 2013



# HARLINGEN

— NURSING AND —  
**REHABILITATION CENTER**

**We Offer the Following:**

24-Hour Skilled Nursing Care • Hospice/Respite Care • Short-/Long-Term Care  
 Physical Therapy • Occupational Therapy • Speech Therapy  
 Discharge to home includes Therapy Evaluation and follow-up by Nurse Practitioner

**(956) 412-8660**

3810 HALE AVE, HARLINGEN, TX 78550



# Message from Our CEO



**TODD MANN**

*Senior Vice President and  
Chief Executive Officer*



Welcome to Valley Baptist Medical Center in Harlingen. With 400 outstanding physicians on our medical staff, over 2,000 dedicated employees, 330 volunteers and 586 hospital beds, we are here to serve you. Our goal is to provide the highest quality and most compassionate care in a safe environment for you and your family.

Every day, we provide Valley patients with advanced, award-winning care in neurosciences/stroke treatment, women’s and children’s services, orthopedics/joint replacement, emergency and trauma care, minimally-invasive surgery, heart and vascular treatment, and many other areas. For example, Valley Baptist is the first Valley hospital to offer life-saving interventional stroke procedures, in which medications to reverse a stroke are administered directly to arteries supplying blood to a patient’s brain. Valley Baptist–Harlingen is also the first hospital south of San Antonio to be certified with a “Gold Seal of Approval™” specifically for knee and hip replacement surgeries, by the national accrediting organization for healthcare organizations, The Joint Commission. As a leader in women and children’s care, Valley Baptist has the only Newborn Intensive Care Unit in Harlingen and the only Pediatric Intensive Care Unit in Cameron County. Valley Baptist serves as a Lead Level III Trauma Center for Cameron County.

Since 1925, we have been pioneers in introducing the latest technology to South Texas. Our greatest asset is our people – doctors, nurses, and other caring healthcare professionals who are here 24/7 to care for you and your family. We are constantly striving to fulfill our mission of helping people achieve health for life, through compassionate service inspired by faith. Please call on us whenever we can be of assistance.





## History and Mission

Valley Baptist Health System has earned a reputation as a health care leader with our dedicated staff, modern facilities, state-of-the-art technology, and commitment to providing for the health of our community. Today, our health system is one of the largest in South Texas with more than 850 beds. Our mission is to “help people achieve health care for life, through compassionate service inspired by faith.”

Incorporating the latest in technology with a commitment to compassionate, faith-based care, both Valley Baptist Medical Center–Harlingen and Valley Baptist–Brownsville have established a reputation for providing excellent service to Valley residents. Every day, for nearly 90 years, lives have been saved simultaneously at both facilities. The histories of the two hospitals parallel each other, as both are stories of caring people reaching out to help the sick and dying, in service to their communities. And now those histories are intertwined, with both hospitals forming part of the Valley Baptist family.

Valley Baptist–Harlingen, a 586-bed full-service hospital located at Ed Carey Drive and Pease Street in Harlingen, traces its beginnings to 1925 ... it is truly a hospital created by the community for the community. Through the years, the medical community and our hospital have led the way in bringing life-saving health care services to the residents of the Rio Grande Valley.

## Visitation Policy for Valley Baptist-Harlingen

Valley Baptist recognizes the importance of the involvement of family and friends during your loved one’s hospital stay. We strive to be family-friendly. Children are welcome to visit patients and be in the nursing unit waiting areas. We ask that children be under adult supervision at all times during their visit to the hospital. Thank you in advance for understanding and supporting our visitation policy.

### ***For Health and Safety Reasons:***

- Please wash your hands or use hand sanitizer when you enter and leave a patient room to help prevent infection and the spread of germs.
- If you have flu-like symptoms, you will not be allowed to visit patients.
- Please be aware you may be asked to step out of the patient’s room by hospital staff when necessary.

# Family-Centered Care Program

## *Philosophy of Valley Baptist:*

1. Optimum care of the patient involves care of their family as well.
2. "Family" will be defined as anyone determined to be so by the patient or surrogate.
3. All care must be both patient-centered and family-centered to achieve optimum outcomes for all.

## Visitor Information

Visits from relatives and friends can play an important part in your recovery. However, if you do not wish to have visitors during your stay, please inform your nurse.

### *Please Share these Guidelines with Your Visitors:*

- All visitors should enter the hospital through the main lobbies or emergency department entrances. All other doors can only be opened with a hospital identification badge.
- Frequent hand washing is the most important action to prevent infection.
- Smoking by patients and visitors is not permitted within the hospital or anywhere on the hospital campus.
- Your visitors may be asked to leave your room when your physician or nurse stops by to administer treatment. There are reception areas on each floor for visitors.

- A courtesy phone is located in the main lobby, at the front of the hospital.
- Visitors should check with the patient's nurse before bringing food to the hospital.
- Service animals may accompany a visitor as long as the visit does not disturb other patients or patient care in the unit.
- Children may visit. Visitation for children may be restricted, depending on the patient's condition and area of the hospital the patient is in. Minors must be attended by a responsible adult at all times.

## Getting around our Facility "Way Finding"

From the parking lots to your final destination, we have made it easier for you to find your way around the hospital. The medical center has been divided into five color zones. First, park in a parking lot with a specific color banner. Then enter the building through an entrance marked with that same color flag, and find a directory in the lobby to help guide your path. Along the way, you will find colored signs and pathway maps that will lead you along. If you need additional help, please ask a volunteer or employee, and we will help you find your way.



# Telephone Service

A telephone is provided for your convenience in each patient room. If you are hospitalized in the South Tower of the hospital, your family and friends may call your room directly by dialing (956) 389-6 + your room number. If you are in the East Tower, family and friends may call (956) 389-5 + the room number.

To make local calls Valley-wide: dial 9, wait for dial tone, then dial the local number.

For long distance: dial 9 + 0 + the number desired. All long-distance calls must be collect or billed to a 3rd number or credit card.

For questions regarding phone use and service, call the VBMC Operator by dialing "0." To promote rest and recovery, incoming calls to patient rooms stop at 9 p.m. through 7 a.m.

# Important Phone Numbers

## VALLEY BAPTIST MEDICAL CENTER – HARLINGEN

Main Line. . . . .	(956) 389-1100
Admissions Office . . . . .	(956) 389-5186
Ambulatory Infusion Unit (AIU). . . . .	(956) 389-4416
Behavioral Health. . . . .	(956) 389-6578
Breast Center. . . . .	(956) 389-6703
Business Services: Admissions Supervisor. . . . .	(956) 389-1669
Customer Service. . . . .	(956) 389-2060
Medication Assistance Program (MAP) . . . . .	(956) 389-4577
Care Management . . . . .	(956) 389-1131
Diabetes Education Program . . . . .	(956) 389-1119
Dialysis Center . . . . .	(956) 364-2789
Family Practice Residency Program . . . . .	(956) 389-2440
Financial Counseling . . . . .	(956) 389-5176/5177
Medical Records . . . . .	(956) 389-1713
Outpatient Scheduling . . . . .	(956) 389-1852
Palliative Care Program . . . . .	(956) 389-1285
Pastoral Services. . . . .	(956) 389-1194
Rehabilitation Services, Inpatient/Outpatient. . . . .	(956) 389-1550/2323
Security . . . . .	(956) 389-1697
Wound Care Clinic & Hyperbaric Medicine . . . . .	(956) 389-1940

# Patient Rights

Valley Baptist Health System respects, protects and promotes patient rights. No one will be denied their rights on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity. Upon admission to the hospital, you should have received a list of your rights as a patient. If you didn't receive this information and would like a copy, please call (956) 389-5165 or 389-6666.

## IF YOU HAVE A CONCERN ABOUT YOUR CARE:

Patients may call (956) 389-3277 (or extension 1-3277 within the hospital) to voice a complaint. If the concern is not resolved, patients may call the Texas Department of State Health Services at (888) 973-0022, or write a letter of complaint to the Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, or call (630) 792-5000, or email to [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

## NOTICE OF INFORMATION ACCESS AND SECURITY PRACTICES FOR PATIENTS

Upon admission to the hospital, you should have received a "Notice of Information Access and Security Practices for Patients" regarding your rights as a patient pertaining to information in your medical records, billing records, etc. If you didn't receive this notice and would like a copy of this information, please call (956) 389-5165 or 389-6666.

## EFFECTIVE COMMUNICATION FOR PATIENTS WITH SPECIAL NEEDS; CONTACTING AN INTERPRETER

Valley Baptist-Harlingen provides services at no cost to persons with hearing, blindness or manual impairments and Limited English Proficiency (LEP), so that they may have equal opportunities to participate in our services, activities, programs and other benefits. On admission, the patient's language and communications needs and other needs are assessed.

## VIEWING YOUR OWN PERSONAL HEALTH INFORMATION

Valley Baptist Health System (VBHS) is now a member of the Rio Grande Valley Health Information Exchange (RGV/HIE). You now have the ability to view your Personal Health Information (PHI) by directly accessing [www.rgvhie.org/mychart](http://www.rgvhie.org/mychart) and setting up your personal account.

In the future, this information will also be accessible to health care providers to assist you with all your health care needs.





## Patient Safety

**A**s our patient, your safety is our number one concern. Please assist us in providing you safe care by: **SPEAKING UP!**

- Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.
- Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.
- Ask a trusted family member or friend to be your advocate (advisor or supporter).
- Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.
- Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission and Texas Department of Health Services visit our hospital to see if we are meeting quality standards.
- Participate in all decisions about your treatment. You are the center of the health care team.



## YOUR PARTICIPATION IS IMPORTANT FOR SAFETY

- Valley Baptist Health System (VBHS) identifies the ways in which the patient and his or family can report concerns about safety and encourage them to do so.
- Valley Baptist Health System recognizes that communication with the patient about all aspects of care, treatment, and services is an important characteristic of a culture of safety. When the patient knows what to expect, he or she is more aware of possible errors and choices. The patient can also be an important source of information about potential adverse events and hazardous conditions.
- The patient is educated, in a language the patient understands, on available reporting methods for concerns related to care, treatment, and services and patient safety issues.
- VBHS provides the patient with information regarding infection control measures for hand hygiene practices, respiratory hygiene practices, and contact precautions according to the patient's condition. The information is discussed with the patient and his or her family members on the day the patient enters the hospital or as soon as possible (for example, within 24 to 48 hours).
- For surgical patients, VBHS describes the measures that will be taken to prevent adverse events in surgery. Examples include, but are not limited to, patient identification practices, prevention of surgical infections, and marking of the procedure sites.



- VBHS encourages patients and their families to report concerns about safety.

## “SPEAK UP” PROGRAM

Do not be afraid to ask the nurse, doctor, therapist or pharmacist questions. Participate in all decisions about your treatment. YOU are the center of the health care team. You and your doctor should agree on exactly what will be done during each step of your care.

### HELP PREVENT ERRORS IN YOUR CARE

Speak up if you have questions or concerns. If you still do not understand, ask again.

- **What is your role in your health care?**
  - *You should be active in your health care*
  - *You should ask questions.*

### HELP AVOID MISTAKES WITH YOUR MEDICINES

Medicine mistakes happen every day – at the doctor’s office or hospital, even at home. You can get the wrong medicine. Know what medication you take and why you take them.

- **Who is responsible for your medicines?**
  - *A lot of people – including you!*
  - *Upon admission, you need to give your doctors, pharmacists and other caregivers a list of your medicines.*

### ➤ **What can you do at the hospital or clinic to help avoid mistakes with your medicines?**

- *Make sure your doctors, nurses and other caregivers check your wristband and ask your name before giving you medicine.*
- **Questions to ask your doctor or pharmacist**
  - *How will this new medicine help me?*

### FIVE THINGS YOU CAN DO TO PREVENT INFECTION

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone.

- **HANDWASHING IS IMPORTANT!** Wash your hands / Use hand sanitizer (located around the hospital)
  - *Tell your visitors to use available sanitizers to clean their hands*
  - *Make sure health care providers wash their hands or wear gloves.*
- To prevent the spread of infection to others, if coughing or sneezing, do so to the inside of your elbow. If you sneeze or cough into your hand, please thoroughly wash your hands afterwards.
- If you are sick, avoid close contact with others.
- Get shots (vaccinations) to avoid disease and fight the spread of infection.





### **HELP AVOID MISTAKES IN YOUR SURGERY**

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Mistakes can also happen before or after surgery. A patient can take the wrong medicine. Some patients may not understand instructions about how to take care of themselves. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

### **FOR YOUR SAFETY**

- Smoking inside the Medical Center is prohibited. Valley Baptist–Harlingen has a “No Smoking Policy” to assist in providing the comfort, well-being and safety of our patients, visitors and staff, as well as to comply with state codes.
- To assure maximum efficiency in a fire emergency, Valley Baptist–Harlingen conducts fire drills each month. If a drill should occur while you are a patient, please do not become alarmed.
- Know your healthcare providers: doctors, nurses, aides, and other staff members **MUST** wear an ID badge while on duty. If you do not know who someone is, or what his or her role is, **PLEASE ASK**.
- Make sure staff members check your name and date of birth **PRIOR** to giving you any medications, drawing blood, or performing any tests on you.
- As a patient, there may be times when your doctor and the hospital staff will ask you to remain in bed and call for help when you need to leave the bed. Please take those instructions seriously and press the nurse call button for an attendant to help you. When leaving the bed and walking about, use non-skid booties.
- Patients are encouraged not to bring electrical appliances into the Medical Center. Electric razors, hair-grooming appliances, radios, cell phones, laptops and stereo systems may be permitted if patient care activities and nearby patients will not be disturbed.

## **Informed Consent**

**E**very adult of sound mind has the right to decide what may be done to his or her body in the course of medical treatment. As a patient, you have the right to be told about the nature of your condition, the general nature of the proposed treatment, the risks of not undergoing the treatment and alternate procedures available.

This information helps you make an informed and rational decision about accepting or declining a proposed course of treatment. Your physician will discuss with you the risks and benefits associated with medical procedures.

## **WHAT YOU SHOULD KNOW ABOUT RESEARCH**

Medical research helps improve the quality of life for people around the world. You may refuse to participate.

### **> What is “informed consent?”**

- The doctor or researcher told you about the research study and its risks. It also means that you understand what you were told, and that you give consent or refuse to participate.
- > Who can you call if you have concerns about a research study?**
  - The Institutional Review Board at (956) 389-1104.

# HIPAA

Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), patients are reasonably assured that their Protected Health Information (PHI) will not be accessed by or disclosed to any unauthorized entity. All PHI, either written or in electronic form, is protected and safeguarded at VBMC-Harlingen.

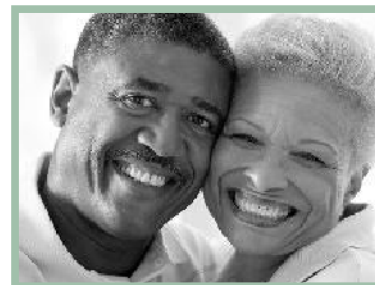
Health Insurance Reform provisions require implementation of certain practices by health plans and insurers regarding the portability and continuity of health coverage. Administrative Simplification regulations set standards for electronic transactions, privacy of medical records and security of all stored Protected Health Information (PHI).

Hotline to call if any questions: (888) 895-9945 or (877) 840-5999.

## Your Satisfaction

### WE ENCOURAGE YOUR FEEDBACK TO IMPROVE CARE.

Your health care is our priority. Our goal is to ensure you receive excellent care and service during your stay. One way for us to determine if we are meeting or exceeding your expectations is to ask for your honest feedback. After discharge, you may be asked to participate in a patient satisfaction survey. Your feedback is valuable!



### ABOUT THE SURVEYS:

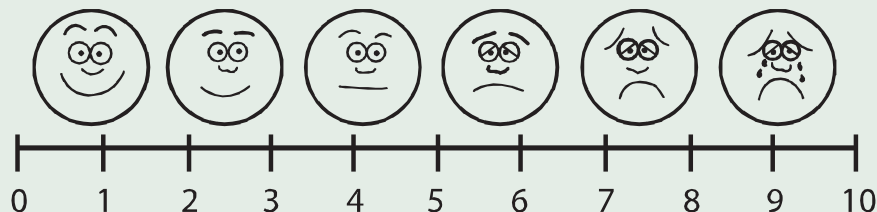
Valley Baptist participates in two types of patient satisfaction surveys. All hospitals are required to participate in the first survey, the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey, by the U.S. Department of Health and Human Services. The second survey is conducted by an outside survey company on behalf of Valley Baptist Health System. Both surveys are anonymous and are done after discharge.

## Pain Management

### WE STRIVE TO MANAGE YOUR PAIN. PLEASE TELL YOUR NURSE IF YOU ARE IN PAIN.

*What happens if I have pain? Please tell us if your pain is:*

0	1-3	4-6	7-10
No	Mild	Moderate	Severe
Pain	Pain	Pain	Pain





## Medical Advance Directives

**Y**ou have the right to make your own informed decisions about medical care and to communicate these decisions to health care providers. An advanced directive is a legal document that allows you to state your choices for medical treatment before you actually need such care.

*There are different types of Advanced Directives:*

- **Directive to Physicians and Family or Surrogates**

Provides a written statement about health care decisions and tells your doctor what your wishes are at the end of life.

- **Medical Power of Attorney**

Authorizes a family member or friend to become your health care agent and make decisions when you are unable to make them yourself. For forms and/or instructions for these documents, you can speak to your nurse or call Pastoral Services at (956) 389-1194.

### **BLOOD DONOR PROGRAM**

You, a relative or friend may need a blood transfusion during hospitalization. To become a volunteer donor, contact United Blood Services at (956) 216-8080 or 213-7500.

### **SMOKING CESSATION**

Valley Baptist–Harlingen is a smoke-free facility. You may call the Texas Dept. of State Health Services at (877) YES-QUIT (866-228-4327 or go to [www.YesQuit.org](http://www.YesQuit.org)) 24 hours a day about resources available for smoking cessation.

### **CANCER SUPPORT**

The American Cancer Society has a live phone number to provide support to people facing cancer at any stage of the process. Call (800) 227-2345.

### **SUICIDE PREVENTION LIFELINE**

Please call (800) 273- 8255.

### **ORGAN/TISSUE/EYE DONATION**

For information, please call (800) 275-1744 (website: [www.donatelifetexas.org](http://www.donatelifetexas.org))

# Patient Information

## REGISTRATION

Registration Services can be found in several locations throughout our hospital.

East Tower Registration will provide registration for Pre-Admission, Day Surgery, Outpatient Services (such as: lab, routine X-ray, MRI, CT Scan, EKG, EEG, etc.) and Direct Admissions from a doctor's office. Women's Services Registration is located on the 2nd floor of the East Tower. The Breast Center, Cardiac Catheterization Lab, Wound Care, and Endovascular Services have registration located in their service areas. On weekends, the ER Registration staff handles registration.

## OUTPATIENT REGISTRATION

All outpatients must first check-in at Outpatient Registration before proceeding to Outpatient Services. For more information, please call (956) 389-1852 or toll free at (866) 241-8913.

To pre-register for Valley Baptist Medical Center-Harlingen, please contact our scheduling department at (956) 389-1852 or toll free at (866) 241-8913.

Once they arrive at the hospital, patients enter the East Tower entrance into the Brown Grand Lobby, then proceed to our Information Desk. Please call (956) 389-5186 for outpatient registration help.

Registration for lab tests with the Valley Baptist Community Reference Lab is held at several locations across the Valley, including the following locations where lab tests are performed in Harlingen:

### ***Valley Baptist Community Reference Lab***

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2121 Pease Street, Suite 102  
Harlingen, TX 78550  
(956) 389-3800

### ***Treasure Hills Imaging Center/Community Reference Lab***

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1717 Treasure Hills Boulevard  
Harlingen, TX 78550  
(956) 389-1777

### ***Star Point Plaza, Harlingen – Community Reference Lab***

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1821 Sesame Square, Suite 15  
Harlingen, TX 78550  
(956) 622-3183





## DISCHARGE

As part of your care, the healthcare team, including your physician, will help coordinate your discharge from the hospital. Depending on your medical needs, we may recommend post-hospital services (home health, rehab, skilled nursing facility, community resources, etc.). We ask that you/your family participate in discharge planning, to ensure the most optimal outcome. Once your physician writes the order for discharge, you must have transportation available, so as to not delay your discharge.

Usually, financial arrangements will have been made by one of our Financial Counselors before you are discharged.

## PLANNING YOUR FOLLOW-UP CARE

Before leaving the hospital, you should be given written instructions about your follow-up care.

### ➤ What should you do before leaving the hospital?

- Ask for a hospital discharge planner, social worker or nurse who can help you plan your follow-up care. The nurse will assist you in scheduling your follow-up appointments with your doctor.
- You should be given a copy of your medication list and discharge instructions to follow when you go home.

## General Information

### FOOD SERVICE

Registered, Licensed Dietitians work to assure that you receive well-balanced meals according to your physician's diet prescription. Every effort will be made to take into consideration your personal food preferences, if they are allowed in your diet. Because your diet is part of your treatment, you are discouraged from eating foods from the outside. If you have additional concerns or questions about your meals, please call extension 1 1300 (389-1300), between the hours of 7 a.m. to 7 p.m.

### FOOD COURT (CAFETERIA)

Visitors are welcome in our cafeteria (Food Court). Hot meals are served every day with a wide range of selections, also including beverages, soups, hamburgers, hot dogs, cold food, salads and snacks. Vending machines are also located in the Food Court and are accessible 24/7.

**Food Court Service Hours:** Monday through Friday: 6:30 a.m. – 6 p.m.  
Saturday & Sunday: 6:30 a.m. – 2 p.m.



## JAVA CITY CAFE

Located near the Wyrick Courtyard in the South Tower, the Java City coffee shop features gourmet coffee, cappuccino, latte and mochas, as well as a selection of pastries and other foods to go. It is open Monday through Friday, from 7 a.m. to 10:45 a.m., and from 11:30 a.m. to 1 p.m.

## VENDING

Vending machines are located in the cafeteria, in the emergency waiting room, and in the waiting room for ICU and surgery located on the second floor.

## GUEST SERVICES

### *Gift Shop*

The Valley Baptist Auxiliary volunteers operate two Gift Shops on the Valley Baptist–Harlingen campus. One is located in the main lobby of the South Tower; the other next to the main lobby in the East Tower. Merchandise includes personal care items, reading material, greeting cards, balloons, a wide variety of gift items and both fresh and silk flowers. Custom gift baskets can be created upon request. The gift shops are open Monday through Friday, 9 a.m. to 5 p.m., and Saturday and Sunday from 1 p.m. until 5 p.m. (Summer weekend hours may vary.)

If you are interested in joining the Auxiliary volunteers, please call the Volunteer Services Office at (956) 389-1193 or ext. 11193.

# Financial Information and Patient Billing

## HOSPITAL CHARGES AND INSURANCE

Hospital insurance plans do not normally provide full coverage of a hospital bill. Some insurance plans require 24-hour notification after admission before they agree to pay coverage. It is the patient's responsibility to notify the insurance company to verify coverage. For this reason, sometime during your stay

you will be asked to make a payment or arrangements on your estimated portion of the hospital charges. Business Office personnel within the hospital will cooperate in expediting your claim for payment. If you have any questions about your bill, we will make every effort to answer them. Please contact our Customer Service department at (956) 389-2060, Monday through Friday from 8 a.m. to 5 p.m., and they will be happy to assist you.

